

## Students' Perspective and Experience In Learning English Hospitality at Hotel and Cruise Line Hsc-Atc College

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### ABSTRACT

English nowadays was an essential language in many specific purposes. For example in English for hospitality, it was needed as the medium to talk with guest/tourists from all over the world. The purpose of this study was to know the students' experience in studying English hospitality at hotelier and cruise line HSC ATC College. The method of this study was narrative inquiry. As stated by Ary (2010) that the focus of narrative research was to tell stories from some individual about their lives. It was underlined that it could be from their experience while studying in school and college. The data collection of this study was interview. The subjects were the three students who were learning English at HSC ATC College. The findings reveal that students were exited with the learning activity in class and motivated to study English well that correlate to dialogues in hotel although there were still some aspects that make students worry in speaking English. It was because the lack of vocabulary and pronouncing words. The cause of misunderstanding was errors in pronouncing words. But, based on their experiences that they haved spirit to study English for bright future.

### 1. Introduction

The world English is officially is utilized by three countries Britain, USA and Australia (Kachru, 1985 in harmer, 2001). The three countries is the inner of the English language that it is as the first language for them. But it expands to other countries such India, Nigeria, Singapore, Malaysia, Indonesia, etc that utilized it as the second language. The expanding of this language again is in specific purposes such in business and hotel. In Indonesia, it is learned from kindergarten to university. They learned about the grammar, vocabulary, the language features and even the culture of the native speaker of English.

English so has vital role in many purposes. For more often utilized is English speaking. Companies nowadays require employees that have active verbal communication. This means the communication according to Wardaugh, R (1992:5) is explained the process of bringing message others that can be understood. The benefit of comprehending English speaking is able having

communication with people from worldwide. Of course, if in business affairs that by owing this skill facilitates to negotiate or bargain products.

In hotel, English is very useful for staff to have communication with tourists who visited and check in hotel. All hotels require applicants to understand and use active English. It means that the staff is able to have call with tourists who want to book, check in, check out from hotel and dealing with complaints. In other words, it is not possible to use the visitors' language and the medium to use is English. Thus, communication in English is the core elements of hotel industry.

Besides, hospitality is needed for hotel. Tourists must feel convenience with all staffs service. For example hotel drivers which their responsibility is picking up them to hotel and bring them to some destinations based on the guest request. Another essential thing of driver comes on time or earlier to airport and give safety while driving the car. Feel pleasant and comfort is the purpose of hotel to give best service. As the responsibility of room service, this staff ensures all things in room available such towels, some drinks, soup, tooth paste, tooth brush, and so on.

Back to discussion about communication/speaking skill. Yes, it is the tool of us to get and giving information. Nevertheless, to acquire information, the person must be good in listening. These two skills could not be separated and Harmer (2007:133) emphasizes that listening is very helpful to be good or success in communication. After listening, he/she will express or explain what have been learned from the recording audio. As an example of researcher Abrar, M (2019), he stated in his journal dissertation that he got some difficulties in understanding native speakers. The challenges of him are when listening to some utterance that sometimes in their dialogues consist of contractions and reduced forms. This situation makes listener who have not enough vocabulary and lack of knowledge confuse to response. This occurrence also happened to my self where I met two couples at campus. I could not understand some of their words. They speak too fast. As the consequence, I sometimes interrupt and ask them to repeat the words. This proves that listening is the skill should be mastered before speaking.

Learning English as foreign language still become pivotal topic to be discussed. Moreover, the speaking skill because many factors that students can not fluent such the lack of vocabulary, the anxiety of making mistake in arranging sentences and the pronunciation. The challenge again if speaking to native speakers. Abrar, M. (2019) in his study he employed the narrative inquiry to tell the experiences of Indonesian graduate students studying in United Kingdom. He explained that some factors indicate the students' involvement in having communication with natives. Of course it's related to language features and culture. The best strategy to overcome this matter, students must ask them to repeat or clarify.

Drawing upon to the narrative inquiry approach, researcher is interested to investigate the experience of students while studying English at HSC ATC College. Researcher needs detail information about choosing the hotel and cruise line program, while having English class from Monday to Friday and even the first impression of having this language class. We believe that the answers will vary greatly because students have different input. Thus, this study is useful for who have ideal to be front desk or other jobs in hotel.

## **2. Methods**

The method clearly describes the stages of the approach or types of research, data sources, data collection and data analysis techniques, statistical analysis procedures as supporting instruments equipped with reference sources and relevant information. Researcher is utilized narrative inquiry. Many researchers have already defined this study. Ary (2010) in his book explained that the focus of narrative research is to tell stories from some individual or group about their lives. Then, Moen (2006) stated in his journal that this approach concentrate to the

meaning and values of someone experience through their stories. But, it can be inferred that narrative inquiry is the same as fairy tale. If this approach is to get the information based on the students perspective, but for the fairy tale is the history record. In other words, by using this approach, researcher able to change or develop some services in education especially in teaching English and care to the patient health if it is to know more to the service at hospital.

Nevertheless, sometimes the individual did not tell real story such Creswell (2007) is said in Ary (2010). The researcher as the solution of this matter must ensure that the stories genuine. By this situation, as stated by Creswell (2007) we should ask some questions before asking about their life experience. The questions are “is the story authentic?” “is the story real?” and “Who own this story?”. These are to be asked to prove that teller have responsibility for that story and of course to avoid fake story.

According to Ary (2010) that there are nine steps of conducting Narrative Research. 1) Identify a phenomenon that addresses a problem. 2) Select an individual from whom you can learn about the phenomenon (or use your own experience). 3) Collect stories from the individual that reflect personal experience. Records may also be collected. 4) Transcribe the stories including the nuances noted by the researcher. Sometimes it is not what is said but, rather, how it is said or what is not said. 5) Re-transcribe the stories. 6) Analyze the stories: Look for elements of time, place, plot, and scene. 7) Build in past, present, and future; collect other field texts. 8) Look for themes. 9) Re-story or retell the story in chronological sequence, attending to setting, characters, actions, problems, and resolutions. 10) Write a coherent story in collaboration with the participant about the individual’s personal and social experiences. 11) Validate the accuracy of the story with the individual.

The participants of this study are five students at HSC ATC College who actively learning English from Monday to Friday. They study about the basic grammar on Monday and Wednesday and English conversation related to the English hospitality on Tuesday, Thursday and Friday. They really active in class that in discussing some materials, answering some questions and questioning to some difficult words to pronounce. Based on the observation, the participants are fresh graduated from senior high school.

The instrument of collecting data is interview. Kvale and Brinkmann (2009) in Barkhuizen, G., Benson, P., and Chik, A. (2014:16) stated that the qualitative research interview attempts to understand the world from the subjects’ points of view, to unfold the meaning of their experiences, to uncover their lived world prior to scientific explanations. Interview is one of way of gathering information for the interviewees that researcher able to ask some questions face to face. There seven questions that have prepared to ask consisting of the first impression of studying English, the challenge of studying English and the anxiety of their English to have apprenticeship at hotel. Thus, interview is the helpful tool for collecting data.

### **3. Result**

The research results First question should be answered by students is the first impression in studying English. For all answers that I can catch that “they are excited and happy because tutor is able to carry the lesson in a good way and before that he give motivations”. Based on the answers of students, tutors have experience in teaching and expert in their fields. Again they have spirit in teaching with motivation.

Motivation according scientists is not debatable for supporting students to success in learning English. As stated by Hayikaleng, Nair & Krishnasamy (2016), mentioned that motivation is regarded as an important component to make students success in their English learning. Motivation is divided into two categories internal and external. If it is internal, students

are eager to study because the spirit is from themselves and also the interest to know well about the language. But then the other one is external where the spirit or support from outside such family support, desirability to get good score from teachers, desirability to get job, and or continuing study as foreign students in Australia as the owner of the language. The two of them is really important for supporting students in learning language especially for English that have special status in this world as international language. Thus, motivation can become a key to be success for future.

The second question is "Could you tell the challenge of studying English at HSC ATC College?" At first, they mentioned that because English is not the first language for them so they have difficulties in pronouncing words. In English, as we know that has different form between the spoken and written language whereas the Indonesia language remains alike. English word "vegetables" is three syllables but for beginners who learn this language will say if the word has four syllables. Likewise with the words "bag and back" that almost the same in pronouncing. Another challenge in studying English is when the students are lack of vocabulary. Richards, J. C., Renandya, W. A. (2002) stated in their book that vocabulary is the core component of language proficiency and provides much of the basis for how well learners speak, listen, read, and write. It is the key for making communication or listening to native speakers dialogues. Of course, in HSC-ATC college, students should learn and memorize many English expressions related to hotelier and cruise line. In other words, the matters faced by learners are the pronunciation, vocabulary and grammar.

Besides, researcher gives a question "Have you ever learned English before you registered to this college?" The answers are almost similar that the experiences of studying that in school such elementary school, junior and senior high school. But one said that he have ever had a course for one year. He added that he learned intensive to make dialogue and understood grammar. Other student noticed from one quotation Arabic "Man Jaddah Wa Jaddah". If it's translated to English is "whoever is serious, he will be succeeded".

The one figure researcher like is BJ Habibie. He is a hero for Indonesia who really serious in every field. What is he really amazed to this figure? Journal is written by Resgy, Sripokangkul, kamil, Jainuri (2020) is the fact of his skill to lead Indonesia. In his short period, he was able to reform this country such as recovering and improving the economics, returning the freedom to all society in giving opinion, and press, and even political reformation then the election system in 1999. The smartness of him is when he worked to create the N250 airplane. This was the first air transportation created in Indonesia. Thus, based on the history above, seriousness of doing something will get good result.

In research questions are also included a question about the way of tutor in teaching or conveying the materials. Students explained that they were able to understand almost all materials. They are proud to study with them because every meeting tutor gives motivations and ask some to arrange words for motivation. Of course, One other things of that makes the materials are delivered is the selection of learning approach or methodology in teaching. Anthony (1963) in Brown (2002) in stated that methodology is defined as the overall plan for language teaching. It means that method is way that planned by teacher to achieve goal. The purposive goals are the learning outcomes after treatment while the classroom process.

Students then added the explanation why the lessons are easy to understand because tutors gave examples for dialogues are related to their lives and needs for hotelier and cruise line. The dialogues are like booking room, hotel facilities, check-in, check-out, and dealing with complaints.

#### 4. Discussion

For this discussion, it can be proved that tutors utilized the contextual teaching learning. Many scientists have defined this as the great approach for language teaching. Such Johnson (2002) in Nawas (2018) this is an approach which helps students understand what they are learning by connecting their subject with their lives' context. In other words, in very simple definition, this approach is interrelation the experience, students' perspectives, and new insight in classroom.

Teacher in this context student said he sometimes utilizes guessing game with cards. Student explained that the activity is really fun and feeling exited with the game. The rule of playing this game is a student describes and others guess what is described. If a student is able to guess and correct, he will have the turn to describe. If I say through this game, there are many benefits in using this game. As media, students will be helpful in expressing words, they will be more enthusiastic in learning, and again they will guess the picture is described.

The sixth question is the worry of speaking with native speakers. Worries or anxiety is a part of process of learning new language. Suleimenova (2013:1860) stated in article that this emotion could be faced by everyone and it becomes one of the top emotional matters. As the result it will impede the students' performance in speaking it in classroom. The main factors that influence anxiety are students and teachers. Why? The students will be laughing if you made some mistake in pronunciation. It also will cause the students' mentality for not to be participate in class. The students' belief can distract their spirit in studying. But, in the context of speaking with foreigner, of course the fear of making mistake is while having dialogues with native speakers. Thus, to overcome the matters, students in this foreign language must always listen to the new words and practice it.

So, for the last question is "what are the preparation for having apprenticeship at hotel?" First student's answer is enriching vocabulary and staying healthy. The second student is almost alike to the first but he added more that practicing dialogues that related to hotelier and cruise line. The third student said that enriching vocabulary, making and practicing dialogues and staying healthy. Explicitly with these answers that vocabulary becomes the key of fluent in speaking English. It is the benchmark of language proficiency in listening, speaking, reading and writing. Besides, students have to be mastered the language by pronouncing the language well. It is to avoid the misunderstanding of both native speakers and students who learn English as second language. In other words, about the discussion that students' preparation for working at hotel is frequently study the language by mastering vocabulary, pronouncing the language well, and practicing dialogues every day.

#### 5. Conclusion

Based on the result above that, students are really happy in learning the foreign language especially English for hospitality because in the beginning tutors like to give motivation and students also to make or find some. Many researchers agree that motivation become one influential part in studying. It gives positive impact to students for studying. The challenge can be happened to all students who learn this new language such as the difficulty in pronunciation, ordering words, and memorizing phrases. Nevertheless, with those matters, students still curious to study and try to understand the four skills in English such listening, speaking, reading, and writing. Support and spirit from tutors are the spirit for students to step forward. The tutors' support is as the great strategy in teaching materials so they are not feeling bored and enjoy following class. Then, to avoid misunderstanding in speaking foreign language is foreigner or

native speakers, the key is practicing the language frequently and pronounce the difficult word but before that listen the new words until you can pronounce them correctly

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