

# **CHAPTER I**

## **INTRODUCTION**

This chapter discusses the introduction of the research. It consists of a Background of the research, The setting of the research, Limitation of the research, Formulation of the research, Purpose of the research, Significance of the research, and Definition of key terms. This chapter is very important because this chapter introduces basic of the research.

### **A. Background of the Research**

Language usage differs between a speaker and another speaker. Differences are motivated by the situation of the speaker and his role as a member of the community: place of birth, place of residence, education, social groups, work environment, etc. The speaker uses a language that suits his needs. At hotels, English is widely used as a second language not only for communication with foreign guests, but also for services such as hotel pamphlets, room names, and hotel facilities. According to Blue & Harun (2003: 77) English is the common language used in the hospitality industry and is the most widely used language in the world hospitality industry In this case, vocabulary is one aspect of learning English. Bintz (2011: 44) explained that vocabulary is the total number of words to make a language. You can create a vocabulary from the words you hear. Vocabulary is all the words you create and receive when we communicate in written and spoken language. This means that the language is made up of a collection of vocabularies. To communicate with others, you need to master a lot of vocabulary.

According to Alqahtani (2015: 22), vocabulary plays an important role in learning a foreign language. It is the element that connects the four skills of speaking, listening, reading and writing. To be able to communicate well in a foreign language, students need to learn a reasonable number of words and know how to use them correctly. Words you need to know to communicate effectively: words to speak (expressive vocabulary) and words to hear (acceptable

vocabulary). If vocabulary development is limited, he will have difficulty mastering language skills. David Wilkins (2002: 13) of Thornbury stated that little is taught without grammar and nothing can be taught without vocabulary. Vocabulary contributes significantly to the proficiency of students in language skills, including English. Read, speak, listen, write.

Based on the researcher's observations and the additional information obtained by the researcher, we found several reasons to learn the hotel vocabulary. Firstly, some students in the sixth semester have not mastered the vocabulary of the hotel, such as people, things in the hotel, and surrounding areas. This is because some students in the sixth semester find English difficult. We also believe that 6th semester students rarely hear new vocabulary, such as hotel vocabulary.

That's no excuse for not knowing the hotel vocabulary, but the sixth semester students learned English at the hotel and even took a study trip at the hotel. The lack of hotel vocabulary for students in the sixth semester is evidenced by tests conducted by researchers on several students with the same question.

Do you know the meaning of "book" in the hotel vocabulary? Most of the students answered "Buku". In general vocabulary, the student's answer is correct, but in hotel vocabulary, book are not necessarily "buku". it can also book as "Pesan / Memesan". For example of sentences "Can you book a room for me?"

Secondly, the researcher is interested in analyzing this research because the researcher wants to describe "An analysis of hotel vocabulary mastery at sixth semester students English study program of university of pasir pengaraian"

## **B. The setting of the Research**

Based on the background of the research, several reasons are found in the analysis of hotel vocabulary mastery. Firstly, there are some sixth semester students English study program do not master vocabulary hotel such as humans, items in hotel, and surroundings. Because some sixth semester students English study program think that English is difficult. Secondly, the researcher is interested in analyzing this research because the researcher wants to describe “An analysis of hotel vocabulary mastery at sixth semester students English study program of university of pasir pengaraian”

## **C. Limitation of the Research**

The scope of this research is to describe how hotel vocabulary at the sixth semester of the English study program at the University of Pasir Pengaraian. The research is limited to avoid misunderstanding and misinterpretation. It also hopefully can give a limitation toward the given analysis. It also dues to the effectiveness of times and cost too. Then the researcher only focuses on hotel vocabulary.

Based on the setting of the research above, the researcher limits the research An analysis of hotel vocabulary mastery at sixth semester students English study program of university of pasir pengaraian.

## **D. Formulation of the Research**

From the explanation above, to ease researcher doing this research, the researcher formulates this research question as follows: How do the students mastery about hotel vocabulary at sixth semester English study program University of Pasir Pengaraian?

## **E. Purpose of the Research**

The purpose of this research is as follows: To describe students mastery hotel vocabulary in the sixth semester of the English study program at University of Pasir Pengaraian.

## **F. Significance of the Research**

The research finding expected to give input and contributions to the following:

1. For students: this research hopefully gives information about hotel vocabulary in english learning.
2. For English Lecturers: To provide information to lecturers to find out students' problems in English for tourism and hospitality.
3. For Researchers: The researcher wants to describe how the hotel vocabulary in the sixth semester of the English study program at the University of PasirPangaraian.
4. For the next researcher, this research hopefully can be one of the references for the next study about hotel terms in english learning.

## **G. Definition of Key Term**

To avoid misinterpretations and misunderstanding in this study, it would be better to define several terms used :

1. Vocabulary mastery can be defined as several vocabularies (words) in a language that contains information about its meaning, form, and usage in the context of communication. It is the basic knowledge that students should master first before mastering English. So, the researcher concluded that vocabulary mastery is someone's ability, skill, knowledge about word and ways used it.
2. According to Sulastiyono (2011: 5) Hotel is a company that is managed by the owner by providing food, drink, and room facilities for sleeping to people who travel and are able to pay a reasonable amount in accordance with the services received without any special agreement.

## **CHAPTER II**

### **REVIEW OF THE RELATED LITERATURE**

This chapter discusses about the theories that are related to the research. The researcher explains several theories that relate to this research. This chapter consists of a review of related theories, a review of related findings, and a conceptual framework.

#### **A. Review of Related Theories**

##### **1. Vocabulary Mastery**

Learning a new language is inseparable from vocabulary. This means that when you learn a new language, you need to know its vocabulary. Vocabulary can be defined in different ways. Experts have suggested some vocabulary terms.

According to Hornby (2007: 12), vocabulary is the total number of words that make up a language. On the other hand Nunan (2000: 117), explained that vocabulary is a collection of words that an individual knows. Without proper vocabulary, people cannot effectively convey and express their feelings, either verbally or in writing. Vocabulary is one of the linguistic elements that must be mastered. Alizadeh (2016: 22) describes the vocabulary as an alphabetical list of words and their definitions. In order to form a language, you first need to know the words and then arrange them in the language so that you can communicate well. Schmitt (2000: 55) states that the meaning of a word consists of the relationship between the word and its reference, and that the meaning of a word means a person, thing, action, or situation. The meaning of the word dictionary is the basic meaning. However, the word can have additional meaning in another text. This means that the vocabulary can have multiple meanings. Depending on the context in which the vocabulary is used.

According to Tankersley (2005: 66), vocabulary consists of words that we can understand and actively listen to, speak, read, and write. This means that you need vocabulary to help you understand and master the language skills in your language. In addition, Linse (2005: 121) argues that vocabulary is a collection of words that an individual knows. The more words we know, the easier it is to learn a language. In addition, Kusuma, Adnyani, and Taharyanti (2017: 69) define this vocabulary as a basic component of a language that makes it very useful for communication. This means that vocabulary is very useful for communicating with others. If you don't know the meaning of a word, you can't use it to express yourself in a particular situation. In other words, if you don't have enough vocabulary, you won't understand the information well. In vocabulary, proficiency can be defined as a set of vocabulary words (words) in a language that contain information about meaning, form, and use in the context of communication. The first thing a student needs to acquire before learning English is basic knowledge. On the other hand, the peculiarity of a person's vocabulary knowledge depends on the person and his motives, desires, and the need for the words Hatch and Brown (2003: 369). Vocabulary acquisition refers to a high level of ability to process words in a language. This is the personal achievement and ownership of Rivers (2001: 125). In other words, the vocabulary also contains special words that are used in special contexts, so students can choose in which context they want to learn when they want to. According to Thornbury (2002: 75), student vocabulary acquisition consists of four components. Students can identify verbs, students can identify nouns, students can identify adjectives, and students can identify word meanings (synonyms and antonyms). From the above explanation, it can be concluded that vocabulary acquisition is defined as the student's complete knowledge of the meaning and form of words in the appropriate context. Student vocabulary refers to the student's ability to recognize, understand, and use English vocabulary.

### **1.1 Teaching Vocabulary Mastery**

When teaching vocabulary acquisition, teachers need to introduce vocabulary that includes words for people and things in the classroom. As Allen F (2000:56) points out, the first stage of learning English consists of vocabulary lessons, usually boys, girls, books, pencils, windows, doors, etc, in the classroom. Words are included. Teachers can decide which words to teach based on how often and how often the speaker of the language uses them. Many books provide vocabulary on the subject. For example, if you have an animal theme, you can find words such as the animal's name, where you live, and what you eat, Dewi (2010:17). Another expert, Ur (2001:60), states that students must be taught grammar, collocations, meanings, and word formation. You need to mention pronunciation and spelling in the form of words. Ur explains: "Students need to know the pronunciation (pronunciation) and pronunciation (spelling) of words. They need to teach the grammar of new elements, which depends on the level of the student. Finally, the teacher uses the student. You need to adjust which vocabulary you teach based on your frequency. Students must be taught the form of words, then grammar, collocations, meanings, and word formation. You need to mention pronunciation and spelling in the form of words.

### **1.2 The Dominant Aspect of Sixth semester Students' Vocabulary Mastery**

If you can recognize the meaning when you see Cameron (2001:75), you are said to know the word. When learning a vocabulary, it means that the learner knows and understands its meaning and can use it in the context of the sentence. Many experts have suggested a definition of proficiency. Hornby (2010:721) states that acquisition is complete knowledge or excellent ability. Swan (2005:656) defines proficiency as comprehensive knowledge. Consistent with two experts, Quirk (2010:644) states that proficiency is an advanced skill or knowledge in a particular subject or activity. According to Rad, quoted in Mardianawati (2012:11), there is a dominant aspect to vocabulary acquisition for students in the sixth semester.

#### a. Meaning

When a teacher explains a meaning to a student, the teacher needs to explain that a word can have multiple meanings when used in different contexts. To find meaning, teachers can use methods such as guided discovery and the Mardianawati (2012: 11) dictionary.

##### 1) Synonyms

Synonyms are words that have similar or related meanings to another word.

##### 2) Antonym

Antonyms are opposites that tend to go to another word or have the opposite meaning.

#### b. Word classes

Vocabulary is a set of words used to communicate in that language. Part of speech is part of speech. Word clearing is based on a functional category called part of speech. Hatch and Brown (2005: 218) classify words based on functional categories and are called part of speech. There are parts of speech such as nouns, verbs, adjectives, adverbs, pronouns, prepositions, conjunctions, and interjections. This study focuses on nouns, verbs and adjectives

#### c. Noun

According to Lyons, quoted in Hatch & Brown (2005: 340), all parts of speech have a language-independent semantic core. The most core-like nouns (which he calls primary) are the names of people and physical objects and entities that exist in time and space. Secondary nouns are entities that occur and are observable in time. For example, receptionists, hotels, books. Therefore, nouns are a person's name, place or thing, idea, quality, and so on.



d. Verb

Verbs are words that take action. As quoted in Hatch and Brown (2005: 340), Vendler divided the verb into four classes: activity, achievement, accomplishment, and state. Activities: Run, walk, write, drive, look for, listen. Outcomes: Paint, Draw, Run, Write, Build, Kill, Set. Outcomes: Recognition, discovery, loss, understanding, listening, and seeing. Condition: Know, love, have, desire.

e. Adjective

Adjectives are words used to describe and change nouns (people, places, things, etc.). For example, red, white, yellow, these are the colors of the adjectives. In summary, the acquisition of a foreign language education is defined as the acquisition of a second language and a foreign language as a result of what was taught or learned after class hours.

### **1.3 Kinds of Vocabulary**

According to Lado as cited in Mardianawati (2012:11) there are four aspects of vocabulary which are needed to be learned by the students. They are Meaning, Spelling, Pronunciation, and Word Classes.

Those aspects will be explained below:

a. Meaning

Meaning becomes one of essential aspects that should be learned by the students because meaning refers to how the word give its meaning to the language users. Frequently, a word may have more than one meaning when it is used in different context. For example, the word “present” as a noun has meaning a period of time that is happening now. The word “present” as a noun also can be defined as something that you give to someone, usually for a particular occasion. and then The word “present” can be defined as “check

attendance” Therefore, it is really important for the students to know the meaning of the word, because it will help them to use and understand the message from that word when it occurs in different context.

#### b. Spelling

When the students encounter a word for the first time, they need to know how to spell that word. Spelling refers to what a word look like (its spelling). By knowing the spelling of a word, the students will know how to write a word correctly in written form. Therefore, it is really important for the students to know the spelling of the word. An example of spelling is the spelling of the word "Receptionist" as "R" "E" "C" "E" "P" "T" "I" "O" "N" "I" "S" "T" spelling is when you actually say or write the letters of the word " Receptionist " the "T" in English is spelled [ti:] like /t/. But in the word Receptionist, /t/ is read like the letter /SH/.

"Room" as "R" "O" "O" "M" spelling is when you actually say or write the letters of the word " Room " the "o" in English is spelled [o:] like /o/. But in the word Room, /o/ is read like the letter /u/.

#### c. Pronunciation

When the students learn vocabulary, they also need to know what a word sound like (its pronunciation). It will help the students to understand what the other means to say. If a word sound incorrectly, it will be difficult for someone to understand it. Therefore, it is really essential for the students to know how to pronounce a word correctly because it will avoid miss understanding in spoken communication. For example, pronunciation of these words:

clean (klēn) ,clear (klir) ,client (klīənt)

cook (kōok), cool (kōol) , call (kôl)

#### d. Word Classes

Word classes can be defined as categories of words. It is an important feature in semantic feature analysis. The categories of words can be classified in some categories such as noun, verb, adverb, adjective and preposition. The classification of the words of a language in this way depends on their function in communication. Here are some examples of the different word classes that you might come across:

- a. Verbs are action or state words like: connecting, promoting, visit, book, change
- b. Nouns are words for people, places or things like: guest, bell boy, manager, linen, lobby.
- c. Adjectives are words that describe nouns, like: large, little, class, exclusive, expensive.
- d. Adverbs are words that modify verbs, adjectives or other adverbs, like: quickly, badly, generally, completely.
- e. Prepositions are words usually in front of a noun or pronoun and expressing a relation to another word or element, like: after, down, near, of, round.

## **2. Hotel**

### **1.1 Definition of hotel**

A hotel is described through the British Law as a “location wherein bonafide tourists can get hold of meals or shelter, supplied he/she is able to pay for it and is in a suit situation to be obtained”. Hence, a hotel have to offer meals (and beverage) and accommodations to a vacationer on payment, however the inn has the proper to refuse if the vacationer isn't presentable (both drunk, or disorderly, or unkempt) or isn't in a function to pay for the offerings.

According to Prakoso (2017:4) "hotel has the that means of offering an area of shelter to foreigners who pay wages to the proprietor." According to Sulastiyono (2011:5) Hotel is a organization this is controlled through the proprietor through offering meals, drink, and room centers for napping to folks that tour and are capable of pay an affordable quantity according with the offerings obtained with none unique agreement. According to the Decree of the Minister of Tourism, Post and Telecommunications No. KM 37/PW.340/MPPT Hotel is a kind of lodging that makes use of element or all the constructing to offer accommodations, meals and beverage offerings, in addition to different assisting offerings for the general public which can be controlled commercially.

Based on the reasons above, the researcher can finish Hotel is an lodging commercial enterprise entity that offers accommodations offerings, provision of meals and beverages, in addition to different carrier centers, wherein all of the waiters are exact for the overall public.

### **1.2 Departemen of hotel**

Hotels as an industry engaged in services must provide various needs and adequate facilities, skilled human resources, and professional management. According to Tarmoezi (2000), in general, five-star hotels have several departments, including the following:

### 1. Front Office Department

Front Office Department is a hotel department whose duties are to deal directly with guests, accept guest room reservations, receive guest registration, and provide information desired by guests. This department is the first impression for guests when guests want to check in. The sections in the Front Office Department are as follows:

- a. reservation
- b. Reception
- c. Telephone Operator
- d. Front Office Cashier
- e. Concierge/Bell Boy
- f. Information section
- g. Guest Relations Officer

### 2. Food and Beverage Department

Food and Beverage department is a hotel department that handles matters related to processing, providing food and beverages and is in charge of providing services to guests when eating at restaurants. The Food & Beverage Department is divided into several sections including:

#### a. Food & Beverage Production

Food & Beverage Production is a part in charge of processing food ingredients into cooked ingredients to be provided to their guests.

#### b. Food & Beverage Service

Food & Beverage Service is a form of service in the form of delivering guest orders.

### 3. Housekeeping Department

Housekeeping Department is a hotel department that is responsible for the overall cleanliness of the hotel both indoors and public areas as well as cleaning various hotel facilities.

Housekeeping is divided into several sections, among others:

- a. Floor Section
- b. Public Area Section

- c. Linen/uniform Section
- d. Laundry section
- e. Gardener section
- f. Swimming pool section

#### 4. Human Resources Department

Human Resource Department is a hotel department in charge of receiving and placing employees/trainees. as well as dealing with problems faced by employees.

#### 5. Engineering Department

Engineering Department is a hotel department that is responsible for handling maintenance and repair of all tools and machines in the hotel if they are damaged.

#### 6. Sales and Marketing Department

Sales and Marketing Department is a part in charge of marketing hotels to the public and customers so that every year there is an increase in the number of guests staying and using hotel facilities.

#### 7. Accounting Department

Accounting Department is a hotel department that is responsible for hotel administration issues, both expenses and financial income at the hotel.

De Chiara and Calladar in *Time Saver For Building Type* (pp. 720-735) state that in the management of the hotel parts, it is operated by departments which are grouped as follows:

#### 1. Front Office Department

This section is often called the “Heart of the Hotel” and is the direct link between guests and management. The main function of the front office is to sell rooms. In detail, the duties and responsibilities of the front office are:

- a. Handling room reservations
- b. Providing information to guests
- c. Handling reception
- d. Handling guest luggage
- e. Handling guest account payments

## 2. Department of Housekeeping (Housekeeping)

Duties and responsibilities of the housekeeping department (Housekeeping):

- a. Handling the cleanliness, tidiness and completeness of guest rooms
- b. Handling the cleanliness of public areas (Lobby, Locker, toilet and others)
- c. Cleaning office spaces
- d. Manage the distribution of hotel linens and employee uniforms

## 3. Department of Food and Beverage (Food and Beverage)

This department is responsible for hotel operations. The proceeds from the sale of food and beverages are part of the hotel's performance margin and balance.

## 4. Accounting Department (Accounting)

This department is responsible for accountability, financial system, administrative system and financial soundness of a company.

## 5. Department of Engineering (Engineering)

This department is responsible for everything related to the technical system, engineering, maintenance and upgrade system, in this case the blue print system.

## 6. Marketing Department (Sales and Marketing)

This department is responsible for the continuity of consumers to be able to enjoy the hotel in this case the hotel performance. Increased visitors, promotions, advertising and branding.

## 7. Department of Personnel (Personal / Human Resources)

This department is responsible for human resources management, continuity or continuity of hotel activity development.

## 8. Department of Recreation and Sport (Recreation and Sport)

This department functions and has duties as a complement to activities at the hotel and serves as a bridge between consumers and hotel management facilities.

### 1.3 Classification of hotel

Although the activities in each hotel are the same, some hotels have different unique designs, both in terms of completeness of space, completeness of services, appearance of the building, as well as the atmosphere in the designed building.

This is influenced by the special or more specific activities of the hotel guests. The process of planning a hotel needs to pay attention to various related components, which vary according to the type of hotel being planned. According to Prakoso (2017:6) there are 6 classifications of hotels based on class:

1. Budget hotel
2. One star hotel (\*): the minimum number of standard rooms is 15 rooms, ensuite bathroom, minimum standard room area of 20m<sup>2</sup>.
3. Two-star hotel (\*\*): minimum number of standard rooms is 20 rooms, minimum suite is 1 room, ensuite bathroom, minimum standard room area is 22m<sup>2</sup>, suite room area is at least 44m<sup>2</sup>
4. Three-star hotel (\*\*\*): minimum number of standard rooms is 30 rooms, suite room is at least 2 rooms, ensuite bathroom, standard room area is at least 24m<sup>2</sup>, suite room area is at least 48m<sup>2</sup>
5. Four-star hotel (\*\*\*\*): minimum number of standard rooms is 50 rooms, minimum suite of 3 rooms, ensuite bathroom, minimum standard room area of 24m<sup>2</sup>, suite room area of at least 48m<sup>2</sup>.
6. Five-star hotel (\*\*\*\*\*): the minimum number of standard rooms is 100 rooms, a minimum of 4 suite rooms, ensuite bathroom, a minimum standard room area of 26m<sup>2</sup>, a minimum suite room area of 52m<sup>2</sup>.



While According HRACC (Hotels and Restaurants Approval & Classification committee) headed by Director General of tourism. The classification of these five-star hotels is broadly as follows:

1. One star hotel

The number of standard rooms is at least 15 rooms and all rooms are equipped with ensuite bathrooms, then the room size includes a bathroom of 20 m<sup>2</sup> for double rooms and 18 m<sup>2</sup> for single rooms, 3m<sup>2</sup> . then public space x number of bedrooms, at least consisting of a lobby, dining room (>30m<sup>2</sup>) and a bar. accommodation services in the form of safekeeping of valuables.

2. Two star hotel

Minimum number of standard rooms is 20 rooms (including at least 1 suite room, 44 m<sup>2</sup>). then the minimum room size includes a bathroom of 20 m<sup>2</sup> for double rooms and 18 m<sup>2</sup> for single rooms. furthermore, the area of public space is 3m<sup>2</sup> x the number of bedrooms, at least consisting of a lobby, dining room (>75m<sup>2</sup>) and a bar. Lastly, accommodation services in the form of safekeeping of foreign currency valuables, postal services, and shuttle services.

3. Three star hotel

The minimum number of rooms is 30 rooms (including a minimum of 2 suite rooms, 48m<sup>2</sup>) while the minimum room size includes a bathroom of 22m<sup>2</sup> for a single room and 26m<sup>2</sup> for a 3m<sup>2</sup> double room. then public space x number of bedrooms, at least consisting of a lobby, dining room (>75m<sup>2</sup>) and a bar. and accommodation services in the form of safekeeping of valuables, foreign exchange, postal and pick-up services.

4. Four star hotel

Minimum number of rooms is 50 rooms (including a minimum of 3 suite rooms, 48 m<sup>2</sup>). while the minimum room size includes a bathroom of 24 m<sup>2</sup> for single rooms and 28 m<sup>2</sup> for double rooms with a public space area of 3m<sup>2</sup> x number of bedrooms, at least consisting of bedrooms, bathrooms, dining rooms (>100 m<sup>2</sup>) and bars (>45m<sup>2</sup>) . and accommodation services in the form of safekeeping of valuables, foreign exchange, postal and pick-up services. Sulpporting facilities include linen room (>0.5m<sup>2</sup> x number of rooms), laundry

space (>40m<sup>2</sup>), dry cleaning (>20m<sup>2</sup>), kitchen (>60% of the total dining room floor area). Additional facilities: shops, travel agency offices, airline travel, drug stores, salons, multipurpose room, banquet halls, and gym and sauna facilities.

#### 5. Five star hotel

Minimum number of rooms is 100 rooms (including a minimum of 4 suite rooms, 58m<sup>2</sup>). with minimum room size including bathroom 26 m<sup>2</sup> for single room and 52 m<sup>2</sup> for double room. Public space with an area of 3m<sup>2</sup> x number of bedrooms, at least consisting of a lobby, dining room (>135m<sup>2</sup>) and a bar (>75m<sup>2</sup>). Accommodation services in the form of safekeeping of valuables, foreign exchange, postal and shuttle services. Supporting facilities include linen room (>0.5m<sup>2</sup> x number of rooms), laundry room (>40m<sup>2</sup>), dry cleaning (>30m<sup>2</sup>), kitchen (>60% of the total dining room floor area). Additional facilities: shops, travel agency offices, airline travel, pharmacies, salons, function rooms, banquet halls, as well as gym and sauna facilities. With the hotel classification, it can protect consumers in obtaining the desired facilities as a guide for hotel entrepreneurs and achieving good service quality.

Based on the Decree of the Directorate General of Tourism No. 14 / U / 1988, regarding the business and management of hotels, the general description of the Classification of Star Hotels is as follows:

#### 1. One Star Hotel

Minimum number of Standard Rooms is 15 rooms and all are equipped with private bathrooms. while Minimum room size including bathroom 20 m<sup>2</sup> for double room and 18 m<sup>2</sup> for single room. And public room area of 3m<sup>2</sup> x number of bedrooms, at least consisting of a lobby, dining room (> 30m<sup>2</sup>) and a bar.

#### 2. Two Star Hotel

Minimum number of Standard Rooms is 20 rooms (including at least 1 suite room, 44 m<sup>2</sup>). While Minimum room size including bathroom 20 m<sup>2</sup> for double room and 18 m<sup>2</sup> for single room. Then Public room area of 3m<sup>2</sup> x number of bedrooms, at least consisting of a lobby, dining room (> 75 m<sup>2</sup> ) and a bar.

### 3. Three Star Hotel

Minimum number of Standard Rooms is 30 rooms (including at least 1 suite room, 48 m<sup>2</sup>). While Minimum room size including bathroom is 22 m<sup>2</sup> for single room and 26 m<sup>2</sup> for double room. Then Public Space with an area of 3m<sup>2</sup> x number of bedrooms, at least consisting of a lobby, dining room (> 75 m<sup>2</sup>) and a bar.

### 4. Four Star Hotel

Minimum number of Standard Rooms is 50 rooms (including a minimum of 3 suite rooms, 48 m<sup>2</sup> ) while For minimum room size including bathroom 24 m<sup>2</sup> for single room and 28 m<sup>2</sup> for double room. Then Public space area of 3 m<sup>2</sup> x number of bedrooms, at least consisting of bathroom, dining room (>100 m<sup>2</sup> ) and bar (> 45 m<sup>2</sup> ) with Supporting facilities include linen room (> 0.5 m<sup>2</sup> x number of rooms), laundry room (> 40 m<sup>2</sup> ), dry cleaning (>20 m<sup>2</sup> ), kitchen (> 60% of the entire dining room floor area).

### 5. Five Star Hotels

Minimum number of Standard Rooms is 100 rooms (including a minimum of 4 suite rooms, 58 sqm) while Minimum room size including bathroom 26 m<sup>2</sup> for single room and 52 m<sup>2</sup> for double room. Then public room area of 3 m<sup>2</sup> x number of bedrooms, at least consisting of lobby, dining room (>135 m<sup>2</sup> ) and bar (> 75 m<sup>2</sup> ) with Supporting facilities in the form of linen room (> 0.5 m<sup>2</sup> x number of rooms), laundry room (> 40 m<sup>2</sup>), dry cleaning (> 30 m<sup>2</sup>), kitchen (60% of the total floor area of the dining room)

#### 1.4 Vocabulary hotel

Increasing knowledge of English vocabulary will help students speak foreign languages more fluently. So, it can be concluded that without vocabulary someone cannot convey anything. Therefore, learning a language can be started by learning the vocabulary first. Because of without having a lot of vocabulary, learners will find it difficult to master the language skills. The following is a list of hotel vocabulary compiled by Hardini Rahmawati, S.Pd., M.Pd. To make it easier for students wherever they are to communicate with each other in the same way.

**Table 3.5**  
**Hotel Vocabulary**

No	Word	Meaning
1	Events	Gathering place or meet people on an activity
2	Chain affiliate	Multiple hotels who buy services operations and marketing from one company
3	Mineral water	Drinking water facilities free provided by the hotel to guests
4	Internet access	Good facilities hotel offers to guests, accessible in the meeting room and room
5	Account	Notes about various transactions that occur at the hotel
6	Accounting	System for record, analyze, and summarizing transactions hotel finance
7	Mattress pad	Thin cotton lining between the mattress and the sheets.
8	Shaver	Shaver provided in the bathroom as room facilities
9	Cutlery	Utensils meal consisting of a knife, Fork, spoon and spoon tea.
10	Bomb threat	Threat security in the form of explosion or bombing
11	Banquet	Formal events provide food, drinks and entertainment
12	Operating budget	Reports finance about forecast income, expenses,

		as well as the profit or loss that expected in the period certain
13	Antichlor	Ingredients for remove chlorine in bleach, used by ecclesiastical department
14	Ink go	Remover ink smudge, used by ecclesiastical department
15	Antiseptic	Chemical material bacteria remover used by ecclesiastical
16	Apartment	Accommodation or residential unit that consists of room, room guest and kitchenette
17	Smoking area	Area in restaurant provided as smoking area
18	Parking lot	Parking area at the hotel
19	Sorting area	Area receipt of dirty linen from guests and sorting by level filth
20	Public areas	Hotel area passed by a lot of people or used as a place gathering, such as lobby, toilet public, or corridor
21	Inactive files	Document collection operational activities at the hotel logically arranged
22	Ashtray	Container to put ash and cigarette butts, normal provided in smoking room
23	Assistant manager	Person who supervising all services provided and maintain good relations between employees and customer
24	Assistant general manager	People in charge of whole activity hotel operations
25	Audit	accuracy check and completeness of notes hotel finance
26	Hall	big building for meeting
27	Front of the house	Work area visible to the public and provide service direct to guests
28	Room section	Part of the arrangement responsible eclipse in charge of cleaning room
29	Back of the house	Part a job at a hotel that doesn't direct contact with guests
30	Front desk	Section main hotel front office in charge of check in and check out guests and coordination of all guest service
31	Bathtub	The bathtub can be used for bathing

32	Balcony	The room in the outside of the room, usually used to sit relax
33	Pillows	The bearing placed on top sleep to put Head when lying down
34	Overloaded	The burden that exceed the limit so that Too heavy, for example exceeds the capacity of people in the elevator at the hotel
35	Bidet	The toilet part used for clean the genitals and anal
36	Bon go	Stain remover food, used when linen washing
37	Bottle sprayer	Bottle liquid sprayer or cleaning agent
38	Cashier's drop	Cash register save money income which he got at the end shift time, located at front office cash register
39	Travel agent	Bureau or agent which provides hotel room reservation services and travel transportation
40	Brochure	Paper containing information descriptive about various types of services and facilities owned by the hotel
41	Budget	Spending plan funds for an activity
42	Baggage keeping receipt	Signs receipt of goods deposited at the hotel
43	Luggage book	Notebook luggage handling visitor
44	Lost property book	Notebook lost item found in hotel
45	Bathroom mirrors	Mirror the one in the bathroom
46	Drip and dry	Label on clothes for fast clothes dry after washing
47	Toilet seats	Toilet parts occupied
48	Towel bars	Hanger in the bathroom for put the towel
49	Duvet	Thick mattress cover in the form of a thin bag containing fabric as duvet warmer
50	Gel shampoo	Laundry soap hair in gel form provided in the room bath
51	Shift	System settings work that divides time work in two parts or more with a group work is different in each time part
52	Curtains	Curtains and window coverings that filters the light from outside
53	Humpers	Pouch for take clean linen will be distributed to each eclipse keeper
54	Bath towels	Towels for dry the body after bath, usually made of

		soft material and absorb water
55	Hand towels	Small towel to dry hands, is one of the bathroom amenities provided the hotel in the room
56	Face towels	Towel soft and small for dry face
57	Net rate	The rate charged by the hotel to the agent travel or wholesale agent, rate will be added with other costs before selling to customers
58	Appetizer	Appetizer n food served before main meal as appetite stimulant
58	Main courses	Entree main served based on menu order west
59	Fire hydrant	Pipe provide water for extinguish the fire when fire
60	Inventory	Quantity of goods recorded in bookkeeping as an asset not fixed hotel
61	Work schedule	Time table must work completed, contains date and working hours
62	Internet	Communication network electronic based connected to each other as required facilities guest at hotel
63	Bathrobe	That robe made of cotton towel, used after bath
64	Non-smoking room	Room reserved for non-smoking guest
65	Adjoining room	Two adjoining room and can have a door liaison
66	Showroom	Room that shown to candidates guest as an example of type and room facilities
67	Cleaning cloth	Cloth for cleaning dust on furniture, ceramics, porcelain, etc, used by sectioneclipse
68	Dressing mirror	Mirror for decoration, is one of In-room facilities
69	Double room	Room with king sized bed
70	Connecting room	Two rooms who has a door liaison
71	Cctv	Camera security placed in a strategic location and connect with monitor and recorder
72	Soluble bag	Plastic bags in the washing machine for Accommodate the linen infected, can decompose from outside due to contact with water
73	Linen bag	Pouch for separate the linen to be sent to the laundry
74	Dust bag	Bag plastic to accommodate trash used by part of the solar system cleaning
75	Keycard	Plastic card containing data that can be read by

		electronic device, works as a key
76	Emergency	No condition unexpectedly happened sudden and annoying security and safety, requires anticipation fast
77	Feather duster	Cleaning tools made of fleece, light weight, and does not scratch the surface smooth field
78	Food and beverage director	People who responsible for work in the kitchen and restaurant, banquet service, as well as food service and drinks in room and lounge
79	Chief steward	Supervisor department in terms of Cleaning and kitchen maintenance
80	Leadership	Skills affect employees to reach the destination of the hotel
81	Early arrival	Arrival guest before that time determined
82	Late arrival	Nice guest arrived after date scheduled arrival or after six o'clock no reservation guarantee
83	Cashier	Person processing guest financial transactions hotel
84	Bath mat	Mat in the room bath, usually made of Towel material
85	Conditioner	Softening liquid hair after shampooing provided as a kit bath
86	Corridor	Path between rooms or hotel room
87	Master key	Key that can be open all doors in hotel
88	Pass key	Master key that unlock the room certain
89	Luggage tags	That label hung on the bag deposited at the hotel, part under the label given to Guest as proof current ownership taking goods
90	Coaster	Pedestal of wood, paper etc
91	Name tags	Label contains name usually worn On uniforms as employee identity hotel
92	Suitcase	Bags of leather, cloth, or hard plastic for save the clothes brought when traveling
93	Drawers	Sliding compartment on table or cupboard for put item as room facilities for guests
94	Late check-out	Time leaving the hotel slower than time determined
95	Overtime	Employee working hours hotels over eight hours of the day
96	Lobby	Hotel entrance area equipped with space wait
97	Door viewer	Peephole on the door of that room used to view the



		person who knocks on the door room, is unidirectional
98	Wardrobe	Wardrobe facilities clothes in the room for guests
99	Check-in	Report yourself when come to the hotel
100	Table lamp	Lights above table
101	Night lamp	Special lamp with low wattage to accompany guests to sleep
102	Dessert	Food served after the main food
103	Shower bath	Bath process under the shower
104	Coffee table	Table with two chair in the room for relax and put Food service equipment and drinks
105	Welcome drink	Drinks for guests who just arrived and will check in
106	Coffee maker	Machine automatic or semiautomatic to make a pot or a cup of coffee
107	Dressing table	Table for dressing, is one of in-room facilities
108	Working desk	Table facilities chair for working inside room
109	Extra bed	Bed addition given above guest requests and extra charge
110	Tissue roll	Roll tissue for toilet
111	Locker room	Changing room equipped employees with wardrobe, Bathroom and toilet
112	Linen room	Room linen storage in hotel
113	Reservation	Agreement between hotels and guests who agree on the hotel will provide room type certain in a certain period as requested visitor
114	Coffee break	Time off short for coffee
115	Double bed	Big size
116	Single bed	Bed measuring 120cm x 200cm
117	Twin beds	Two beds small size placed equal for two guests
118	Body soap	Soap for clean body time bath provided in bathroom
119	Hand gloves	Hand wrap used by employees ecclesiastical division as personal protection at work
120	Bed covers	Cover cloth hotel bed
121	Pillow case	Cloth bag to cover the pillow
122	Broom	Hotel floor cleaner which is made from the fibers Tied, handled, to cleaning dirt or dust
123	Slipper	Sandals made of rubber or cloth provided in the

		room guests as a facility for visitor
124	Liquid hand soap	Liquid soap to clean hands provided in the room Guest bath and public toilet hotel
125	Tablespoon	Big spoon commonly used for presentation
126	Comb	Grooming equipment facilities that the hotel gave to visitor
127	Hand brush	Brush without stalk for rubbing dirt on the floor and walls hotel area
128	Coat brush	Brush for clean the dirt on coat
129	Ceiling brush	Cleaning brush dust and cobwebs in roof ceiling or High surface
130	Ironer	Machine for tidying clothes with heat
131	Teaspoon	Small spoon for stirring tea or coffee
132	Bed sheets	Cover sheet bed

## **B. Review of the Related Finding**

There are some studies which have been performed by researcher hotel terms. Some of them are mentioned with their report as follows:

The first, Army Irhani Asmin 2014 Entitled “ A Study On English Terms Used By The Staff Of Front Office Department At The Grand Clarion Hotel Makassar”. This study was designed to find out the English terms, the lexical meaning and the contextual meaning of the English special terms used by the staff of Front Office department in the Grand Clarion Hotel Makassar. This study employed a descriptive qualitative method. The data were obtained through participant observation, semi-structured interview and review of the documents. The result of the study showed that the majority of terms used in Front Office department were in English.

The second, Army Irhani Asmin 2019 Entitled “Contextual Meanings of the English Terms Used in Hotel” The result of the research shows that there are many types of the English terms used in hospitality; some of the terms are categorized as the English special terms due to its contextual meaning. Thus, it is essential for the English for Specific Purposes practitioners and particularly for the teachers of English for Hotel to understand and teach the contextual meanings of the English terms used in the hotel industry.

The third, Ruslan Hasyim, Rezkiah Hartanti, Muhammad Azwar Assiddiq, 2021 Entitled “The Ability to Use English for Specific Purposes by Hotel Receptionists” This research was exploring the use of English for a specific purpose by hotel receptionists in Sorong city. The data was conducted with

quantitative but is not pure students. To collect data, the researchers used instruments such as written tests, questionnaires, and speaking as instruments. The data was analyzed to descriptive analysis. The result of the study shows that the receptionists' ability in using English for specific purposes was poor. It was shown by a written test that consisted of technical terms in the hotel.

The fourth, Melvina, S.Pd., M.Ed. 2015 Entitled "Using Brochures in Teaching Vocabulary to Improve Students' Vocabulary Mastery in English for Hotel" This paper discussed about using brochures in teaching vocabulary to improve students' vocabulary mastery in English for Hotel. Many problem faced by students in teaching and learning process, especially in mastering vocabulary about hotel. For instance, they still did mistakes not only in identifying the vocabulary about hotel in performing but also in written test. They got difficult in label stuff of hotel and sometimes they do mistakes in doing work because they did not know the meaning of vocabularies of hotel.

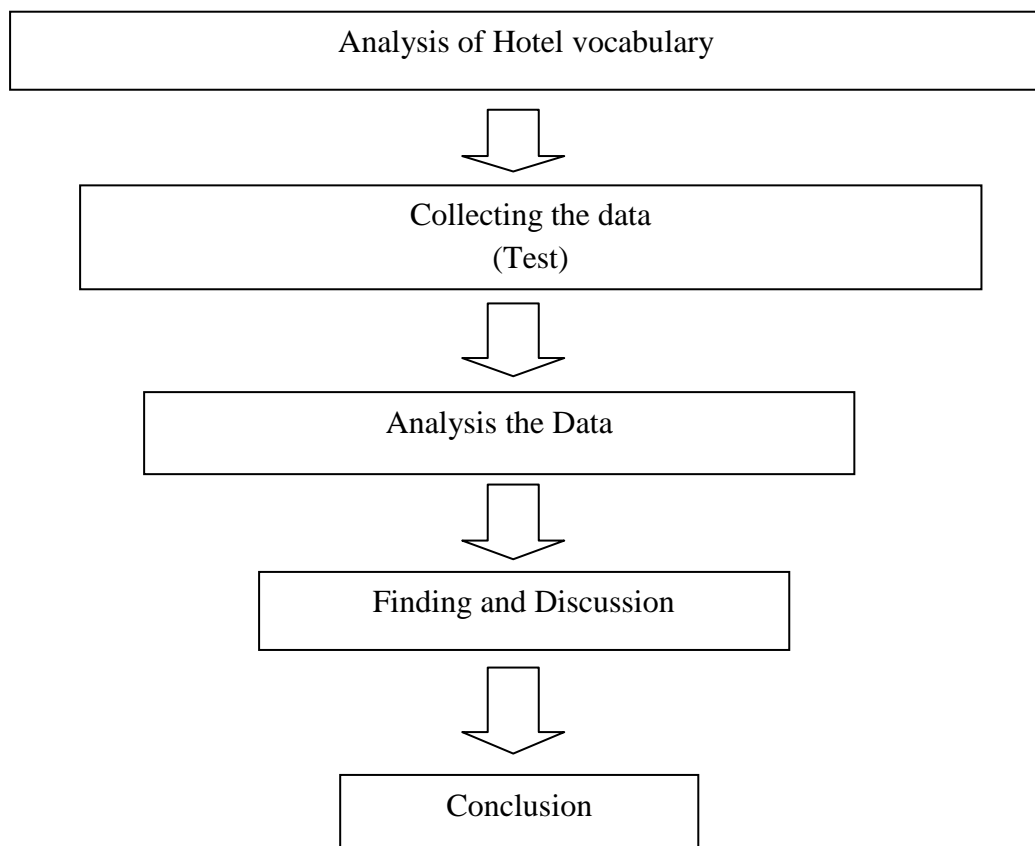
Compared with the researchers above, the researcher realizes the there are some different between this research and those research. First, Arny Irhani Asmin 2014 the researcher is conducted to terms used by the staff of Front Office department. Second, Arny Irhani Asmin 2019 the researcher present contextual meanings of the English terms used in the hotel industry. Third, Ruslan Hasyim, Rezkiyah Hartanti, Muhammad Azwar Assiddiq 2021 the researcher is conducted to receptionists' ability in using English for specific purposes. Fourth, Melvina, S.Pd., M.Ed. 2015 the research focus is students vocabulary mastery in English for Hotel especially make brochures.

The previous research above used as references, there were similarities and difference between the previous researchers to this research. The similarities were using quantitative method. And the differences of this research with the researcher research they are: participant, grade of students and hotel vocabulary. The researcher interesting to analysis of hotel vocabulary mastery at sixth semester students of university of pasir pengaraian.

### C. Conceptual Framework

A conceptual framework is a figure used by the researcher as the concept in prepares the research. The conceptual framework can make it easier for the reader to understand the outline of the research. The following figure describe conceptual framework of the research.

*Figure1. Conceptual Framework of the Research*



From the figure of the conceptual above, the purpose of this research is to describe and analysis students hotel vocabulary learning. The researcher was collected the data by Test, and students who learn in the sixth semester of the English study program university of Pasir Pengaraian. Then the researcher analysis their hotel vocabulary learning and that the researcher got the results.

### **CHAPTER III**

#### **RESEARCH METHODOLOGY**

This chapter discusses about the research methodology. It consists of research design, setting of the research, population and sample, instrument of the research, procedure of the research, technique of collecting the data, and technique of analyzing of the data.

#### **A. Research Design**

This research used Descriptive Quantitative method. According to Gay, Mill, and Airasian (2012) says that descriptive Quantitative method is the collection and analysis of numerical data to describe, explain, predict or control phenomena of interest .In this research, the researcher wants to analysis of hotel vocabulary mastery at sixth semester students English study program of university of pasir pengaraian.

#### **B. Setting of the Research**

This research was conducted at sixth semester students of English Study Program University of Pasir Pengaraian. It is located at Tuanku Tambusai Street, Rambah Hilir Sub District of Rokan Hulu Regency. The research was conducted in June 2022.

### C. Population and Sample

According to Sugiyono (2013) population is a generalization region that consists of an object, subject that has the quality and certain characteristics determined by the researcher to learn and to be concluded. The population of this research are the sixth semester students English Study Program at University of Pasir Pengaraian University the academic year 2021/2022. There are 28 students and all of the students were the population.

**Tabel 3.7**  
**Population of The Research**

No	Class	The Number of The Students		Total population
		Male	Female	
1	A	1	21	22
2	B	-	6	6
TOTAL		1	27	28

*Source: (Document of Students sixth semester 2021/2022 academic year)*

Based on the consideration above, the researcher uses probability sampling. According to Sugiyono (2013) probability sampling is sampling technique where the number of samples is the same as the population. The samples that should have been in this research are 28 samples. So in this research, the amount of samples is the same as the population, there are 28 students.



#### **D. The Instrumentation**

According to Sugiyono (2013) Instrument is a tool used by researcher to measure the research variables. In short instrument is the media or tool to collect the data from respondent. As we know that many instruments were used by the researcher to collect the data, but the instrument of this research was vocabulary test.

##### **Test**

The test is to know about Hotel vocabulary mastery at the students' Sixth Semester. In this research, the researcher used vocabulary test. The test was multiple choices. According to Thornbury (2002:132) multiple choices are a popular way of testing in that they are easy to score and they are easy to design. In other words, multiple choices are one of the familiar tests used by researchers. The test consist were given 20 questions in multiple choices. Each items of test with four options, A, B, C and D. So, students chose the correct answer.

#### **E. Technique of Collecting Data**

According Sugiyono (2013) Techniques of collecting the data is the most strategic step in research, because the main purpose of research is to obtain data. In order to get some data that are needed to support this research, the researcher applied technique of collecting data that was vocabulary test. Tests are assessment instruments that pose problems for students to solve.

Then, the researcher divided the questions into several indicators. It can be seen as below:

**Table 3.8**  
**The Indicators of vocabulary Test**

No	Variabel	Indicators	Number
1	Vocabulary	Identifying verb	1 2 3 4 5
2		Identifying noun	6 7 8 9 10
3		Identifying adjective	11 12 13 14 15
4		Identifying meaning	16 17 18 19 20

The questions of test were made by the researcher based on the indicator above. After making the questions, the researcher chose two classes as samples.

#### **F. Technique of Analyzing the Data**

To analyze the quantitative data, the writer analyzed the students' score based on the test. The point for each correct answer was 1 and 0 for each incorrect answer. The procedures of analyzing the data is as follows:

To know each of students' score individually, the data was calculated by using the following formula (Wayan and Sumartana, 1986 p.66):

$$M = \frac{x}{n} \times 100$$

Where:

M = Individual Score

X = Correct Answer

n = Number of Item Test

Then, the researcher categorized the students' score by using the following categorization:

**Table 3.9**

**Category of Students' Score**

<b>NO</b>	<b>Motivation in learning English</b>	<b>Category</b>
1	80 - 100	Very good
2	65 - 79,9	Good
3	55 - 64,9	Fair
4	40 - 54,9	Low
5	00 - 39,9	Very low

Arikunto (2007)