



Need Analysis on Spoken Language Topics for English for Hotel and Tourism Course at English Department in Universitas Negeri Padang

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Article History

Published: 2023-11-10

Keywords:

English for Hotel and Tourism Course, Need Analysis, Spoken Language Topics, Spoken Utterances, Target Situation Analysis)

Abstract

This research aimed to analyze spoken language topics needed and spoken utterances used by people in hotel industry for English for Hotel and Tourism course at English Department of Universitas Negeri Padang. They were analyzed by using target situation analysis. This research used a descriptive qualitative research. The sample of this research was selected using purposive sampling, involving 44 front office department staffs, 42 housekeeping department staffs, and 49 food and beverage department staffs from 4 and 5 star hotels in Padang as the sample. The hotel staffs are from The Zhm Premiere Hotel, Santika Premiere Hotel, Truntum Hotel, Mercure Hotel, and Mercure Hotel. The data were obtained through questionnaire and interview. As the result of questionnaire, this research found 34 spoken language topics needed by front office department staffs, 22 spoken language topics needed by housekeeping department staffs, and 30 spoken language topics needed by food and beverage department staffs. Furthermore, as the result of interview, this research found 493 variations of spoken utterances used by hotel staffs and guests in hotel according to spoken language topics needed. The results of this research suggested the lecturers of English for Hotel and Tourism course to add more spoken language topics needed. It is to meet the learners' needs with the requirements at workplace in order to students can work effectively in the target situation.

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How to Cite: Nazira, S., & Rozani, F. (2023). Need Analysis on Spoken Language Topics for English for Hotel and Tourism Course at English Department in Universitas Negeri Padang. *Journal of English Language Teaching*, 12(4): pp. 1239-1286, DOI: [10.24036/jelt.v12i4.125980](https://doi.org/10.24036/jelt.v12i4.125980)

INTRODUCTION

English has become the international language of tourism, and its importance in the hospitality industry cannot be overstated. Meanwhile, the development of the tourism industry in Indonesia has increased rapidly (www.kemendparekraf.go.id, 2023). Therefore, tourism industry requires hotel staffs with good English skills based on the needs of this industry. This is in line with Chumpong & Chuai-in

(2020) that English has become a requirement to apply jobs in hotel and tourism because English is globally used in hospitality industry for communication activities as a language service.

Besides that, English is considered as lingua franca and growing worldwide need in tourism industry (Blue & Harun, 2003). Hence, the development of tourism industry also becomes a demand for improving teaching materials of English for Hotel and Tourism course so that what students have learnt is in line with the current needs in tourism industry.

In line with the development of tourism industry, this field has become one of desired workplace being a hotel staff for English Department students of Universitas Negeri Padang. Thus, English Department of Universitas Negeri Padang provides English for Specific courses with the name, English for Hotel and Tourism course. Since 2000, this course is offered as an optional course for students to introduce, review, and extend the key language and communication skills students need to develop in order to work effectively in hotel and tourism sector. Subsequently, the teaching materials of the course should be relevant with the needs of hotel and tourism industry.

Actually, hotel has many departments such as front office, housekeeping, food and beverage, marketing and sales, accounting, human resources, engineering, and security in which each of them has different target language. Consequently, English for Hotel and Tourism course should concern to teach English in accordance with the target situation in the workplace. It is in line with the function of English for Specific Purposes that provide an English teaching program with specific learning and language use that aim to prepare students having a specific language skill and proficiency. Therefore, it is important to improve teaching materials based on the current needs of industry (Long, 2005). Munby (1978) also stated that the syllabus and materials are developed by analyzing the learner's communication needs as current target situation. Then, Brunton (2013) says that the main goal of English for Specific Purposes is to meet the needs of students and employers in the workplace.

Afterward, in developing teaching materials of English for Hotel and Tourism course, need analysis is mostly used by several researchers such as Kholidi, Ariawan, and Azhan, (2022), Pham (2023), Ratmanida, Fatimmah, Hafizh, and Chair (2019), Prachanant, (2012), etc. Needs analysis is a process in determining an appropriate syllabus and materials that is used by researchers, course designers, material creators, testers, evaluators, and classroom teachers to design the course (Wannapok, 2004). Moreover, Widdowson (1998) claimed that need analysis might be called as a goal-oriented definition that refers to the learners' study or career requirements or what they must perform at workplace. Therefore, teaching materials of English for Hotel and Tourism course can be developed by conducting need analysis to investigate the current needs of this industry.

In analyzing the current needs of teaching materials, there were many previous studies done related to it. First, Pham (2023) conducted a study with a title "Needs analysis: Hotel Receptionists' Use of English. He found giving direction, speaking by phone, explaining the mistakes about room facilities are needed for hotel receptionists and employed four skills in which speaking and listening skills are the most important. Then, the problems were faced by receptionists such as

speaking and listening skills, especially understanding the accents of the guests. Then, English skills mostly needed by receptionists are speaking and listening for communication activities in this field.

Second, Prachanant (2012) also conducted the need analysis using Mackey's theory. To gather the data of his study, he used a questionnaire that was given to 40 tourism employees. Then, he found that three most relevant functions in using English language were giving information, followed by providing services, and offering help. Then, speaking is really needed and important then followed by listening, reading, and writing. The results of his study can be considered to do the emphasis of speaking to the learners as the important skills. It can be seen that speaking is mostly needed as the perceptions of employees in tourism while in communication skills, listening is also mostly needed for tourism to understand the various accent of tourists.

Third, Kholidi, Ariawan, and Azhan (2022) conducted a study with title "Needs Analysis of English Language Use in Tourism Industries in Selangor, Malaysia". The study found that giving directions, negotiating for mutual understanding, and giving details about transportation are the most needed to be improved to work effectively in target situation. Then, employees had problems in getting detailed information about tourists documents, reading emails, news, and faxes related to tourism and then writing commercials and marketing plans to sell their service and information text.

Fourth, Azizah, N., Inderawati, R., & Vianty, M. (2020) had conducted a study to develop teaching materials of English for Tour and Travel based on local culture. The study found tourism English Topics which are hotel facilities, hotel reservation, destinations, tourist information, shopping and sightseeing as the high needed topics for tourism.

Last, need analysis on English for hotel was also conducted by Ratmanida, Fatimmah, Hafizh, and Chair (2019). The study involved 41 staffs from 26 hotels in Padang. They used a questionnaire as the instrument to collect the data. The findings of the study were listening as the most important skill for hotel staffs followed by speaking, reading, and writing. According the topics of listening skill, asking and giving information are the most needed for hotel staffs. This study also claimed that listening skills are significant in various work places.

Based on the findings of previous studies above, this research aimed to conduct need analysis to investigate spoken language topics for English for Hotel and Tourism course at English Department of Universitas Negeri Padang in which listening and speaking were found as the most needed in hotel and tourism industry. Furthermore, this research analyzed spoken utterances used by hotel staffs and guests based on target situation in hotel and tourism industry. Afterward, the spoken language topics needed was analyzed using spoken language topics of "asking and giving information", "handling complaints", "asking for service", and "handling service by phone". These spoken language topics were selected based on discussion with an expert from Faculty of Hotel and Tourism in Universitas Negeri Padang, Hijriyantomi Suyuthie, S.IP., MM by using a book by Rod Revell and Trist Stott (1988) with the title "English for Hotel and Catering Industry". This research then involved front office department staffs, housekeeping department

staffs, and food and beverage department staffs from four and five star hotels in Padang. They are from The Zhm Premiere Hotel, Santika Premiere Hotel, Truntum Hotel, Mercure Hotel, and Pangeran Beach Hotel. Then, the finding of spoken language topics needed was compared with textbooks of English for Hotel and Tourism course. The textbooks are “English for the hotel and catering industry” by Stott and Trish (1994), “English for the Travel and Tourism Industry” by Jones (1998), “English for Hospitality Professionals” by Zwier and Caplan (2007), and “English for the Hotel and Tourist Industry” by Harding and Henderson (1994). Hence, the result of this research can add more spoken language topics and spoken utterances for English for Hotel and Tourism course to be more relevant with the current needs in this industry so that students can work effectively at workplace.

METHOD

Research design

Based on the research question and objectives of the research, this research used descriptive qualitative research. Descriptive qualitative research is to gather information about present existing condition (Creswell, 2009). To collect the data, this research used questionnaire and interview. Questionnaire was used to facilitate researcher in reaching the data of spoken language topics needed by front office department staffs, housekeeping department staffs, and food and beverage department staffs based on target situation. Then, interview was used to investigate spoken utterances used by guests and hotel staffs in hotel industry based on target situation.

Research design

Population of this research were 135 hotel staffs from 4 and 5 star hotels in Padang that is The Zhm Premiere Hotel, Santika Premiere Hotel, Truntum Hotel, Mercure Hotel, and Mercure Hotel. The samples were taken by using purposive sampling. Then, the samples of this research are hotel staffs from four star hotels in Padang. The samples are from front office, housekeeping, and food and beverage. It can be seen in the table below.

Table 1. Number of Hotel Staffs

Name of Hotels	Hotel Staffs		
	Front Office Department	House Keeping Department	Food and Beverage Department
The Zhm Premiere Hotel	8	5	10
Santika Premiere Hotel	13	10	7
Truntum Hotel	8	11	12
Mercure Hotel	7	7	11
Pangeran Beach Hotel	8	9	9
Total	44	42	49

The samples are selected based on the following criteria: (1) Have a minimum one year working experience. Thus, they already know a lot of English language needs in hospitality. (2) Has an educational background, extensive experience about tourism

and hospitality. The total of samples is 135 professionals from hotel industry. For interview, researcher chose one of each hotel staff in front office, housekeeping, and food and beverage from hotels involved.

Instruments

This research used questionnaire to get the data of spoken language topics and interview to investigate the utterances used by guests and hotel staffs based on the target situation (asking and giving information, handling complaints, asking for service, and handling service by phone).

Data analysis

First, the result of questionnaire was tabulated to find out what are spoken language topics needed by front office department staffs, housekeeping department staffs, and food and beverage department staffs based on target situation.

Second, the transcriptions of the interview were discussed with Honesty Yonanda Ayudhia, M.Pd., a lecturer at English Department of Universitas Negeri Padang to identify the spoken utterances used by people in hotel and tourism industry based on target situation (asking and giving information, handling complaints, asking for service, and handling service by phone). After that, researcher presented the finding of interview by listing it. Then, researcher drew the conclusion as the result of the research and make recommendations for improving the teaching materials of English for Hotel and Tourism course.

RESULTS AND DISCUSSION

Finding 1

To answer the first research question- What are spoken language topics needed for English for Hotel and Tourism course? - The researcher used open-ended questionnaire. The questionnaire was given to 44 front office department staffs, 42 housekeeping department staffs, and 49 food and beverage department staffs. They are from The Zhm Premiere Hotel, Santika Premiere Hotel, Truntum Hotel, Mercure Hotel, and Pangeran Beach Hotel. The result of spoken language topics needed is presented by the following table:

Table 2. Spoken Language Topics Needed by Front Office Department Staffs

No.	Target Situation	Spoken Language Topics	Hotels					The Four Books used for EHT Course
			The Zhm Premiere Hotel	Santika Premiere Hotel	Truntum Hotel	Mercure Hotel	Pangeran Beach Hotel	
1.	Asking and Giving Information	Asking and giving direction	✓	✓	✓	✓	✓	✓
		Asking for hotel facility	✓	✓	✓	✓	✓	✓
		Asking for complementary drink	✓	✓	✓	✓	✓	-
		Asking for transportation information	✓	✓	✓	✓	✓	✓
		Asking for	-	✓	✓	-	-	✓

		room rates						
		Asking for room types	✓	✓	✓	✓	✓	✓
		Asking for attraction	✓	✓	✓	✓	✓	✓
		Asking for registration form	✓	✓	✓	✓	✓	✓
		Giving for key card information	✓	✓	✓	✓	✓	✓
		Asking for reservation information	✓	✓	✓	✓	✓	✓
		Medicine information	✓	✓	✓	✓	✓	-
		Clarifying guest's room reservation information	✓	✓	✓	✓	✓	✓
		Asking for money changer	✓	✓	✓	✓	✓	✓
2.	Handling Complaints	Answering questions and solving problem at concierge service	-	-	✓	✓	-	✓
		Dealing with a dissatisfied guest for the changes of room rates	✓	✓	✓	✓	✓	-
		Handling deposit money complaints	✓	✓	✓	✓	✓	-
		No room available complaints	✓	✓	✓	✓	✓	-
		Key card complaints	✓	✓	✓	✓	✓	
		Noisy in night	✓	✓	✓	✓	✓	✓
		Unfriendly staff	✓	✓	✓	✓	✓	-
3.	Asking for Service	Handling lost and found	✓	✓	✓	✓	✓	-
		Handling concierge	✓	✓	✓	-	✓	-

		service						
		Handling transportation service	✓	✓	✓	✓	✓	-
		Asking bellboy service	✓	✓	✓	✓	✓	-
		Handling guests' check out	✓	✓	✓	✓	✓	-
		Handling extended booking	✓	✓	✓	✓	✓	-
		Handling early arrival	✓	✓	✓	✓	✓	-
4.	Handling Service by Phone	Dealing with room reservation by phone	✓	✓	✓	✓	✓	✓
		Asking bellboy service by phone	✓	✓	✓	✓	✓	-
		Asking medicine information by phone	✓	✓	✓	✓	✓	✓
		Connecting guests' phone calls with his/her friend	✓	✓	✓	✓	✓	✓
		Asking for extended room by phone	✓	✓	✓	✓	✓	-
		Asking room rates by phone	✓	✓	✓	✓	✓	✓

From table 4.1.6, there were 34 spoken language topics needed for front office department staffs. For spoken language topic of “asking and giving information” there were 13 topics needed. The topics are asking and giving direction, asking for hotel facility, asking for complementary drink, asking for transportation information, asking for room rates, asking for room types, asking for attraction, asking for registration form, giving for key card information, asking for reservation information, medicine information, clarifying guest’s room reservation information, and asking for money changer. Meanwhile, in the textbook of this course, there were only 11 topics. Two topics that were not available are asking for complementary drink and medicine information.

For spoken language topic of “handling complaints” there were 7 topics. The topics are answering questions and solving problem at concierge service, dealing with dissatisfied-guest for the changes of room rates, handling deposit money complaints, no room available complaints, key card complaints, noisy in night, and unfriendly staff. Meanwhile, in the textbook of this course, there were only 3 topics available. Four topics that were not available are dealing with a dissatisfied guest for the changes of room rates, handling deposit money complaints, no room available complaints, and unfriendly staff.

Then, for spoken language topic of “asking for service”, there were 7 topics. The topics are handling lost and found handling concierge service, handling transportation service, asking bellboy service, handling guests’ check out, handling extended booking, and handling early arrival. While, in the textbook of this course, there was no topics available.

After that, there were 7 topics for spoken language topic of “handling service by phone”. The topics are dealing with room reservation by phone, asking bellboy service by phone, asking medicine information by phone, connecting guests’ phone calls with his/her friend, asking for extended room by phone, asking room rates by phone, and asking for check in information by phone. While, in the textbook of this course, there were 5 topics available. Two topics that were not available are asking bellboy service by phone, and asking for extended room by phone.

After that, the finding of spoken language topics needed based on spoken language topics (asking and giving information, handling complaints, asking for service, and handling service by phone) is presented by the following table:

Table 3 Spoken Language Topics Needed by Housekeeping Department Staffs

No.	Target Situation	Spoken Language Topics	Hotels					The Four Books used for EHT Course
			The Zhm Premire Hotel	Santik a Premire Hotel	Truntu m Hotel	Mer cure Hotel	Panger an Beach Hotel	
1.	Asking and Giving Information	Asking and giving direction	✓	✓	✓	✓	✓	✓
		Asking for hotel facility	✓	✓	✓	✓	✓	-
		Asking for TV channels	✓	✓	✓	✓	✓	-
2.	Handling Complaints	Handling AC complaint	✓	✓	✓	✓	✓	-
		Handling SPA complaint	-	-	-	✓	-	-

		Handling swimming pool complaint	✓	✓	✓	✓	✓	-
		Handling door handle complaint	✓	✓	✓	✓	✓	-
		Handling wet floor	✓	✓	✓	✓	✓	-
		Handling unclean and smelly room	✓	✓	✓	✓	✓	✓
		Handling freezer complaints	✓	✓	✓	✓	✓	-
3.	Asking for Service	Asking and giving room service	✓	✓	✓	✓	✓	✓
		Handling lost and found	✓	✓	✓	✓	✓	-
		Asking for laundry service	✓	✓	✓	✓	✓	✓
		Asking for DND (do not disturb) service	✓	✓	✓	✓	✓	-
		Asking for making up room	✓	✓	✓	✓	✓	✓
		Asking for swimsuit	✓	✓	✓	✓	✓	-
4.	Handling Service by Phone	Handling room service by phone	✓	✓	✓	✓	✓	-
		Asking and giving laundry service	✓	✓	✓	✓	✓	-
		Asking for swimsuit	✓	✓	✓	✓	✓	-

		by phone						
		Asking for making up room by phone	✓	✓	✓	✓	✓	-
		Asking for amenities by phone	✓	✓	✓	✓	✓	-
		Asking for duvet by phone	✓	✓	✓	✓	✓	-

From table 4.1.7, there were 22 spoken language topics needed for housekeeping department staffs. For spoken language topic of “asking and giving information” there were 3 topics. The topics are asking and giving direction, asking for hotel facility, and asking for TV channels. Meanwhile, in the textbook of this course, there was only 1 topic. Two topics that were not available are asking for hotel facility, and asking for TV channels.

For spoken language topic of “handling complaints” there were 7 topics. The topics are handling AC complaint, handling SPA complaint, handling swimming pool complaint, handling door handle complaint, handling wet floor, handling unclean and smelly room, and handling freezer complaints. Meanwhile, in the textbook of this course, there was only 1 topic available. Six topics that were not available are handling AC complaint, handling SPA complaint, handling swimming pool complaint, handling door handle complaint, handling wet floor, and handling freezer complaints.

Then, for spoken language topic of “asking for service”, there were 6 topics. The topics are asking and giving room service, handling lost and found, asking for laundry service, asking for DND (do not disturb) service, asking for making up room, and asking for swimsuit. While, in the textbook of this course, there were only 3 topics available. Three topics that were not available are handling lost and found, asking for DND (do not disturb) service, and asking for swimsuit.

After that, there were 6 topics for spoken language topic of “handling service by phone”. The topics are handling room service by phone, asking and giving laundry service, asking for swimsuit by phone, asking for making up room by phone, asking for amenities by phone, and asking for duvet by phone. While, in the textbook of this course, there were no topics available for this target situation.

Then, the finding of spoken language topics needed by food and beverage department staffs based on spoken language topics (asking and giving information, handling complaints, asking for service, and handling service by phone) is presented by the following table.

Table 4 Spoken Language Topics Needed by Food and Beverage Department Staffs

No	Target Situation	Spoken Language Topics	Hotels					The Four Books used for EHT Course
			The Zhm Premiere Hotel	Santik a Premiere Hotel	Truntum Hotel	Mercure Hotel	Pangهران Beach Hotel	
1.	Asking and Giving Information	Describing food and drinks	✓	✓	✓	✓	✓	✓
		Asking for restaurant facility	✓	✓	✓	✓	✓	✓
		Asking for smoking area	✓	-	✓	-	-	-
		Asking for breakfast time	✓	✓	✓	✓	✓	-
		Asking for meals order at the swimming pool	✓	✓	-	-	✓	-
		Asking for meals order in evening	✓	✓	✓	✓	✓	-
		Asking for night clubs information	✓	✓	✓	✓	✓	-
		Asking for birthday's cake	✓	✓	✓	✓	✓	-
2.	Handling Complaints	Handling breakfast complaint	✓	✓	✓	✓	✓	-
		Dealing with food delivering complaint	✓	✓	✓	✓	✓	✓
		Dealing with a dissatisfied guest with	✓	✓	✓	✓	✓	-

		staff services						
		Handling bar complaints	✓	✓	✓	✓	✓	-
		Product Unavailable or Out of Stock	✓	✓	✓	✓	✓	-
		Too Late Follow Up Guest's Request	✓	✓	✓	✓	✓	-
		Unfriendly Staff	✓	✓	✓	✓	✓	-
		Unclean food	✓	✓	✓	✓	✓	✓
3.	Asking for Service	Handling payments at room	✓	✓	✓	✓	✓	✓
		Asking and giving help for breakfast	✓	✓	✓	✓	✓	-
		Asking and giving help for baby's highchair	✓	✓	✓	✓	✓	-
		Asking for self service	✓	✓	✓	✓	✓	-
		Asking for take away service	✓	✓	✓	✓	✓	-
		Asking for room service	✓	✓	✓	✓	✓	✓
4.	Handling Service by Phone	Handling meals order by phone	✓	✓	✓	✓	✓	-
		Dealing with guest's request for breakfast by phone	✓	✓	✓	✓	✓	-

	Handling payments service	✓	✓	✓	✓	✓	-
	Handling table reservation by phone	✓	✓	-	✓	✓	✓
	Room service by phone	✓	✓	✓	✓	✓	✓
	Asking menu by phone	✓	✓	✓	✓	✓	-
	Asking price list of menu by phone	✓	✓	✓	✓	✓	-
	Clarifying meals order by phone	✓	✓	✓	✓	✓	-

From table 4.1.8, there were 30 spoken language needed for food and beverage department staffs. For spoken language topic of “asking and giving information” there were 8 topics. The topics are describing food and drinks, asking for restaurant facility, asking for smoking area, asking for breakfast time, asking for meals order at the swimming pool, asking for meals order in evening, asking for night clubs information, and asking for birthday’s cake. Meanwhile, in the textbook of this course, there were only 2 topics. 6 topics that were not available are asking for smoking area asking for breakfast time, asking for meals order at the swimming pool, asking for meals order in evening, asking for night clubs information, and asking for birthday’s cake.

For spoken language topic of “handling complaints” there were 8 topics. The topics handling breakfast complaint, dealing with food delivering complaint, dealing with a dissatisfied guest with staff services, handling bar complaints, product unavailable or out of stock, too late follow up guest’s request, unfriendly staff, and unclean food. Meanwhile, in the textbook of this course, there were only 2 topics available. Six topics that were not available are handling breakfast complaint, dealing with a dissatisfied guest with staff services, handling bar complaints, product unavailable or out of stock, too late follow up guest’s request, unfriendly staff.

Then, for spoken language topic of “asking for service”, there were 6 topics. The topics are handling payments at room, asking and giving help for breakfast, asking and giving help for baby’s highchair, asking for self service, asking for take away service, and asking for room service. While, in the textbook of this course, there were only 2 topics available. Four topics that were not available are asking and

giving help for breakfast, asking and giving help for baby's highchair, asking for self service, and asking for take away service.

After that, there were 8 topics for spoken language topic of "handling service by phone". The topics are handling meals order by phone, dealing with guest's request for breakfast by phone, handling payments service, handling table reservation by phone, room service by phone, asking menu by phone, asking price list of menu by phone, and clarifying meals order by phone. While, in the textbook of this course, there were 2 topics available. Six topics that were not available are handling meals order by phone, dealing with guest's request for breakfast by phone, handling payments service, asking menu by phone, asking price list of menu by phone, and clarifying meals order by phone.

Table 4.1.6, table 4.1.7, table 4.1.8 above conclusively presents spoken language topics needed by Front Office Department, Housekeeping Departments, and Food and Beverage Department staffs. There were 34 spoken language topics needed by Front Office Department staffs (asking and giving information, handling complaints, asking for service, and handling service by phone). Meanwhile, in the textbook of this course, there were only 19 topics. Then, there were 22 spoken language topics needed by Housekeeping Department staffs (asking and giving information, handling complaints, asking for service, and handling service by phone). While, in the textbook of this course, there were only 5 topics. After that, there were 30 spoken language topics needed by Food and Beverage Department staffs (asking and giving information, handling complaints, asking for service, and handling service by phone). However, in the textbook of this course, there were only 8 topics.

Hence, spoken language topics for English for Hotel and Tourism course at English Department of Universitas Negeri Padang should be added. It is because some topics were not available in the textbooks used. The topics are asking for complementary drink, medicine information, dealing with a dissatisfied guest for the changes of room rates, handling deposit money complaints, no room available complaints, unfriendly staff, handling lost and found, handling concierge service, handling transportation service, asking bellboy service, handling guests' check out, handling extended booking, handling early arrival, asking bellboy service by phone, and asking for extended room by phone for spoken language topics needed by front office department staffs.

For spoken language topics needed by housekeeping department staffs, the topics that are not available are asking for hotel facility, asking for TV channels, handling AC complaint, handling spa complaint, handling swimming pool complaint, handling door handle complaint, handling wet floor, handling freezer complaints, handling lost and found, asking for DND (do not disturb) service, asking for swimsuit, handling room service by phone, asking and giving laundry service, asking for swimsuit by phone, asking for making up room by phone, asking for amenities by phone, and asking for duvet by phone.

For spoken language topics needed by food and beverage department staffs, the topics that are not available are asking for smoking area, asking for breakfast time, asking for meals order at the swimming pool, asking for meals order in evening, asking for night clubs information, asking for birthday's cake, handling breakfast

complaint, dealing with a dissatisfied guest with staff services, handling bar complaints, product unavailable or out of stock, too late follow up guest's request, unfriendly staff, asking and giving help for breakfast, asking and giving help for baby's highchair, asking for self service, asking for take away service, handling meals order by phone, dealing with guest's request for breakfast by phone, handling payments service, asking menu by phone, asking price list of menu by phone, and clarifying meals order by phone.

After that, the finding of spoken utterances used by people in hotel industry is presented as follows.

Table 5 Spoken Utterances of Guests and Front Office Department Staffs

No.	Target Situation	Spoken Language Topics	Guests	Hotel Staffs
1.	Asking and Giving Information	Asking and giving direction	"Excuse me, do you know where the shopping center is?"	"Yes, I do, Sir. You can find shopping center at Patimura Street, only 8 minutes from here. You can walk to get there."
			"Excuse me, can you tell me the nearest hospital?"	"It is my pleasure, Sir. You can find M Jamil hospital at Perintis Street, only 10 minutes from here by car."
			"Excuse me, could you tell me the way to the nearest Cinema?"	"Of course, Madam. You can find cinema in Transmart mall at Khatib Sulaiman Street."
			"Excuse me, is there a church around here?"	"Of course, Sir. You can find GPIB Jemaat Efrata Padang at Bagindo Azizchan Street."
		Asking for hotel facility	"Excuse me, what time is the swimming pool and restaurant for breakfast open?"	The swimming pool opens from 6 am to 7 pm and the restaurant for breakfast open from 6 am to 10 am, Sir."
			"Excuse me, can you tell me the entry requirements to the gym in this hotel?"	"It is my pleasure, Sir. You must wear shoes. If you do not stay here, you will be charged."
			"Excuse me, is there an ATM in this hotel".	"Yes, Madam. We have a BCA ATM near our lobby. If you need more helps, feel free to ask."
		Asking for	"Are there any	"Yes, you can get a

		complementary drink	complementary drinks in the lobby?"	complementary drink near the concierge, Madam".
		Asking for transportation information	"Can I go to the airport tomorrow morning at 9 am with the transportation in this hotel?"	"Of course, Sir. Our bellboy will drive you to the airport. You can wait in the lobby tomorrow morning, Sir."
			"Is there any online transportation that I can order to go to the Cinema?"	"Yes, Sir. You can order an online transportation through Go-jek or Maxim application. If you need more helps, feel free to ask."
		Asking for room rates	"Excuse me, let me know the room rates, please".	"Alright, Madam. For standard room, it is IDR 850.000,- and Deluxe room IDR 1.220.000,-"
			"I want to stay here for 2 nights, how much the price for a standard room?"	"The standard room is IDR 850.000, Sir. You can choose king bed or twin bed."
			"Excuse me, I want to extend my room, is there any change in the price for next week?"	"Yes, Madam. Our room rates will be more expensive next week, from IDR 8500.000 to IDR 950.000, Madam."
		Asking for room types	"Excuse me, Can you tell me the room types?"	"Sure, Sir. We have standard room, deluxe, executive deluxe, suite, and president suite."
			"Is there any connecting rooms in this hotel?"	"Yes, Madam. We have standard room and deluxe for the connecting rooms"
		Asking for attraction	"Excuse me, what are the tourist attractions in this city?"	"Of course, Madam. You can visit Adityawarman museum for the nearest attraction and it is only 8 minutes from here, Madam."

			<p>“Excuse me, what is the popular attraction around here?”</p>	<p>“The popular attraction here is Air Manis Beach, Madam. It takes 15 minutes to get there from here.”</p>
			<p>"Could you tell me about any local restaurants or bars that are worth checking out?"</p>	<p>“Pleasure, Sir. For local restaurant, I recommend you to visit Lamun Ombak nearby. You can find Rendang over there.”</p>
			<p>"I'm interested in outdoor activities. Do you have any recommendations for hiking trails or parks in this city?"</p>	<p>“Sure, Madam. You can visit Gunung Padang, it is a small mountain at Padang beach”</p>
		Asking for registration form	<p>“Sure!”</p>	<p>“Excuse me, Madam. Can I get your ID card for registration form”</p>
			<p>“Alright! A.L.A.N”</p>	<p>“Can you spell your name, Sir”</p>
			<p>“Done!”</p>	<p>“Excuse me, Sir. Please, sign here for your registration form”</p>
			<p>“I am John Bill.”</p>	<p>“May I have your name please?”</p>
		Giving for key card information	<p>“Alright, I’ll take good care of that”</p>	<p>“Well, here is your key Mr. George. Your room number is 9912, on the 9th floor and the daily rate is IDR 850.000 and here is your keycard. It tells you all about the service in the hotel. You should carry it at all times, you’ll need it as identification in hotel bars, or restaurant. If you want to have a drink or meals, it will be charged to your account.”</p>
		Asking for reservation information	<p>“Excuse me, I already booked a room last week, Mrs. Anna. Can I check in now”</p>	<p>“Wait, Madam. Let me check it out. Mrs. Anna.. deluxe with smoking room, isn’t it, Madam?”</p>

			“Yes, it is. Can I get the lock card now?”	“Sure, please, wait. I will prepare your lock card, Madam.”
		Medicine information	“Excuse me. Do you know the nearest drugstore?” “Is it a 24-hour-drugstore?”	“Yes, Madam. You can find drugstore beside our hotel, Madam” “No, Madam. It opens from 8 am to 10 pm.”
		Clarifying guest’s room reservation information	“Yes, It is correct!” “I prefer to have higher floor, please.” “No, it is enough for me”	"According to our records, you have booked a suite room. Is that correct?" "Do you have any specific requests or preferences for your room, such as a higher floor or a non-smoking room?" "Is there anything else you would like to add or clarify about your reservation?"
		Asking for money changer	“Excuse me, do you have a money changer in the hotel?” “Could you please direct me to the nearest currency exchange booth or ATM?” <ul style="list-style-type: none"> • “I need to exchange some money. Is there a safe and credible location in the hotel where I can do that?” • “I’m looking to get some local currency. 	“Sorry, Sir. We do not have a money changer but you can find it at Hayam Wuruk Street, Equator Money Changer” “Sure, Madam. Our bellboy will direct you to Money Changer Pt Haloha Valas at Bundo Kandang Street.” “Yes, Madam. You can go to MJE Money Changer at Bagindo Aziz Chan Street.”

			Can you recommend a good place to exchange money nearby?"	
2.	Handling Complaints	Answering questions and solving problem at concierge service	"Excuse me, don't you find my luggage? So late!"	"Sorry, Sir. Here is your luggage."
			"Oh, thanks! I will let know if I need any helps"	"If you need assistance with luggage, transportation arrangements, or any other special requests, please don't hesitate to ask."
		Dealing with a dissatisfied guest for the changes of room rates	"Why did the room rates change? It is different by yesterday!"	<ul style="list-style-type: none"> • "So sorry, Madam. Our room rates change based on the rules of our company." • "I understand that you have concerns about the changes in room rates. Could you please explain your specific issue?" • "I apologize for any inconvenience this may have caused. We strive to provide the best possible experience for our guests." • "Allow me to explain the reason behind the changes in room rates..." • "I'm sorry to hear that you're dissatisfied with the changes in room rates."

		Handling deposit money complaints	“The deposit money is too much!”	<ul style="list-style-type: none"> • “Sorry, Sir. You can take your deposit money back after checking out.” • "I'm sorry to hear that you have a complaint about the deposit money." • "We apologize for the delay in refunding your deposit. We will process it immediately and ensure it is returned to you." • "To address your concerns, we will review our deposit refund policy and make any necessary improvements." • "We value your feedback, and we will take steps to prevent similar issues in the future."
		No room available complaints	“Excuse me. Is there any rooms today and tomorrow?”	<ul style="list-style-type: none"> • "I'm sorry, but we don't have any rooms available for the dates you requested." • "Unfortunately, all of our rooms are booked for the night. Would you like me to check other nearby hotels for availability?"
			“Excuse me, is there room with two beds tonight?”	"I apologize, but we don't have any rooms available with two beds. Would you be willing to book a room with one bed instead?"
				“Excuse me, is there any rooms available on the ground floor?”

		<p>Key card complaints</p>	<p>"I'm sorry, but my room key isn't working. I've tried it several times, but the door won't open."</p>	<p>"So sorry to hear that, Madam. I will activate it now"</p>
			<p>"My key card isn't working. I've tried it multiple times and it won't unlock my room."</p>	<p>"I'm sorry that you had to experience this issue with the key card. We'll take care of it and ensure that it doesn't happen again."</p>
			<p>"I just got this key card and it's already not working. Can I get a new one?"</p>	<p>"I apologize for the inconvenience caused by the key card. We'll do our best to make it right for you."</p>
			<p>"I left my key card in my room and now I can't get back in. Can you help me?"</p>	<p>"I'm sorry to hear that you're having trouble with the key card. Let me see if I can help you with that."</p>
		<p>Noisy in night</p>	<p>"I'm sorry, but the noise level in the hallway is very loud and it's keeping me awake. Can you please ask other guests to keep their voices down?"</p>	<ul style="list-style-type: none"> • "I'm sorry to hear that you're experiencing noise disturbances. We take this issue seriously and will do our best to resolve it. Can you please provide more details about the noise, such as the location and time it occurred?" • "Thank you for bringing this to our attention. We will investigate the source of the noise and take appropriate action. In the meantime, would you like us to move you to a quieter room?"
			<p>"Excuse me, I'm sorry to bother you, but I'm having trouble sleeping because of the noise coming from the neighboring room. Could you please ask</p>	<ul style="list-style-type: none"> • "I apologize for the inconvenience caused by the noise. We will remind all guests to keep noise levels down during quiet hours. If the noise persists,

			them to keep it down?"	<p>please let us know immediately so we can address it."</p> <ul style="list-style-type: none"> "I understand how frustrating it can be to have noisy neighbors. We will contact them and ask them to be more considerate. If the noise continues, we may have to involve security to ensure a peaceful environment for all guests."
			"I'm sorry to complain, but there's a lot of noise coming from the street outside and it's making it hard for me to sleep. Is there anything you can do about it?"	"I'm sorry that you had trouble sleeping due to the noise. We will provide you with complimentary earplugs and a white noise machine to help you sleep better. If there's anything else we can do to make your stay more comfortable, please don't hesitate to ask."
		Unfriendly staff	"The front desk clerk was not very friendly."	"I'm sorry to hear that you had an unpleasant experience with our staff. Can you please tell me more about what happened?"
			"The hotel staff showed a lack of skill and sensitivity in dealing with guests."	"Thank you for your feedback. We will use it to improve our customer service and ensure that all guests have a pleasant stay."
			"The hotel staff was carrying an unfriendly attitude."	"I apologize for the behavior of our staff. We will take steps to ensure that this does not happen again."
			"The hotel staff was rude while communicating."	"I understand how you feel, and I'm sorry for the inconvenience caused. We will do our best to rectify

				the situation."
			<ul style="list-style-type: none"> • "The hotel staff was unresponsive to my needs." • "The hotel staff was not helpful when I asked for assistance." 	"Please accept our apologies for the unfriendly behavior of our staff. We will provide them with additional training to improve their behavior."
3.	Asking for Service	Handling lost and found	"Can you find my watch at room 612 now? I forget to bring it but I cannot open my room anymore"	"Of course, Sir. Please, wait for 15 minutes. I will inform you soon for your watch."
			"Excuse me, I think I may have lost an item in my room. Can you please check the room now?"	"I'm sorry to hear that you lost your item. We will inform you to report lost items as soon as possible."
			"I seem to have misplaced my phone. Is there a lost and found department where I can check if it has been turned in?"	"Thank you for bringing this to our attention. We take every lost item claim seriously and will do everything possible to retrieve the item. Can you please provide us with a detailed description of the lost item?"
			"I left my jacket in the lobby earlier and now I can't find it. Can you help me check if it has been found?"	<ul style="list-style-type: none"> • "We apologize for any inconvenience caused by the lost item. We will check our lost and found and contact you as soon as possible if we find a match." • "We understand how frustrating it can be to lose something valuable. We will do our best to assist you in retrieving the item. Can you please provide us with your contact information so we can
			"I think I may have left my wallet in the restaurant. Can you please check if it has been turned in to lost and found?"	
"I lost my room key earlier and I can't seem to find it. Can you please help me check if it has been				

		found?"	follow up with you?"
	Handling concierge service	"Can you put my surfing board at concierge?"	"Of course, Sir. Please, fill your concierge form here."
		"Excuse me, could you direct me to the concierge desk?"	"Sure, Please, follow me Madam"
	Handling transportation service	"Can you ask bellboy to drive me to the airport tomorrow morning?"	"Certainly, Sir. Our bellboy will drive you to the airport tomorrow. You can wait in lobby, Sir."
		<ul style="list-style-type: none"> • "Does the hotel provide any transportation services?" • "Is there a shuttle service available to and from the airport?" 	<ul style="list-style-type: none"> • "We provide a convenient shuttle service for our guests, offering transportation to and from the airport." • "As part of our commitment to excellent service, we offer complimentary transportation to nearby attractions and popular destinations." • "Sit back and relax while our hotel's shuttle service takes you to your desired destinations within the city." • "Experience convenience and comfort with our transportation service, available for both individual and group bookings."
		"Are there any bike rentals available at the hotel?"	"Need a ride? Our hotel offers a reliable transportation service to ensure you have a seamless travel experience."

		Asking bellboy service	<ul style="list-style-type: none"> • “Please, I need bellboy to bring my suitcase to my room, 566” • “Hello, could you please help me with my luggage?” 	“It is my pleasure, Madam.”
			“Sure, thanks for your help.”	"Excuse me. May I assist you with your luggage?"
			“722.”	“May I have your room number, please?”
			“Okay! Thanks for your help”.	"Here is your room key, and our bellboy will take your luggage to your room. Please follow me."
			“It is 8811.”	"Would you like me to show you to your room?"
		Handling guests' check out	“Please, let me know my bills. It is my lock card and I want to check out now.”	“Good morning/afternoon/evening, how may I assist you with your check-out today?”
			“Mr. Alan.”	“May I have your room number, please?” Can you please confirm your name for me?”
			“Thanks for your service!”	“Thank you for choosing our hotel. We hope you had a great stay and wish you a safe trip home.”
		Handling extended booking	<ul style="list-style-type: none"> • "I would like to extend my stay. Is it possible to book for an additional [number of days]?" • "I'm enjoying my stay here and would like to extend it. Can you check if there are any available rooms for [number of days]?" 	<ul style="list-style-type: none"> • “Sorry, Madam. Our hotel is over booked on that day.” • “Thank you, Sir. Yes, we can extend your room. Please, let me know your dates for extending room, Sir?”

			<ul style="list-style-type: none"> • "I'm interested in staying longer. Do you have any special rates or discounts for extended stays?" • "Could you please help me with extending my reservation? I would like to stay for [number of days] longer." 	
		Handling early arrival	"Excuse me, can I check in now?"	<ul style="list-style-type: none"> • "So sorry, Sir. Unfortunately, your room is not ready at this moment. Our normal check-in time is at 2:00 PM." • "We are really sorry, Madam. You can check in at 2:00 PM. Please, wait at our lobby, Madam"
4.	Handling Service by Phone	Dealing with room reservation by phone	"Hello, Is there any room available for two nights on Saturday until Monday?"	"Hello, Madam. Good afternoon. Our rooms are available on those days, Madam."

			<p>“Can you explain more about hotel facility?”</p>	<ul style="list-style-type: none"> • "Our hotel offers a variety of room types, including suites and standard rooms. We have a restaurant, a fitness center, and a pool. We also offer a special discount for guests who book directly with us. Would you like me to provide more information?" • "In our hotel, you will get a room number 1 with an ocean view. The room is equipped with a king-size bed, a flat-screen TV, and a minibar. We also offer room service and laundry service. Our hotel has a restaurant, a bar, and a spa. Would you like me to provide more information?" • "Thank you for choosing our hotel. We look forward to welcoming you on November 19th. Check-in time is at 2 pm, and check-out time is at 12 pm. Is there anything else I can help you with?"
		Asking bellboy service by phone	<p>“Ok! It is clear, thanks”</p> <p>“Hello, I want to check out now. I need bellboy to bring my suitcase to the lobby.”</p>	<ul style="list-style-type: none"> • “Alright, Madam. Please, wait in 10 minutes.” • “Of course, Madam. Please, wait in 10 minutes. Our bellboy will help you soon”
			<p>"Good morning, this is [guest’s name] from room [guest’s number]. Can I request for a bellboy to bring my bags</p>	

			down to the lobby?"	
			"Hello, I'm checking out of room [guest's number] and I need assistance with my luggage. Can you please send a bellboy to my room?"	
		-	"Hello, can you wake me up at 4.30 am?"	<ul style="list-style-type: none"> • "Of course, Sir. We will wake you up at that time." • "Sure, Madam. We will ring you to wake up at that time"
		Asking medicine information by phone	"Excuse me, I have a question about a medication that I'm taking. Is there someone at this hotel who can assist me with this?"	"Sure, Madam. Please, wait.. Our staff will help you soon"
			"Hi, I'm a guest at your hotel and I need to know if you have a drugstore nearby. Can you give me some information about that?"	"Sure, Madam. You can visit Kimia Farma nearby. If you need more helps, feel free to ask."
			"Hello, I'm calling because I need to find out if there's a doctor or a nurse on call at the hotel. I have a question about a medication and I'm not sure what to do."	"Alright, Madam. We will call a doctor for you. Please, wait in 15 minutes"
		Connecting guests' phone calls with his/her friend	"Good morning. I am John Smith."	"Good morning, (name of hotel), how may I help you?"
			"I've tried to call my friend, but I couldn't. He stays in your hotel. His name is Andrew Bill, and if I'm not mistaken, he stays in room 8812. Would	"Sure, please, wait."

			you please connect me to him?"	
	Asking for extended room by phone		"Hello, this is Mrs. Selena, room 733. I would like to extend my stay. Is it possible to book for an additional [number of days]?"	<ul style="list-style-type: none"> • "Hello, Madam. We are really sorry to say that our hotel is over booked on that day." • "Good Morning, Madam. Thank you, Madam. We can extend your room. Please, let me know your dates for extending room, Sir?" • "Hello, Sir. We are really sorry to say that our hotel is full on that day."
			" Good morning, this is Mrs. Keith, room 9932. I'm enjoying my stay here and would like to extend it. Can you check if there are any available rooms for [number of days]?"	
			" Hello, this is Mr. Bob, room 533. I'm interested in staying longer. Do you have any special rates or discounts for extended stays?"	
			" Hello, this is Mrs. Anne, room 8811. Could you please help me with extending my reservation? I would like to stay for [number of days] longer."	
	Asking room rates by phone		"Hello, I'm interested in booking a room. Could you please provide me the room rate of deluxe rooms?"	"Certainly, the deluxe room is available for IDR 950.000 per night. Which one would you prefer?"
			"Is there a difference in price for single occupancy versus double occupancy?"	"There is no a difference in price for single occupancy versus double occupancy, Sir."
			"Do you offer any	"If you book for more than

			discounts?"	three nights, we can offer you a discounted rate of IDR 750.000 per night."
			"What is the cost per night for a standard room?"	"The rate for our standard room is IDR 750.000 per night. Would you like to make a reservation?"
		Asking for check in information by phone	"Hello, I want to check in, please!"	"Hello, Madam. This is [hotel's name]. For your check in information, can you please provide me with the check-in and check-out date, the payment method, your name, and a phone number where you can be contacted, please?"
			"I will stay on 19 to 24 September, the payment is through credit card, my name is Mr. Sam and my phone number is 0888xxx"	
Total of Utterances			101	109

There were 210 variations of spoken utterances used by guests and front office department staffs when asking and giving information, handling complaints, asking for service, and handling service by phone. For asking and giving information, there were 53 variations of spoken utterances in which 27 variations used by guests and 26 variations used by front office department staffs.

Afterward, for handling complaints, there were 54 variations of spoken utterances in which 22 variations used by guests and 32 variations used by front office department staffs. Furthermore, there were 56 variations of spoken utterances of asking for service in which 28 variations used by guests and 28 variations used by front office department staffs. Then, there were 47 variations of spoken utterances of handling service by phone in which 24 variations used by guests and 23 variations used by front office department staffs.

After that, the finding of spoken utterances used by guests housekeeping department staffs can be seen by the following table.

Table 6 Spoken Utterances Used by Guests and Housekeeping Department Staffs

No.	Target Situation	Spoken Language Topics	Guests	Hotel Staffs
1.	Asking and Giving Information	Asking and giving direction	"Excuse me, can you tell me how to get to the hotel restaurant?"	"Sure, the restaurant is located on the second floor. Take the elevator down and turn left. You'll see the restaurant entrance on your right."
			"Excuse me!"	"Yes, Sir, How may I assist you?"

			<p>"Can you tell me, how do I get to the pool?"</p> <p>"Yes, I'm looking for the fitness center. Can you tell me how to get there?"</p>	<p>"The pool is beside the restaurant. You'll see the pool area there."</p> <p>"Good morning, can I help you with something?"</p> <p>"Of course. The fitness center is on the tenth floor. Take the elevator or stairs up. You'll see the fitness center entrance in front of you."</p>
		Asking for hotel facility	<p>"Excuse me, could you please let me know if the hotel has laundry facilities?"</p> <p>"Is there a gym or fitness center in the hotel?"</p> <p>"Do you offer room service? If so, what are the hours?"</p> <p>"Is there a spa or wellness center in the hotel?"</p> <p>"Do you provide any complimentary toiletries in the rooms?"</p> <p>"Can you tell me if the hotel has a business center or meeting rooms?"</p>	<p>"Of course, our hotel has laundry facility. You can press 3 on telephone for asking laundry service."</p> <p>"Yes, sure. We have a gym on the tenth floor."</p> <p>"Yes, we do. Room service is 24 hours."</p> <p>"Yes, there is a spa at the second floor. If you need more information, feel free to ask."</p> <p>"Of course, Madam. Let me know if you need complimentary toiletries."</p> <p>"Yes, our hotel has meeting rooms, you can ask to front desk for reservation."</p>
		Asking for TV channels	<p>"Excuse me, could you please provide me with the list of TV channels available in the room?"</p>	<p>"We offer a variety of TV channels for your entertainment. You can find the complete list in the TV channel guide provided in your room. Just give me a moment to fetch it for you, Sir."</p>
2.	Handling Complaints	Handling air conditioner complaint	<p>"AC is not working! Please, fix it!"</p>	<p>"We are so sorry, Madam. Our technician will fix it in 10 minutes."</p>

			"Excuse me, but the air conditioning in my room isn't working properly. It's blowing warm air instead of cold."	"We are so sorry, Sir. Our housekeeper will clean it and come in 10 minutes."
		Handling SPA complaint	<p>"SPA is not clean!"</p> <p>"No, thanks! Please, follow it up soon."</p>	<ul style="list-style-type: none"> • "We are really sorry, Madam. We will clean it soon." • "I'm sorry to hear that you were not satisfied with your spa experience." • "Would you like us to book another spa appointment for you with a different therapist?"
		Handling swimming pool complaint	<p>"I need towel but I did not see pool attendant."</p> <p>"Swimming pool attendant was really annoying!"</p>	<p>"Sorry, Sir. This is towel for swimming pool."</p> <p>"I'm sorry to hear that you had a problem with the swimming pool attendant. Can you please tell me more about what happened?"</p>
		Handling door handle complaint	"There is something wrong with my door handle room!"	<ul style="list-style-type: none"> • "Would you like us to fix the door handle immediately, or would you prefer to move to another room?" • "If you choose to move to another room, we'll be happy to assist you with the transfer and ensure that the new room meets your expectations." • "If you choose to have the door handle fixed, we'll inform the maintenance team and

				follow up with them to ensure that the issue is resolved promptly."
		Handling wet floor complaint	"My room is wet after making it up, it is really dangerous for me!"	<ul style="list-style-type: none"> • "I apologize for the inconvenience caused by the wet floor in your room." • "Let me send a housekeeping staff member to your room right away to address the wet floor."
		Handling room smell complaints	<p>"There's a strange smell in my room that's making me feel uncomfortable. Can you investigate where it's coming from?"</p> <p>"I'm not happy with the cleanliness of my room. There are stains on the carpet and the bathroom doesn't look like it's been properly cleaned."</p>	"We will immediately send a member of our housekeeping team to inspect your room and address the issue."
		Handling freezer complaints	"It is so upset! I have put my drink in the mini cooler at my room, but it is not working!"	<ul style="list-style-type: none"> • "I'm sorry to hear that you're having trouble with the freezer. We will change the mini cooler at your room?" • "We are really sorry for inconvenience. Our housekeeping will check it soon."
3.	Asking for Service	Asking and giving room service	<ul style="list-style-type: none"> • "Excuse me, can I have some extra towels in my room?" • "Hi, I was wondering if you could change the 	"Sure, I'll bring them to you right away."

			towels in my room”	
			“Hi, can I request for some toiletries like shampoo and soap?”	“Of course, I'll bring them to your room shortly.”
			“Hi, can I ask for a refill of my toiletries?”	<ul style="list-style-type: none"> • “Certainly, we will provide you with a refill of your toiletries.”
			“Excuse me, can I request for additional amenities in my room?”	<ul style="list-style-type: none"> • Yes, of course. If you need it, feel free to ask“
	Handling lost and found		“Can you check my room? I lost my rings inside.”	<ul style="list-style-type: none"> • “Sure, Madam. Please, wait in 15 minutes.”
			"Do you have a lost and found? I think I left my [item] somewhere in the room, 512.”	<ul style="list-style-type: none"> • "Yes, we have a lost and found. Can you describe the item you lost?" • "Thank you for letting us know. We'll check our lost and found and see if your [item] was turned in.
		Asking for DND (do not disturb) service	“I have displayed DND sign, please, notice it”	“Alright, Sir. We will not do any services to your room while you are displaying DND sig.”
	Asking for making up room		"Hello, housekeeping? Could you please send someone to clean my room?"	“Sure, Please, turn on making up room sign at your room, Madam”
			"Hi, I'm leaving my room for a few hours. Could you please clean it while I'm out?"	“Sure, Madam. We will clean it , and please, turn on making up room sign at your room, Madam, for noticing your room ”
	Asking for swimsuit		"Excuse me, do you have any swimsuits available for guests to borrow?"	“Sorry, we do not have swimsuit for rent or to borrow. You can buy a new swimsuit here, Madam.”
			<ul style="list-style-type: none"> • "Is it possible to rent a swimsuit from the hotel?" • "Do you know 	“We offer you to buy a new swimsuit here, Madam.”

			where I can purchase a swimsuit nearby?"	
4.	Handling Service by Phone	Handling room service by phone	"Hello, is room service available 24 hours?"	<ul style="list-style-type: none"> • "It is my pleasure, Madam. Please, wait in 10 minutes." • "Good morning, housekeeping department. How may I assist you?" • "Thank you for calling the housekeeping department. How can I help you?" • "Yes, Madam. Our room service is 24."
		Asking and giving laundry service	<ul style="list-style-type: none"> • "Hello, Please take my pants for laundry. I put my laundry bag outside with laundry form." • "Hello, I would like to request laundry service for my room" 	<ul style="list-style-type: none"> • "Alright, Madam. Our housekeeper will collect your laundry bag in 10 minutes." • "Hello, Madam. We will follow up your request soon."
		-	"Hello, can you deliver me extra pillow to my room, 822?"	<ul style="list-style-type: none"> • "Housekeeping, how may I assist you?" • "Sure. Please, wait in 10 minutes, Sir."
			"Hello, please check the sink at my room 533."	<ul style="list-style-type: none"> • "Housekeeping, how may I assist you?" • "Certainly, I can

				<p>arrange for housekeeping to come to your room. May I know what time would be convenient for you?"</p>
		Asking for swimsuit by phone	<p>"Hello, this is Mrs. Helen in room 623. I was wondering if you have any swimsuits available for guests to use?"</p>	<p>"Hello, Madam. We offer you to buy a new swimsuit in this hotel. Do you want to buy it?"</p>
			<p>"Hello, could you please send a swimsuit to my room? I'm in room 612."</p>	<p>"Yes, Sir. You will be charged for the swimsuit, Sir. We offer you to buy. Is that good for you, Sir?"</p>
		Asking for making up room by phone	<ul style="list-style-type: none"> • "Hello, I would like to request housekeeping to come and clean my room. I'm in room 712." • "Hello, can I please have housekeeping come and make up my room? I'm in room 9915." 	<p>"Hello, Madam. Of course, our housekeeping will make up your room and we want you to turn on sign of make room, Madam"</p>
		Asking for amenities by phone	<ul style="list-style-type: none"> • "Good afternoon." • "Could you please send someone from housekeeping to my room 522? I need some extra amenities." 	<ul style="list-style-type: none"> • "Good afternoon. Housekeeping here." • "Sure, Madam. Please, let me know specific amenities you need."
		Asking for duvet by phone	<p>"Hi, I'm in room 722 and I was wondering if I could request a</p>	<p>"Hello, housekeeping. Alright, Madam, please wait in 10 minutes. Our housekeeping</p>

		duvet to be delivered to my room?"	fetch it soon, Madam".
Total of Utterances		75	79

There were 154 variations of spoken utterances used by guests and housekeeping department staffs when asking and giving information, handling complaints, asking for service, and handling service by phone. For asking and giving information, there were 23 variations of spoken utterances in which 11 variations used by guests and 12 variations used by housekeeping department staffs.

Afterward, for handling complaints, there were 26 variations of spoken utterances in which 11 variations used by guests and 15 variations used by housekeeping department staffs. Furthermore, there were 25 variations of spoken utterances of asking for service in which 13 variations used by guests and 12 variations used by housekeeping department staffs. Then, there were 28 variations of spoken utterances of handling service by phone in which 12 variations used by guests and 16 variations used by housekeeping department staffs.

After that, the finding of spoken utterances used by guests and food and beverage department staffs can be seen by the following table.

Table 7 Spoken Utterances Used by Guests and Food and Beverage Department Staffs

No.	Target Situation	Spoken Language Topics	Guests	Hotel Staffs
1.	Asking and Giving Information	Describing food and drinks	"What kind of coffee is this?"	"It is a kind of Cortado with expresso and steamed-milk, Sir."
			"What are the benefits of Jamu?"	"Jamu has benefits for body health especially for maintaining immunity, Sir."
			"Are there any various menu of breakfast?"	"Of course, Madam. Our hotel offers a variety of delicious meals and beverages for your enjoyment."
			"Excuse me. Can you tell me the room service menu? Is that includes appetizer and others?"	"Sure, Madam. Our room service menu includes a selection of appetizers, main courses, desserts, and beverages."
	Asking for restaurant facility		"Is there baby highchair's here?"	"Yes, Madam. You can find it over there."
			"Excuse me, could you please tell me if there is a restaurant in this hotel?"	"Room service is available for meals. You can find the menu in the room or call the front desk for a

				copy.”
		Asking for smoking area	“Where is smoking area here?”	“Over there, Sir.”
			“Excuse me, could you please tell me where the smoking area is?”	“Beside the restaurant entrance Madam”
		Asking for breakfast time	"When is the breakfast ready?"	• "Breakfast is ready on 6 am to 10 am, Madam."
			"What time is breakfast served?"	
			"Could you please let me know the breakfast hours?"	• "Of course, Madam. Breakfast is ready on 6 am to 10 am, Madam."
		Asking for meals order at the swimming pool	“Can I order meals at swimming pool?”	“Of course, Madam. You can order meals at the swimming pool.”
			"Excuse me, could I see the menu for the poolside dining?"	“Sure, Sir. Here you are!”
		Asking for meals order in evening	“Excuse me. Is it possible for me to get something to eat in the late evening?”	“Sure, Madam. Our room service is 24 hours.”
		Asking for night clubs information	“Excuse me, can you recommend me the best night clubs in Padang?”	“Sure, Tea Box is the favorite night clubs in this city.”
		Asking for birthday’s cake	"Is it possible to have a birthday cake delivered to my room tonight? It's my birthday and I'd like to celebrate."	• “Of course, Madam. We can prepare a birthday cake to your room tonight.”
				• “Sure, Madam.”
2.	Handling Complaints	Handling breakfast complaint	“Reloading breakfast menu is too long!”	“We are really sorry, Sir. Breakfast menu will be ready again in 10 minutes.”
			“I have asked scramble egg, but the staff does not follow up my request!”	• "Excuse me, may I help you? Is there a problem with your breakfast?"

				<ul style="list-style-type: none"> • “We are really sorry, Sir. We will prepare it soon.”
	Dealing with food delivering complaint	“It is too late!”		“We are really sorry for being late, Madam.”
		"I ordered room service an hour ago, but my food still hasn't arrived. Can you please check on it for me?"		"I'm sorry to hear that you had a problem with your food delivery. We will improve our service quality in future."
	Dealing with a dissatisfied guest with staff services	“The staffs are not honest!”		<ul style="list-style-type: none"> • “We are so sorry for inconvenience service from our staffs, Madam.” • "Thank you for bringing this to our attention. We take all guest complaints seriously and will do our best to resolve the issue."
	Handling bar complaints	“I need Wine for stock, but there is no wine here.”		<ul style="list-style-type: none"> • “We are really sorry, Sir.” • “We are so sorry for inconvenient. We will complete our wine in future.” • "Unfortunately, we don't have any more of that product at the moment."
	Product Unavailable or Out of Stock	“So sad! I need it now.”		<ul style="list-style-type: none"> • "I'm sorry, we're currently out of that item." • "I apologize, but that item is currently

				<p>unavailable."</p> <ul style="list-style-type: none"> • "We're currently sold out of that product."
		Too Late Follow Up Guest's Request	"I am so hungry, but you deliver my meals so late!"	<ul style="list-style-type: none"> • "We are so sorry for inconvenience service." • "Once again, we are really sorry for being late, Madam."
		Unfriendly Staff	"The staffs are not friendly!"	<ul style="list-style-type: none"> • "We are really sorry. We will provide better service in the future." • "So sorry, Madam. We will notice this problem and warn our staffs."
		Unclean food	"I want you to change my food, it is not clean!"	<ul style="list-style-type: none"> • "We are really sorry for your complaints. We will change your food now." • "We are really sorry for our negligence, we will improve our cleanliness, Madam"
3.	Asking for Service	Handling payments at room	"Can I pay my bills at room? I left my wallet."	<ul style="list-style-type: none"> • "Sure, Madam." • "Of course, Madam. We provide room service for payments."
		Asking and giving help for breakfast	"Can you deliver my breakfast to my room, 711? "	"Of course, Sir. Please, wait in 15 minutes."

			“Excuse me, I cannot have breakfast at the restaurant now, please, deliver my breakfast.”	“Alright, Sir. Please, wait in 15 minutes.”
		Asking and giving help for baby’s highchair	“Can you move the baby’s high chair over there?”	<ul style="list-style-type: none"> • “Pleasure, Madam.” • “Here you are, Madam” • “Of course, Madam”
		Asking for self service	“Excuse me. Can I get self-service at this restaurant?”	“Sure, Madam. Our restaurant is self-service.”
		Asking for taking away service	"Can we have our order packed up to take away?"	“Of course, Sir. We will pack up your order in 10 minutes.”
		Asking for room service	“Is room service 24 hours?”	“Yes, Madam. Our room service is 24 hours. If you want to have meals, feel free to order in evening.”
			“I want to order meals for dinner at 8 pm. Can you deliver it to my room, 824?”	“Alright, Sir. We will deliver it in 15 minutes.”
			“Yes, it is correct. Thanks”	"Is everything prepared to your meals order? Do you need any condiments?"
4.	Handling Service by Phone	Handling meals order by phone	“Hello, I want to order fried rice for 2 persons. Please, deliver it soon!”	“Yes, Sir. We will deliver it in 15 minutes.”
			“Yes! Please don’t be late.”	<ul style="list-style-type: none"> • “Hello, Sir. Let me clarify your order. Your order is fried rice for 2 persons, is this correct, Sir?” • “Of course, Sir.”
		Dealing with guest’s request for breakfast by phone	“Hello, can you deliver my breakfast to my room, 312?”	• “Sure, Madam. Please, wait in 15 minutes.”
			“Please, deliver me	

			main course, orange juice, croissant, and slice fruits.”	<ul style="list-style-type: none"> • “Hello, Madam. Are there specific request for your breakfast?” • “Alright, Madam. Please, wait in 15 minutes.”
		Handling payments service	“Hello, I have ordered meals. Can I pay my bills at room through credit card?”	<ul style="list-style-type: none"> • “Sure, we will come to your room with CDB in 7 minutes, Madam.” • “Of course, Madam. It is my pleasure.”
		Handling table reservation by phone	“Hello, I want to book table for lunch today. Please, prepare it for 4 persons!”	“Alright, Sir. We will prepare it for your lunch.”
			“Hello, I have booked table for lunch meeting, is it ready now?”	“Yes, Sir. Your reservation table is ready. You can come now, Sir.”
		Room service by phone	“Hello, I want to order chicken soup, can you deliver it to my room 533?”	"Good evening, this is restaurant room service. How may I assist you?"
			“No, thanks.”	“Sure, Madam. Is there anything else, Madam?”
		Asking menu by phone	“Hello, can I have you restaurant menu?”	<ul style="list-style-type: none"> • “Sure, Sir. We will send you our menu on your phone number. Please, wait a minute” • “Of course, Madam. You can scan our barcode in your room for the menu.”
		Asking price list of menu by phone	“Hello, is this price list include service tax?”	“Hello, Madam. The price lists do not include the tax. Service tax is 20 %.”

			“Hello, is this price list valid?”	“Yes, Sir. The price list is still valid. If you have any helps, feel free to ask.”
		Clarifying meals order by phone	“Yes, it is correct. Please, let me know if you deliver my meals.”	<ul style="list-style-type: none"> • “Hello, Madam. I want to clarify your meals order, Chicken soup for 2 persons, Orange juice for 2 persons, and One Wagyu steak. Are these correct, Madam?” • “Alright, Madam.”
Total of Utterances			56	73

There were 154 variations of spoken utterances used by guests and food and beverage department staffs when asking and giving information, handling complaints, asking for service, and handling service by phone. For asking and giving information, there were 32 variations of spoken utterances in which 16 variations used by guests and 16 variations used by food and beverage department staffs.

Afterward, for handling complaints, there were 29 variations of spoken utterances in which 10 variations used by guests and 19 variations used by food and beverage department staffs. Furthermore, there were 21 variations of spoken utterances of asking for service in which 9 variations used by guests and 12 variations used by food and beverage department staffs. Then, there were 31 variations of spoken utterances of handling service by phone in which 13 variations used by guests and 18 variations used by food and beverage department staffs.

Afterwards, table 4.2.9, table 4.2.10, and table 4.2.11 present 493 variations of spoken utterances used by guests and hotel staffs for asking and giving information, handling complaints, asking for service, and handling service by phone. There were 210 variations of spoken utterances found in Front Office Department, 154 variations of spoken utterances found in Housekeeping Department, and 129 variations of spoken utterances found in Food and Beverages Department.

Discussion

Table 4.1.6, table 4.1.7, table 4.1.8 presents spoken language topics needed by Front Office Department, Housekeeping Departments, and Food and Beverage Department staffs. There were any differences between spoken language topics found in the workplace with the teaching materials (syllabus) for English for Hotel and Tourism course at English Department of UNP. This difference probably occur because the absence of need analysis on the syllabus in recent years. This is in line with Rahman (2015) and Lee (2016) who stated that the importance of need analysis on designing the syllabus including the learning materials and media in order to meet the needs at the workplace. Additionally, Songhori, Mehdi Haseli (2008) also said

that the information from needs analysis used to define the program goals, relevant materials and design appropriate activities. Therefore, it should be done regularly in order to meet the learners' need, because without need analysis the learning outcomes may not be achieved (Brown, 1977).

From result of the research, three departments in the hotel that needs more spoken language topics such as Front Office, Housekeeping, and Food and Beverages Department. This is in accordance with Zahed, Bakar and Saffari (2017) who stated that spoken language is mostly needed in the delivery of quality service at Front Office, Housekeeping, and Food and Beverage Department in hospitality industry. Moreover, the target situations that are mostly used English as the language for communication with foreign guests are in asking and giving information, handling complaints, asking for service, and handling service by phone (Revell and Stott, 1988). Afterward, there were various spoken utterances found on each target situations (493 utterances). This finding is also in accordance with Stott and Trish (1994), Jones (1998), Zwier and Caplan (2007) and Harding and Henderson (1994) who suggested various topics and utterances for handling guests in Front Office, Housekeeping, and Food and Beverages Department.

CONCLUSION

The results of this study indicated that there were 86 spoken language topics needed for English for Hotel and Tourism course. They were 34 spoken language topics needed by Front Office Department staffs for asking and giving information, handling complaints, asking for service, and handling service by phone, while in the textbook of English for Hotel and Tourism course at English Department are only 19 topics. Then, there were 22 spoken language topics needed by Housekeeping Department staffs for asking and giving information, handling complaints, asking for service, and handling service by phone, while only 5 topics are found in the course materials. After that, there were 30 spoken language topics needed by Food and Beverage Department staffs for asking and giving information, handling complaints, asking for service, and handling service by phone, while only 8 topics are found in the course materials. Consequently, spoken language topics of English for Hotel and Tourism course at English Department should be added in order to be relevant with the spoken language topics needed by Front Office Department staffs, Housekeeping Department staffs, and Food and Beverage Department staffs in the workplace.

Afterwards, there were 493 variations of spoken utterances used by guests and hotel staffs for asking and giving information, handling complaints, asking for service, and handling service by phone. There were 210 variations of spoken utterances found in Front Office Department, 154 variations of spoken utterances found in Housekeeping Department, and 129 variations of spoken utterances found in Food and Beverages Department.

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