

THE ANALYSIS OF ENGLISH-SPEAKING SKILLS OF RECEPTIONISTS AT GOLDEN TULIP HOTEL PONTIANAK

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ABSTRACT

English is an essential communication tool in global industries such as hospitality, where staff frequently interact with international guests. This study focuses on the English-speaking skills of receptionists at Golden Tulip Hotel Pontianak, a four-star hotel in Indonesia. It was conducted in response to observed challenges in English communication between receptionists and foreign guests. Using a descriptive qualitative method, the study assessed the proficiency levels of four front office staff through direct observation, interviews, and speaking tests. Findings revealed varied speaking proficiency: two participants (TM and MD) were at Level 1 – Very Basic, one (YD) at Level 2 – Basic Work-Related Proficiency, and one (AF) at Level 3 – Intermediate Professional Proficiency. Common difficulties included limited vocabulary, poor pronunciation, frequent grammar errors, and low comprehension. These results highlight the need for structured English language training, especially for those with lower proficiency. Improving verbal communication among front office staff is crucial to enhancing guest satisfaction and overall service quality. Further research could involve larger-scale studies in destinations with high international English-speaking tourist traffic to explore overall English-speaking proficiency. This would help identify common challenges across roles and support development of targeted language training programs tailored to specific needs.

Keywords: *English, Speaking Skills, Hospitality, Receptionists*

INTRODUCTION

English has become a vital tool for international communication in today's globalized world, particularly in service-oriented industries such as hospitality. As one of the most widely spoken languages, English is key in connecting hotel staff with international guests, facilitating smooth and professional interactions. According to Ethnologue (2020), English ranks as the language with the highest number of speakers globally, with over 1.6 billion individuals using it as a primary or secondary language. In Indonesia, English is taught from elementary to high school as a foreign language, to equip students with competencies in grammar, speaking, listening, and text comprehension (Sneddon, 2003). However, despite this formal education, Indonesia remains in the "Low Proficiency" category on the English Proficiency Index, ranking 80th out of 116 countries (Education First, 2024).

English proficiency especially in speaking is a crucial competency in the hospitality industry, where face-to-face interactions are frequent and essential. Hotel communication encompasses more than simple greetings; it involves managing bookings, explaining services, resolving complaints, and personalizing guest experiences. The ability to communicate fluently in English directly impacts customer satisfaction, as evidenced by studies showing that poor English-speaking skills among staff can lead to miscommunication, guest frustration, and diminished trust (Detik Finance, 2019; Dewantara, 2019).

Front office employees, particularly receptionists, are critical in shaping first impressions and ensuring guest satisfaction. According to Ninez Andromeda (2023), who studied the English language needs of front office staff, speaking skills are of primary importance due to the nature of direct verbal interaction. Miscommunication can have real consequences, as exemplified by an incident at the Golden Tulip Hotel Pontianak, where a misunderstanding due to poor English-speaking ability led to guest dissatisfaction. This illustrates a larger issue within the hospitality industry—namely, the gap between the expected level of communication and the actual language skills of receptionists.

To address this gap, language training and assessment of speaking skills are necessary. Brown's (2004) speaking assessment criteria, which include grammar, vocabulary, pronunciation, comprehension, and fluency, serve as a comprehensive framework to evaluate English-speaking proficiency. These five components not only reflect linguistic competence but also influence how effectively hotel staff can engage in different types of spoken communication, such as interactional talk (maintaining social relationships), transactional talk (delivering information), and performance talk (public speaking). Given the importance of English-speaking skills for front-line hospitality staff, especially receptionists who serve as the face of a hotel, this study aims to evaluate the English-speaking proficiency of the receptionists at Golden Tulip Hotel Pontianak. The research focuses on identifying their speaking level in interactions with international guests. It aims to provide insights that can guide future training and development efforts within the hotel and beyond.

In line with this, speaking skills play a vital role in supporting the daily responsibilities of a receptionist, particularly in serving international guests. Therefore, the writer conducted a study entitled "The Analysis of English-Speaking Skills of Receptionists at Golden Tulip Hotel Pontianak" to examine their level of proficiency. Speaking is a fundamental aspect of human communication, and its definitions have been explored from various perspectives in linguistics and education. According to Brown (2001), speaking is the productive skill in the oral mode, which involves conveying thoughts, ideas, and emotions through spoken language. This definition emphasizes the active role of the speaker in generating language and the importance of clarity and coherence in communication. Furthermore, Thornbury (2005) highlights that speaking is not merely about producing sounds or words; it encompasses the ability to engage in meaningful interactions, requiring both linguistic competence and pragmatic awareness. In the context of language learning, Harmer (2007) posits that speaking involves a range

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of sub-skills, including pronunciation, grammar, vocabulary, and fluency, which collectively contribute to effective communication.

In the same perspective, Nunan (1991) also points out that speaking is a social activity in specific contexts, influenced by cultural norms and interlocutors' relationships. This multifaceted nature of speaking underscores its significance in personal and professional settings, as practical speaking skills are essential for building relationships, expressing ideas, and achieving goals. Overall, the definitions of speaking reflect its complexity as a skill that integrates linguistic knowledge, social interaction, and contextual understanding.

LITERATURE REVIEW

Aspects of Speaking refer to the various components that contribute to effective oral communication. These elements are essential for mastering the skill of speaking, as they influence how accurately and fluently one can convey ideas and engage in conversations. Five key elements of language significantly influence one's speaking ability: pronunciation, grammar, vocabulary, comprehension, and fluency, as outlined by Brown (2004).

Pronunciation is a critical aspect of speaking that significantly influences effective communication and comprehension in language use. According to Celce-Murcia et al. (2010), pronunciation encompasses the production of sounds, stress, intonation, and rhythm, all of which contribute to the intelligibility of spoken language. The authors argue that clear pronunciation is essential for successful interaction, as it affects how well speakers are understood by their listeners. Furthermore, Derwing and Munro (2005) emphasize the importance of teaching pronunciation in language education, noting that learners with strong pronunciation skills are likelier to be perceived as fluent and competent speakers. They also highlight that pronunciation errors can lead to misunderstandings, hindering communication and affecting the speaker's confidence. In addition, Jenkins (2000) introduces the "Lingua Franca Core" concept, which identifies key pronunciation features crucial for mutual intelligibility among speakers of different first languages. This perspective underscores the need to focus on pronunciation in language teaching, particularly in increasingly multicultural and multilingual contexts. Overall, pronunciation is not merely a technical skill but a vital component of effective speaking that enhances clarity, fosters understanding, and facilitates successful communication in diverse settings.

Grammar is a fundamental aspect of language that governs the structure of phrases, clauses, and sentences, enabling effective communication. Definitions of grammar vary depending on the perspective. For example, Crystal (2008) describes grammar as a system of rules that facilitates communication. Chomsky's (1957) theory of generative grammar emphasizes innate structures that allow the generation of an infinite number of sentences. On the other hand, Halliday (1985) introduces functional grammar, which focuses on the meaning of language within

social contexts, offering a more integrated view of grammar that connects it with semantics and pragmatics. Grammatical linguistics structures consist of segmental and suprasegmental elements that form the foundation of language. Geoffrey Leech (1982) defines grammar as the structural rules that govern the composition of clauses, phrases, and words in any natural language. Grammar is the science that studies how language functions to facilitate communication.

Vocabulary is a fundamental element of language that enables communication by providing a collection of words, each carrying specific meanings. Various experts have different perspectives on the definition of vocabulary. According to Tarigan (1986), vocabulary is a collection of words that make up the lexicon of a language. Similarly, Nurgiantoro (2001) defines vocabulary as the set of words owned by a language. The *Kamus Besar Bahasa Indonesia* (KBBI, 2003) takes a broader view, describing vocabulary as the totality of words in a language. Kridalaksana (1982) expands on this, seeing vocabulary as a component of language that encompasses all information about the meaning and usage of words and the wealth of words possessed by a speaker or writer, often presented in dictionaries with concise explanations. Soedtejo (1992) further elaborates on vocabulary by noting that it includes not only all the words in a language but also words used in specific fields of knowledge and the wealth of words owned by individual speakers.

From these various perspectives, it can be concluded that vocabulary refers to a language's entire set of words, encompassing those with meaning or significance. Keraf (1990) adds that vocabulary includes words whose meanings can be easily recognized when heard again, even if they are rarely or no longer used in conversation or writing. This view is reinforced by Keraf (1994), who emphasizes that a language's vocabulary consists of all the words it contains.

Experts have proposed various theories to define comprehension. Arthur (1989, as cited in Putra, 2017) describes comprehension as the ability to grasp both the ideas and the intent behind communication during speaking. On the other hand, Richards, Platt, and Weber (1985, as cited in Maulidar et al., 2019) define comprehension as a process in which an individual interprets the meaning of both written and spoken language. Similarly, Khaira (2019) views comprehension as the process through which an individual understands the meaning of language in communication between two or more people. In addition to these perspectives, comprehension can be seen as a dynamic and interactive process where listeners or readers actively construct meaning based on context, prior knowledge, and linguistic cues. This highlights the multifaceted nature of comprehension, which goes beyond mere recognition of words to understanding the broader context and underlying intentions of communication.

Fluency refers to how smoothly someone can use the target language in spoken form. It involves speaking at a relatively fast pace with minimal pauses. Different experts have defined fluency in various ways. According to Hartmann and Stork (1976, as cited in Yang, 2014), fluency is speaking naturally to convey information. Filmore (1979, as cited in Yazdeli et al., 2016) offers a different perspective, describing it as the ability to talk smoothly without hesitation or disruptive pauses. Similarly, Harmer (2015, as cited in Shahini & Shahamirian,

2017) defines fluency as focusing on speech content to achieve effective communication. Lennon (1990, as cited in van Os et al., 2020), however, takes a more nuanced approach, providing two interpretations: in the broad sense, fluency involves speaking with correct grammar, a rich vocabulary, and pronunciation akin to that of a native speaker.

A number of linguists have tried to classify the purposes of speaking. The functions of speaking are classified into three categories: talk as interaction, talk as transaction, and talk as performance (Brown & Yule, 1983, as cited in Richards, 2010). These speaking activities all have very different forms and purposes, necessitating various teaching strategies. The following explains the purposes of speaking. Proficiency in a language is crucial for effective interaction. A significant portion of our daily communication is interactional. This pertains to the conventional understanding of "conversation." The principal objective of conversation as interaction is to preserve social relationships. This form of speaking refers to situations where the focus is on the content of the speech or action. The main goal is to convey the message clearly and precisely, prioritizing the information over social interactions. In the hospitality industry, for example, hotel staff may focus on giving clear instructions about hotel services, check-in procedures, or emergency protocols, ensuring guests receive the necessary information without unnecessary small talk.

This refers to conversation in public or public speaking, which involves conveying information to an audience, including morning announcements, guest briefings, and speeches. Discourse as performance typically manifests as a monologue rather than a dialogue. It typically adheres to a discernible structure and resembles written language more than spoken language. Likewise, it is frequently assessed based on its efficacy or influence on the listener, a scenario that is improbable with dialogue as engagement or transaction. Instances of conversation as performance in a hotel environment encompass delivering a welcome address at the check-in counter, presenting information regarding hotel services during a guest orientation, or announcing special activities during a conference.

The assessment of speaking is a component of assessing someone's proficiency. The speaking assessment evaluates someone's proficiency in five dimensions: grammar, comprehension, pronunciation, and fluency (Brown, 2003).

Table 1 Speaking Assessment by Brown (2003)

Score	Pronunciation	Grammar	Vocabulary	Comprehension	Fluency
1	Errors in pronunciation are frequent but can be understood by a native speaker used to dealing with foreigners	Errors in grammar are frequent, but speaker can be understood by a	Speaking vocabulary is inadequate to express anything but the most elementary needs	Within the scope of his very limited language experience, can understand simple questions and statements if delivered with slowed speech,	(No specific fluency description. Refer to other four languages)

	attempting to speak his language.	native speaker used to dealing with foreigners attempting to speak his language.		repetition, or paraphrase	e areas for implied level of fluency.)
2	Accent is intelligible though often quite faulty	Can usually handle elementary constructions quite accurately but does not have thorough or confident control of the grammar	Has speaking vocabulary sufficient to express himself simply with some circumlocutions.	Can get the gist of most conversations of non-technical subjects (i.e., topics that require no specialized knowledge).	Can handle with confidence but not with facility most social situations, including introductions and casual conversations about current events, as well as work, family, and autobiographical information.
3	Errors never interfere with understanding	Control of grammar is good.	Able to speak the language	Comprehension is quite complete	Can discuss particul

	and rarely disturb the native speaker. Accent may be obviously foreign.	Able to speak the language with sufficient structural accuracy to participate effectively in most formal and informal conversations on practical, social, and professional topics.	with sufficient vocabulary to participate effectively in most formal and informal conversations on practical, social, and professional topics. Vocabulary is broad enough that he rarely has to grope for a word.	at a normal rate of speech.	are interests of competence with reasonable ease. Rarely has to grope for words.
4	Errors in pronunciation are quite rare.	Able to use the language accurately on all levels normally pertinent to professional needs. Errors in grammar are quite rare.	Can understand and participate in any conversation within the range of his experience with a high degree of precision of vocabulary.	Can understand any conversation within the range of his experience.	Able to use the language fluently on all levels normally pertinent to professional needs. Can participate in any conversation within the range of this experience.

					nce with a high degree of fluency .
5	Equivalent to and fully accepted by educated native speakers.	Equivalent to that of an educated native speaker.	Speech on all levels is fully accepted by educated native speakers in all its features including breadth of vocabulary and idioms, colloquialisms, and pertinent cultural references	Equivalent to that of an educated native speaker	Has complete fluency in the language such that his speech is fully accepted by educated native speakers

Front office is a term commonly used in hotels to refer to a department or section that faces customers and is related to the provision of reservation services, guest registration, room allocation, customer information, billing, and payment (Sambodo, 2020). In small hotels, front office functions can be performed by one person in the reception area, including answering incoming calls, accepting room reservations, welcoming and registering guests, billing and payment processing, and other related tasks. In large hotels, there may be separate departments or sections that divide responsibilities in detail, including:

- a) Telephone Operator: Receiving and directing incoming calls.
- b) Reservations: Accepting room reservations.
- c) Receptionist (Front Desk): Welcoming and registering guests.
- d) Concierge/Inquiries: Answering guests' and visitors' questions, handling mail and keys, managing car rentals, tour bookings, and entertainment ticket purchases for guests.
- e) Billing Office: Preparing guest accounts and bills.
- f) Cashier: Receiving guest payments and processing other financial transactions (such as foreign currency exchange).
- g) Guest Relations: Handling guest complaints and dealing with VIP guests and guests with special needs.

- h) Uniformed Staff: Bellboys, elevator attendants, doorkeepers, room attendants, garage or valet parking attendants, and others.

The front desk staff at a hotel has various terms or titles. Some refer to it as Front Desk Agent, Front Desk Clerk, Guest Service Agent, Guest Room Service, or Receptionist (Wiguna & Marini, 2012). According to Sugiarto, the receptionist or front desk department is an operational part of a hotel whose primary task is to welcome guests. The receptionist is an employee responsible for providing services to guests, such as greeting, assisting, and delivering messages to customers or guests in line with the objectives they aim to achieve (Yoeliastuti & Cahyani, 2021).

Receptionists are part of the front office responsible for welcoming guests, selling hotel rooms and other facilities, and serving guests from the room booking process until they leave the hotel. Here are some of the tasks and responsibilities of receptionists in hotels (Saputro et al., 2014):

1. Welcoming guests warmly: Receptionists should greet arriving guests at the front desk with a smile and a greeting, as well as offer assistance to create a positive impression.
2. Creating guest registration: Receptionists prepare registration forms by requesting guests' identification cards such as ID cards, driver's licenses, or passports to record guest data.
3. Handling the check-in process: Receiving guests who arrive to stay is one of the receptionist's duties, known as the check-in process.
4. Handling the check-out process: Receptionists are also responsible for processing guest check-outs.
5. Providing information about room types: Receptionists must master information about all types of rooms and facilities available in the hotel.
6. Serving currency exchange: Hotels must provide currency exchange services to facilitate guests, especially foreign tourists, in conducting transactions.
7. Creating daily guest reports: After guests check in, receptionists must compile daily reports to calculate the number of guests staying, known as occupancy.

In the global world today, English is considered an international language and is used worldwide. Therefore, receptionists with good English-speaking skills will have a competitive advantage in the job market. The importance of English-speaking skills for receptionists lies in their ability to communicate clearly and effectively (Arifin, 2018). With good English-speaking skills, receptionists can explain information accurately to customers and ensure the message is well understood. Additionally, English-speaking skills also allow receptionists to understand customers better. They can listen carefully and respond quickly and accurately to customer questions or issues. As a result, receptionists can provide satisfactory service and increase customer satisfaction. The importance of English-speaking skills for receptionists also relates to the company's image. Receptionists who can communicate well in English will give customers a professional and competent impression. This can increase customer trust in the company and strengthen business relationships.

METHODOLOGY

This study employed a descriptive qualitative research design to explore the English-speaking skills of hotel receptionists in a natural setting. A qualitative approach was selected to enable a comprehensive and contextual understanding of the phenomena under investigation without manipulating variables or environments. As Hammersley (2013, as cited in Cohen et al., 2018) emphasized, qualitative research is characterized by its adaptability, focus on raw data and participant-centered analysis. This method allowed the researcher to capture detailed and meaningful insights into the communication experiences of hotel receptionists with English-speaking guests.

FINDINGS AND DISCUSSION

The writer conducted an observation of the receptionist staff at Golden Tulip Hotel Pontianak on 27 April 2025 which is done in 30 April 2025.

1. Pronunciation

Receptionist Staff's name: Mr. TM

Based on the observation conducted, the pronunciation skills of Mr. TM revealed several areas that require improvement, particularly in the context of serving international guests. Mr. TM's pronunciation was often unclear, especially when he spoke quickly. His intonation was mostly flat, which made his speech sound monotonous. He also frequently used filler sounds like "eee" and "emm," which disrupted the clarity of his words. Despite these issues, the general meaning of his speech was still understandable, although it required more effort from the listener. Below is an excerpt from Mr. TM that shows unclear pronunciation and filler use.

Receptionist Staff's name: Ms. MD

Regarding the pronunciation of Ms. MD while assisting foreign guests at the front desk, several challenges were noted. Ms. MD made an effort to speak in English; however, many of her words were not clearly articulated. Her speech rhythm was uneven, and she frequently used filler sounds such as "eee" and "uhm," which affected the clarity of her pronunciation. Additionally, her tendency to switch between English and Bahasa Indonesia made her speech less consistent. Despite these difficulties, the guests were still able to understand her after some clarification.

Receptionist Staff's name: Mr. YD

The observation of Mr. YD's pronunciation highlighted several areas where improvement is needed, particularly in ensuring clear communication with guests. This evaluation focused on the clarity of his pronunciation, his use of stress, intonation, and rhythm, as well as his ability to adjust pronunciation based on the language proficiency of international guests.

Mr. YD's pronunciation was not always clear and easy to understand. At times, especially when responding quickly or using limited vocabulary, his speech became unclear. This lack of clarity could potentially hinder effective communication, particularly in a busy hotel environment where precise information exchange is critical. Additionally, Mr. YD tended to provide shorter answers, which may have further contributed to the unclear pronunciation in some cases.

Receptionist Staff's name: Mr. AF

The observation of Mr. AF's pronunciation revealed that his overall pronunciation is generally clear and understandable, with only minor areas for improvement. His pronunciation was largely effective in conveying messages, though certain nuances in speech could be enhanced to further improve clarity.

Mr. AF's pronunciation is clear for the most part, allowing for easy comprehension during the conversation. However, there were occasional instances where certain words were mispronounced or spoken too quickly, which could potentially confuse listeners, especially in a fast-paced or noisy environment. These minor mispronunciations do not significantly hinder communication but could be refined to ensure more consistent clarity.

In terms of stress, intonation, and rhythm, Mr. AF generally displayed appropriate usage. He demonstrated an understanding of the need for proper emphasis on key words and maintained a steady rhythm in his speech. However, the flow of his speech was occasionally disrupted by pauses or incomplete sentences, which slightly affected the natural rhythm of his communication. By reducing these pauses and completing sentences more fluidly, the overall clarity and smoothness of his speech could be improved.

2. Grammar

Receptionist Staff's name: Mr. TM

The grammar used by Mr. TM during the observation was found to be inconsistent and demonstrated several areas of concern. The evaluation focused on three main aspects: subject-verb agreement, the appropriate use of verb tenses, and the maintenance of sentence structure in relation to context. During the observation, Mr. TM's grammar usage was found to be inconsistent, with several errors in basic sentence structure, subject-verb agreement, and verb tenses. His sentences often lacked clarity due to these grammatical mistakes, which disrupted the flow of conversation. Notably, there were frequent issues with subject-verb agreement, such as "it is double bed" instead of "it is a double bed," and improper verb tense usage like "may I know the time you would check in" instead of "may I know the time you will check in." These errors affected the overall comprehensibility of his speech, although the core message could still be understood with effort.

Receptionist Staff's name: Ms. MD

The observation of Ms. MD's grammar usage during communication in English revealed several challenges, particularly in constructing clear and grammatically correct sentences. The analysis focused on her use of subject-verb agreement, correct verb tenses, and overall sentence structure appropriate to the context.

Ms. MD struggled with subject-verb agreement and constructing grammatically correct sentences. Her responses were often incomplete or fragmented, and she occasionally mixed English and Bahasa Indonesia, which made it difficult to assess her grammatical accuracy. For instance, she said, "You stay how many days?" instead of "How many days will you stay?" and "I check-in you now" instead of "I will check you in now." These issues, particularly with verb tenses and sentence structure, led to unclear communication at times. Although the

core message was generally understood, her grammatical inconsistencies impacted the overall clarity of her responses.

Receptionist Staff's name: Mr. YD

The observation of Mr. YD's grammar usage during communication revealed several areas requiring improvement. During the observation of Mr. YD's grammar usage, several issues were identified related to subject-verb agreement, sentence structure, and verb tense consistency. There were instances where the sentence structure was incomplete, and verb tenses were not used consistently, which made the communication less clear. For instance, in the sentence "I check housekeeping," the verb "check" should be in the future tense ("I will check housekeeping") to reflect the intended action. Similarly, the phrase "Maybe... can fix" is incomplete and lacks a subject. A more accurate version would be "Maybe they can fix it" or "The technician can fix it." Additionally, sentences such as "I can help" and "I check new room for you" need restructuring for clarity and grammatical correctness. In this case, "I check new room for you" should be revised to "I will check a new room for you" to follow proper sentence structure and ensure clarity.

Receptionist Staff's name: Mr. AF

The observation of Mr. AF's grammar revealed several areas where improvement is needed, particularly regarding subject-verb agreement, verb tense usage, and sentence structure. These aspects are crucial in ensuring clear and professional communication in the hospitality industry. One of the most frequent issues observed was with subject-verb agreement. During the observation of Mr. AF's grammar usage, several key areas for improvement were identified, especially concerning subject-verb agreement, verb tense usage, and sentence structure. These issues occasionally impacted the clarity of his communication, though he generally managed to communicate effectively. Subject-verb agreement: In the snippet, Mr. AF says, "You say, it's... not working, right?" The phrase "You say" should be "You said," as he is referring to something the guest already mentioned in the past. Using the correct past tense here would make the sentence grammatically correct. Verb tense: In the sentence, "I will contact engineering, and they can fix it quickly," the future tense "will contact" is correct, but it would sound more natural if he said, "I will contact engineering, and they will fix it quickly." The repetition of "will" helps clarify the future intention of both actions. Sentence structure: The phrase "Please wait for a moment while I check the availability of the room" is grammatically fine, but the sentence could be made clearer with a slight restructuring for smoother communication. For example, "Please wait a moment while I check room availability" could be more direct.

3. Vocabulary

Receptionist Staff's name: Mr. TM

During the observation, Mr. TM demonstrated a basic understanding of vocabulary relevant to hotel operations. While he was able to use key terms such as "check-in," "check-out," "reservation," and "complaint handling," his overall vocabulary range appeared limited, particularly when responding to more complex or unexpected questions in English. During the observation, Mr. TM demonstrated a basic understanding of vocabulary relevant to hotel operations. However, his

overall vocabulary range appeared limited, particularly when responding to more complex or unexpected guest requests. For example, in his conversation about room types, Mr. TM said, "Okay our hotel actually has five types of room, eee the first one is a superior, ee deluxe and executive ee junior and disabled room." Here, the term "types of room" is too vague, and his description of room categories was unclear, especially when listing them without proper punctuation or correct terminology. Additionally, the use of the phrase "disabled room" could be considered insensitive, as the more appropriate term would be "accessible room" or "room for disabled guests." In another instance, when addressing a guest's inquiry during check-out, Mr. TM said, "Eee do you have problem while staying sir?" This phrasing was awkward, and a more appropriate form would be, "Did you experience any problems during your stay, sir?" Such examples show how limited vocabulary can affect the clarity of communication, even though the core message was still conveyed. Expanding his vocabulary and using more precise, industry-specific language would improve Mr. TM's ability to communicate more effectively with guests.

Receptionist Staff's name: Ms. MD

During the observation, Mr. MD demonstrated a basic understanding of vocabulary relevant to his role as a receptionist. He was able to use appropriate hotel-related terms such as "check-in," "guest complaints," "communication with guests," and "hotel administration," indicating foundational knowledge of key industry terminology. However, she also showed difficulty expressing herself fully in English, particularly when responding to more complex guest inquiries.

Similarly, Ms. MD exhibited a limited range of vocabulary related to front office operations. While she could use essential terms such as "room," "check-in," and "passport," her vocabulary was often overly simplistic and repetitive. For example, in an interaction with international guests, she repeatedly used the word "room" without adding specific details such as "standard room," "available room," or "room type." In one instance, she said, "You want room? eee wait ya... eee available yes, room is... standard room, ya," which lacked fluency and professionalism. Additionally, phrases like "I write in system first" reflected a direct translation from Bahasa Indonesia ("saya tulis dulu di sistem"), rather than proper English usage.

Receptionist Staff's name: Mr. YD

The observation of Mr. YD's vocabulary revealed that he generally uses terms relevant to his role as a receptionist. He demonstrated familiarity with basic hospitality-related vocabulary, such as "check-in," "check-out," and "booking," which allowed him to communicate essential information to guests. The assessment focused on the appropriateness of his word choices, variety of vocabulary, and the tone used in different guest interactions.

However, Mr. YD's vocabulary range was found to be limited, and some expressions were awkward or grammatically incorrect. For instance, in the question, "Do you have already booking?", the word order and structure are incorrect. A more natural phrasing would be, "Do you already have a booking?" or "Have you made a reservation?"

Similarly, expressions like “wait little moment” reflect direct translations from Bahasa Indonesia (“tunggu sebentar”) rather than idiomatic English. A more appropriate and professional alternative would be, “Please wait a moment” or “Just a moment, please.”

Receptionist Staff’s name: Mr. AF

The observation of Mr. AF's use of vocabulary revealed a strong command of language, particularly in the context of his role as a receptionist. His ability to utilize a wide range of vocabulary suited for the hotel environment was evident and contributed positively to his communication. During the observation, Mr. AF demonstrated a generally strong use of vocabulary relevant to his front office role. He effectively used terms like “availability,” “engineering,” and “inconvenience,” which reflect an appropriate and professional register in hospitality communication. However, there were still minor instances that showed a need for refinement in word choice. For example, in the phrase “You say, it’s... not working, right?”, the use of “You say” is a direct and somewhat awkward construction in English. A more natural alternative would be “You said it’s not working?” or “Did you say it’s not working?” — both of which reflect better control over conversational tone and structure.

Additionally, although he correctly used the word “engineering” to refer to maintenance staff, the phrase “I will contact engineering” could be more naturally expressed as “I’ll call the maintenance team” or “I’ll inform our engineering staff.” These adjustments would improve clarity and align better with common English usage in hotel settings.

4. Comprehension

Receptionist Staff’s name: Mr. TM

The observation of Mr. TM’s comprehension skills revealed several areas for improvement in understanding and responding to guest inquiries effectively. The analysis focused on three aspects: the ability to understand questions or requests immediately, the use of clarification strategies when needed, and the level of confidence shown when responding to guests.

Mr. TM did not consistently demonstrate immediate understanding of guests' questions or requests. In several cases, he appeared to struggle with grasping the meaning of certain queries, particularly when they were expressed in English or involved abstract or unfamiliar topics. One notable example occurred during a check-out situation, where a guest from Singapore asked to retrieve his deposit. Mr. TM initially responded with polite greetings, but his follow-up questions suggested partial misunderstanding of the guest's intent.

For instance, when the guest had already clearly stated he was checking out and retrieving his deposit, Mr. TM asked, “Do you have problem while staying, sir?”—a question that was not relevant to the guest’s original statement and indicated a lack of full understanding. Moreover, Mr. TM repeated phrases like “do you still... do you still have a deposit slip?” with noticeable hesitation, suggesting that he was unsure of how to proceed or did not completely catch what the guest had asked. The pauses and filler sound such as “eee” and “emm” further disrupted

the flow of conversation and showed that he needed more time to process the guest's statements.

These moments illustrate that Mr. TM did not consistently comprehend guest inquiries on the first attempt and often had to rely on guesswork or clarification strategies. While the interaction was eventually completed, the lack of immediate understanding impacted the efficiency and professionalism of the service provided.

Receptionist Staff's name: Ms. MD

The observation of Ms. MS's comprehension skills revealed several challenges in understanding and responding to guest inquiries, particularly in English. The evaluation focused on her ability to grasp guest questions immediately, her strategy for seeking clarification, and her overall confidence in responding to various types of requests.

Ms. MS did not consistently demonstrate immediate comprehension of guest questions or requests. Her responses were often delayed, likely due to a strong reliance on Bahasa Indonesia, which appeared to hinder her ability to process and respond quickly in English—especially during more complex interactions.

During one observed interaction with a couple from Australia, for example, Ms. MS struggled to respond promptly when asked whether the hotel had any rooms available that night. Rather than giving a direct answer, she hesitated and said, "You want room? Wait ya..."—an indication that she had not fully understood the structure or intent of the question.

In another instance, when asked, "Do you have any non-smoking rooms?" Ms. MS again hesitated, responding with, "Room, ya... standard room..." before shifting the topic by asking, "You want... how many day stay?" This response suggested a lack of understanding regarding the specific preference expressed by the guest.

Additionally, when faced with more complex or unfamiliar phrases, Ms. MS often relied on translation tools. In one case, she typed a sentence into Google Translate and showed it to the guest rather than replying verbally, which disrupted the natural flow of communication and reduced the interaction's professionalism.

Receptionist Staff's name: Mr. YD

The observation of Mr. YD's comprehension skills highlighted both strengths and areas for improvement in his ability to understand and respond to guests' questions or requests. This evaluation focused on his immediate understanding of queries, his approach to asking for clarification when needed, and his confidence in delivering responses. During the observed interaction with a guest who reported an issue with the air conditioner, Mr. YD displayed partial comprehension of the guest's request. When the guest clearly explained that the air conditioning in the room was not functioning and asked whether it could be fixed or if a room change was possible, Mr. YD initially responded with, "I check... housekeeping. Maybe... can fix." This indicated a misunderstanding, as the issue should have been directed to engineering or maintenance—not housekeeping.

This misdirection suggested that Mr. YD did not fully comprehend the nature of the guest's complaint or the appropriate department to handle it. While he eventually offered a room change as an alternative, his delayed and hesitant

responses—filled with “eee,” “uhm,” and broken phrasing—showed a lack of immediate understanding and confidence.

Receptionist Staff’s name: Mr. AF

The observation of Mr. AF’s comprehension revealed that he generally demonstrates a strong understanding of guest questions and requests. His ability to grasp most queries was evident, and he handled any potential misunderstandings with confidence and clarity.

Mr. AF appeared to understand most of the questions posed to him without delay, responding appropriately to the majority of the inquiries. However, there were moments where Mr. AF showed slight hesitation in fully grasping the urgency or intent behind a guest’s request. For example, when a guest clearly stated that the hot water in his room was not working and that he had an important meeting soon, Mr. AF responded with, “You say, it’s... not working, right?”—repeating the statement instead of immediately acknowledging the issue and offering a solution. This brief pause and need for confirmation, while not critical, reflected a delay in immediate comprehension, particularly in situations requiring quick action.

5. Fluency

Receptionist Staff’s name: Mr. TM

The observation of Mr. TM’s spoken fluency revealed several challenges that affect the smoothness and coherence of his communication in English. This evaluation was based on the receptionist’s ability to speak without frequent pauses or hesitation, the maintenance of a natural conversational flow, and the consistency of pacing and tone throughout interactions.

The observation of Mr. TM’s spoken fluency revealed several challenges that affected the smoothness and coherence of his communication in English. Throughout his interaction with a guest over the phone, Mr. TM frequently paused mid-sentence, used filler words such as “eee”, “eem”, and “uhm”, and often repeated phrases before completing his point. These disruptions created a fragmented flow of conversation, making it difficult for the guest to follow along comfortably.

For example, in one instance, Mr. TM said:

“Eee hello sir, may I help you? Have you made a reservation before? Okay our hotel actually has five types of room, eee the first one is a superior, ee deluxe and executive ee junior and disabled room.” This sentence shows how his frequent hesitation and inconsistent rhythm impacted the delivery of basic information.

Receptionist Staff’s name: Ms. MD

The observation of Ms. MS’s fluency revealed several challenges that affected the smoothness and coherence of her communication, particularly in English. This evaluation focused on her ability to speak without unnecessary pauses or hesitation, maintain a natural flow of conversation, and use appropriate pacing and tone in her interactions with guests.

Ms. MS frequently hesitated during conversations, especially in English. These pauses were often prolonged, disrupting the flow of her speech. When responding to more complex questions, she appeared uncertain and took longer to organize her thoughts. A significant portion of the conversation was conducted in

Bahasa Indonesia, particularly when the questions became more challenging, further interrupting the fluency of her English communication.

For example, when a guest asked about room availability, Ms. MS replied, "You want room? eee wait ya... eee available yes, room is... standard room, ya." The response was marked by several pauses, filler sounds like "eee" and "uhm," and repeated basic words, making it sound disjointed and unclear.

Moreover, when she struggled to find the right words, Ms. MS often switched to Bahasa Indonesia or used Google Translate, further disrupting the conversational flow. This not only affected the communication but also impacted the guest's experience, making the interaction feel slow and fragmented. While she was able to complete the check-in process, these fluency issues indicated a lack of confidence and spontaneity, particularly when under pressure or dealing with more complex inquiries.

Receptionist Staff's name: Mr. YD

The evaluation focused on his ability to speak smoothly, his capacity to maintain a natural flow of conversation, and the appropriateness of his pacing and tone during interactions with guests. The observation of Mr. YD's fluency in communication highlighted a few noticeable challenges that impacted the natural flow of his conversation with guests. While he demonstrated good understanding and politeness, his speech was often interrupted by frequent pauses and filler words such as "uhm" and "eee". For instance, when the guest asked about room availability, Mr. YD responded with: "Good... good afternoon sir. Welcome to Golden Tulip. Uhm... do you have... already booking? No? Eee okay, wait... I check room available." The multiple pauses, repeated words, and hesitation made the conversation feel slower than necessary.

In addition, Mr. YD sometimes needed clarification, which also interrupted the flow. He asked, "How many nights you stay?" and "Breakfast... you want or no breakfast?" These phrases were clear but not fluid, with gaps that affected the smoothness of the interaction. Although the check-in was completed successfully, his fluency issues hindered the natural pace of communication.

Receptionist Staff's name: Mr. AF

The observation of Mr. AF's fluency revealed that, while he generally maintains a natural flow of conversation, there are areas for improvement, particularly in reducing pauses and hesitation during more complex responses. In this instance, when addressing the guest's concern about the hot water not working in his room, Mr. AF's speech showed some hesitations and filler words that interrupted the flow.

For example, when the guest described the issue with the hot water, Mr. AF responded with: "Eee, good morning, sir. Uhm... I'm very sorry to hear about the problem with your hot water. You say, it's... not working, right?" The pauses and filler sound such as "eee" and "uhm" broke the natural flow of the conversation, making it seem less fluid than necessary.

Further into the conversation, Mr. AF used hesitation before offering solutions: "Uhm... okay, let me check this for you. I will contact engineering, and they can fix it quickly, or... if you prefer, I can offer you another room." While his

solutions were professional and appropriate, the hesitation could have been minimized for a smoother response.

Following the observation, interviews were conducted as the next step. A total of nine questions were posed to four receptionists at Golden Tulip Hotel Pontianak—Mr. TM, Ms. MD, Mr. YD, and Mr. AF. The questions focused on their educational background in English and their strategies for communicating with guests in English. The details of these questions are outlined below:

Question 1: How long have you been working as a receptionist at this hotel?

1. Mr. TM

Mr. TM responded that he has been working as a receptionist at the hotel for almost two years. At first, he mistakenly said '2 months,' but then quickly realized the error and corrected himself, clarifying that he meant '2 years.' He explained that he started working there in 2022, which confirms his experience of nearly two years in the position.

2. Ms. MD

Ms. MD explained that she has worked at Golden Tulip for a total of five years. She began her career there in the Food and Beverage (F&B) department, where she worked for two years. Later, she was offered an opportunity to move to the receptionist position. Ms. MD decided to accept the offer because she felt that the receptionist role was more aligned with her educational background—she studied hospitality during vocational high school. Since then, she has worked as a receptionist for three years, building her skills and experience in the front office area until now.

3. Mr. YD

Mr. YD mentioned that he has been working at Golden Tulip for around ten years. He explained that after graduating from senior high school, he began working at Golden Tulip and has remained there ever since. After a brief hesitation, he added that approximately four of those years have been spent in the receptionist position. His response highlights a long-term commitment to the hotel, with extensive experience across various roles, including a significant period in the front office.

4. Mr. AF

Mr. AF stated that he has been working at Golden Tulip since 2023, and mentioned that it has been almost two years now. When asked specifically about his experience as a receptionist, he explained that he has held the receptionist position for around two years. Prior to joining Golden Tulip, Mr. AF worked at Ibis Hotel. Although he did not go into detail about his reasons for switching hotels, he did mention that he feels comfortable working at Golden Tulip, suggesting a positive experience in his current role.

Question 2: What is your main responsibility as a receptionist here?

1. Mr. TM

When asked about his main responsibilities as a receptionist, Mr. TM explained that his duties include handling check-ins and check-outs, managing reservations, and addressing guest complaints. He emphasized that these tasks are central to his role, ensuring smooth operations and guest satisfaction at the hotel.

2. Ms. MD

When asked about her main responsibility as a receptionist, Ms. MD shared that her focus is on ensuring guest comfort and providing excellent service. She emphasized the importance of knowing how to handle guests effectively, highlighting the role of hospitality in creating a positive experience.

3. Mr. YD

Mr. YD initially hesitated before repeating the question and then clarified that his main responsibility as a receptionist involves handling guest check-ins and check-outs.

4. Mr. AF

Mr. AF explained that his main responsibility as a receptionist involves overseeing operations, managing employees, and, of course, ensuring guest satisfaction. He added that his role also includes tasks such as creating schedules, developing promotions, and organizing events, demonstrating a broad range of responsibilities beyond the front desk

Question 3: What do you think is the most important skill for a hotel receptionist?

1. Mr. TM

Mr. TM answered that being friendly is essential. He highlighted that friendliness plays a crucial role in interacting with guests, along with public speaking skills, which are important for effectively communicating and creating a positive experience

2. Ms. MD

Ms. MD stated that the most important skill for a hotel receptionist is communication with guests. She briefly hesitated while answering but emphasized that effective communication is key to interacting with guests.

3. Mr. YD

Mr. YD answered that the most important skill for a hotel receptionist is the ability to handle guests with a smile. He emphasized that maintaining a friendly demeanor is essential, but equally important is being helpful with whatever the guest requests, ensuring their needs are met with a positive and accommodating attitude.

4. Mr. AF

Mr. AF stated that the most important aspect for a hotel receptionist is not necessarily a technical skill, but attitude, which he considers the number one priority. He emphasized that having the right attitude is fundamental in

delivering excellent service. In addition to attitude, he mentioned that product knowledge and speaking ability are also important, followed by intelligence, which helps in adapting to various guest needs and situations.

Question 4: How often do you serve international guests in your role as a hotel receptionist?

1. Mr. TM

When asked how often he serves international guests in his role as a hotel receptionist, Mr. TM initially hesitated and repeated the question. He then explained, mixing in some Indonesian, that while the exact number of international guests can't be predicted, he estimated that there are usually between three to seven international guests per month at the hotel.

2. Ms. MD

Ms. MD answered that she frequently serves international guests in her role as a hotel receptionist. She explained that every week, the hotel typically receives tourists, with guests from China and Malaysia being a common presence on a daily basis.

3. Mr. YD

Mr. YD initially hesitated and repeated the question to clarify, before explaining that, on average, he serves international guests regularly. He estimated that, in a typical week, he interacts with around 20 international tourists, with approximately 3 guests on any given day.

4. Mr. AF

Mr. AF answered that he frequently serves international guests in his role as a hotel receptionist. He mentioned that currently, he meets foreign guests every week, and noted that in the previous month, he interacted with international guests almost every day—sometimes up to seven guests in a single day. He estimated that this could total over 30 international guests in a month. However, he also added that the number of foreign guests this month has decreased, possibly due to travel patterns, and he is unsure when they will return.

Question 5: Do you think speaking English is important for your role as a hotel receptionist? Why?

1. Mr. TM

Mr. TM stated that speaking English is very important for his role as a hotel receptionist. He explained that hospitality involves many foreign guests visiting the hotel for both business and pleasure, making English an essential skill for effective communication and service.

2. Ms. MD

Ms. MD emphasized that speaking English is important for her role as a hotel receptionist. She explained that while basic tasks like check-ins are manageable, more complex inquiries from guests can be challenging. She noted that when guests speak slowly in English, she is able to understand, but when British guests speak quickly, it can be more difficult to follow. In such cases, she mentioned that she often has to ask them to repeat

themselves. Despite these challenges, she affirmed that English remains an essential skill for her job.

3. Mr. YD

Mr. YD answered that speaking English is very important for his role as a hotel receptionist. He explained that this skill is essential because he interacts with guests from all around the world.

4. Mr. AF

Mr. AF answered that speaking English is very important for his role as a hotel receptionist. He explained that the hotel industry operates on a large global scale, making English essential for communicating effectively with guests from various countries.

Question 6: What are your goals for improving your English communication skills in your role as a hotel receptionist?

1. Mr. TM

Mr. TM explained that his goal for improving his English communication skills is to attend English classes. He mentioned that the hotel offers a mandatory English class every Thursday for all staff, where they learn various aspects of hospitality vocabulary, pronunciation, and more. The classes are taught by Mr. Yove. Outside of these classes, Mr. TM does not participate in any other English courses, as he primarily relies on the hotel's program

2. Ms. MD

Ms. MD answered that her goal for improving her English communication skills is to speak more frequently with guests in English. She believes that the more she practices speaking with guests, the better she will become. Additionally, she mentioned that she uses her phone to study English and that the hotel provides English training. This training includes watching videos with translations and explanations, which help her improve her language skills. Furthermore, she explained that every Friday, all staff members are required to speak in English, which encourages consistent practice and improvement.

3. Mr. YD

After repeating the question to clarify, he explained that his goal for improving his English communication skills is to engage in daily learning. He mentioned that he plans to take private classes to enhance his proficiency in English, aiming to further develop his language skills for his role as a hotel receptionist.

4. Mr. AF

Mr. AF, after briefly repeating the question for clarification, stated that his main goal in improving his English communication skills is to be able to speak more formally. He acknowledged that grammar is his weakness, and he hopes to strengthen this aspect to enhance his overall communication in a professional setting.

Question 7: Describe your role as a hotel receptionist to me. What do you like and dislike about it?

1. **Mr. TM**

Mr. TM shared that he doesn't have any dislikes about being a receptionist, as it aligns with his passion. He expressed that what he enjoys most about the role is meeting new people and providing service to them, emphasizing that hospitality is truly his passion.

2. **Ms. MD**

Ms. MD answered her role as a hotel receptionist, highlighting both the challenges and rewards of the position. She explained that one of the aspects she dislikes is handling guest complaints, particularly when guests express dissatisfaction about the room, such as those who request a non-smoking room but are still dissatisfied even after the room has been treated. However, she noted that if a guest requests a specific room, the hotel staff always tries to accommodate them. She also mentioned that foreign guests rarely complain and are generally polite. On the positive side, Ms. MD enjoys her daily tasks and is particularly fond of her role because it aligns with her passion for hospitality.

3. **Mr. YD**

Mr. YD described his role as a hotel receptionist, mentioning that he enjoys meeting new people, which he identified as the main reason he enjoys his job. When asked about dislikes, he explained that he has none, as he likes all aspects of his work.

4. **Mr. AF**

Mr. AF described his role as a hotel receptionist as interesting and expressed that there are many aspects of the job that he enjoys. He stated that there is little he dislikes about the position, although he admitted that the long working hours can be challenging. At Golden Tulip, he typically works 12-hour shifts, which he considers manageable. However, he noted that in his previous workplace, the shifts were even longer—up to 16 hours per day—making time the only aspect he finds less favorable.

Question 8: What is your opinion on how hotel receptions should handle customer complaints or inquiries in English?

1. **Mr. TM**

Mr. TM stated that when handling customer complaints or inquiries in English, the first step is to listen carefully to the guest's complaint, maintaining a smile throughout the interaction. He emphasized the importance of offering a solution, and if he is unable to resolve the issue, he would refer it to the supervisor to ensure the problem is addressed.

2. **Ms. MD**

Ms. MD answered that when handling customer complaints or inquiries in English, the first step is to listen carefully to the guest and understand of their complaint. Once the issue is clear, she would explain the situation to the guest and provide a solution. If the problem is beyond her ability to resolve, she would direct the guest to a supervisor. However, if she is able to handle the situation, she would manage it herself. In cases where the guest

is very upset, she would escalate the issue to a supervisor to ensure it is addressed properly.

3. **Mr. YD**

Mr. YD felt a bit confused with the question. So, after having the question explained in Bahasa, he answered that when handling customer complaints or inquiries in English, it is important to listen carefully to the guest's complaint. He emphasized that understanding the issue first allows the receptionist to assist the guest by addressing their needs and providing the necessary support.

4. **Mr. AF**

Mr. AF answered that when handling customer complaints or inquiries in English, the first important step is to establish eye contact with the guest to show attentiveness. He emphasized the importance of actively listening to the guest's concerns, identifying the core of the complaint, and then taking prompt action to find and implement a solution. According to him, responsiveness and professionalism are key in ensuring guest satisfaction.

Question 9: Imagine, you are at the front desk when a guest accidentally breaks a vase in the hotel lobby. How would you communicate with the guest and resolve the situation?

1. **Mr. TM**

Mr. TM explained that in the event of a guest accidentally breaking a vase in the hotel lobby, he would remain calm and understanding. He then mentioned that it is important not to blame the guest for the accident. His approach would be to reassure the guest by saying, 'It's okay, no problem, sir,' maintaining a composed and empathetic attitude. This approach emphasizes customer care, handling the situation with professionalism and without placing undue stress on the guest.

2. **Ms. MD**

Ms. MD answered if there is a guest accidentally breaking a vase in the hotel lobby, the standard procedure would be to charge the guest for the damage. However, if the guest is foreign, she would first consult with a supervisor to decide whether to apply the charge. She mentioned that while she has not encountered an incident with a foreign guest breaking a vase, there was an instance where a foreign guest broke a glass, but no charge was applied. In such situations, she would reassure the guest by saying, 'No problem, sir'.

3. **Mr. YD**

Mr. YD answered that if a guest accidentally breaks a vase in the hotel lobby, he would calmly reassure the guest by saying, 'It's okay, sir no problem.' He took a moment to think before answering, possibly because he was considering how to express his response in English. He emphasized that the guest's actions should be seen as an accident. After that, he would consult with his supervisor or manager to determine whether a charge should be applied for the damage. If the manager decides to impose a charge, Mr. YD would then communicate this to the guest in a professional manner.

4. Mr. AF

Mr. AF explained that if a guest accidentally broke a vase in the hotel lobby, his first priority would be to ensure the guest's comfort and safety. He would calmly approach the guest, reassuring them with a statement such as, 'No worries, sir, are you okay?'

Furthermore, in order to obtain a more comprehensive and objective evaluation of the receptionists' English-speaking proficiency, a speaking test was administered as one of the primary instruments in this study. The test aimed to measure the participants' performance across five key aspects of speaking: pronunciation, grammar, vocabulary, fluency, and comprehension. The results of this test serve as a crucial component in identifying the strengths and weaknesses of each participant, thereby supporting a more in-depth analysis of their overall communicative competence in English.

1. Mr. TM

Hotel Facilities and Services

The hotel offers a range of facilities and services to ensure guests have a comfortable stay. These include a swimming pool, gym, spa, and restaurant. One of the standout features is the swimming pool, which is maintained daily to ensure the water remains clean and fresh. The pool is semi-outdoor, ensuring that the temperature remains comfortable for guests. It has two sections: one for children and another for adults. The restaurant operates from 7 AM to 12 PM, providing a wide selection of meals, while the reception is available 24 hours a day for guest assistance.

Tourist Attractions Nearby

For guests looking to explore the local area, there are several popular tourist spots nearby. One recommended site is the Tugu Khatulistiwa, a monument marking the equator. Another great location is Rumah Radank, a local historical house, and the nearby museum that showcases the region's cultural heritage. These attractions are easily accessible by car or services like Gojek, providing convenient options for guests to explore the city.

Handling a Complaint

In the event that a guest complains about the air conditioning not working in their room, my first step would be to apologize sincerely for the inconvenience. I would then recommend contacting the engineering team to check the air conditioning unit. If the issue persists and cannot be resolved immediately, I would offer the guest the option of moving to another room to ensure their comfort and satisfaction. Throughout the process, I would maintain a professional and calm demeanor to ensure that the guest feels valued and their concerns are handled efficiently.

2. Ms. MD

Hotel Facilities and Services

The hotel offers various facilities to enhance the guests' experience, including a gym, swimming pool, spa, and a restaurant. The gym, along with the pool and spa, is located on the C floor, while the breakfast area is situated on the first floor. Among these, the swimming pool is particularly popular with foreign guests due to its cleanliness and scenic view. The pool is open from 6 AM to 8 PM, providing ample time for guests to enjoy the facility.

Tourist Attractions Nearby

For guests interested in exploring local attractions, Ms. MD recommended a few spots, such as a nearby durian market and a shopping mall. Additionally, guests often inquire about the Tugu Khatulistiwa (Equator Monument), and the staff typically assists by guiding them with directions or showing them the location on a map on their phone, ensuring guests have an easy time navigating the area.

Handling a Complaint

In the case of a guest complaining about the air conditioning not working in their room, Ms. MD explained that the first step is to inform the guest that the issue will be addressed promptly. She would immediately contact the engineering team to inform them about the malfunction and ensure the air conditioning is repaired as quickly as possible. Once the issue is resolved, guests usually do not raise further complaints. However, if the problem cannot be fixed, Ms. MD would offer the guest the option of moving to a different room, and she noted that guests are typically agreeable to this solution.

3. Mr. YD

Hotel Facilities and Services

Mr. YD provided a brief overview of the hotel's facilities, including the gym, swimming pool, spa, and restaurant. He explained that the breakfast area is located in the hotel lobby, with breakfast served daily from 6 AM to 10 AM. For other services, the gym, spa, and swimming pool are located on the C floor, offering guests a range of options to relax and exercise during their stay.

Tourist Attractions Nearby

When asked about nearby tourist attractions, Mr. YD recommended the Equator Monument (Tugu Khatulistiwa) as a must-see landmark. He also suggested visiting local gift shops such as Along or PSP, where guests can buy souvenirs. For transportation, he mentioned that guests could easily use Google Maps to find their way, and suggested using ride-sharing services like Grab or Gojek, or even ordering a taxi through the hotel for added convenience.

Handling a Complaint

In the event of a complaint about a non-functional air conditioner, Mr. YD explained that his first step would be to listen attentively to the guest's concerns. He would then inform the guest that the engineering team would check the issue and request a brief wait time of approximately five minutes for the staff to arrive. If the problem cannot be resolved promptly, he would offer the guest an alternative by arranging for them to move to a different room.

Anastasya, Stevi, Warti, Fransiska Way, Subanti, Gregorius (2026). The Analysis of English-Speaking Skills of Receptionists at Golden Tulip Hotel Pontianak. *ELSA Journal, Volume 6* (2), 23-49.

4. Mr. AF

Hotel Facilities and Services

Breakfast is served at the lobby from 6 AM to 10 AM. The spa, gym, and pool are located on the C floor. The gym and pool are open from 6 AM to 10 PM, while the spa operates from 10 AM to 9 PM.

Tourist Attractions Nearby

Recommended nearby attractions include Tugu Khatulistiwa, Radank, and the Waterfront, where guests can enjoy views of the Kapuas River.

Handling a Complaint

If a guest complains about the air conditioning, I would first make eye contact and listen to the complaint. Then, I would contact the engineering team to fix the issue or offer the guest a room change if needed. This study assessed the English-speaking proficiency of four receptionists at Golden Tulip Hotel Pontianak using Brown's (2003) rubric across five criteria: pronunciation, grammar, vocabulary, comprehension, and fluency. Scores ranged from Level 1 (Very Basic) to Level 3 (Intermediate Professional). TM and MD scored 6/25 (Level 1), showing major weaknesses in all areas. YD scored 10/25 (Level 2) with improved vocabulary and comprehension but persistent pronunciation and fluency issues. AF scored highest at 15/25 (Level 3), demonstrating clear pronunciation, good grammar, wider vocabulary, strong comprehension, and coherent fluency. The findings highlight a significant proficiency gap, indicating the need for targeted English training for most receptionists, while higher scorers can guide advanced program development.

CONCLUSION

The study at Golden Tulip Hotel Pontianak revealed varying levels of English-speaking proficiency among receptionists, highlighting a significant gap in skills. TM and MD, vocational high school graduates, scored lowest at Level 1 (Very Basic), showing major weaknesses across all criteria. YD, a senior high school graduate, was at Level 2 (Basic Work-Related Proficiency), while AF, a university graduate, reached Level 3 (Intermediate Professional Proficiency), indicating a positive correlation between education and language ability. The findings suggest the need for a tiered English training program tailored to employees' proficiency and educational background. Basic-level training should focus on pronunciation, grammar, and essential hospitality vocabulary with practical scenarios. Intermediate-level training should refine accuracy, expand vocabulary, and improve fluency, possibly incorporating peer mentoring. The current informal Friday speaking policy has limited impact and should be replaced or supported by structured, goal-oriented training for effective, sustained language development.

Anastasya, Stevi, Warti, Fransiska Way, Subanti, Gregorius (2026). The Analysis of English-Speaking Skills of Receptionists at Golden Tulip Hotel Pontianak. *ELSA Journal, Volume 6* (2), 23-49.

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