



AN ANALYSIS OF SPEAKING FLUENCY LEVEL OF FRONT OFFICE STAFFS OF HOTEL IBIS PONTIANAK CITY CENTER

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ABSTRACT

When people learn English, they will learn the four skills, they are writing, reading, listening, and speaking. Among the four skills, speaking skill is very important because it is an active skill and helps us to communicate in our daily activities. As a front office staff at a hotel, it is essential to have fluency in English. There are the number of foreigners stay at the hotel for business or just a vacation. This study aims to determine the fluency in English of the front office staff of Ibis Pontianak City Center. The data were analyzed by using qualitative methods. The study results show that fluency in speaking English starts with self-confidence and is carried out without hesitation. The factors influencing it are educational background, work experience, and self-confidence.

Keywords: *English, Speaking Fluency, front office staff*

INTRODUCTION

The era of globalization has made English proliferate in the world. English has developed rapidly in many sectors, such as economics, politics, science, tourism, business, and education. English is an international language used for communication. One of the industries in the city of Pontianak that requires their staff to be able to speak English is the Ibis Pontianak City Center Hotel.

According to Wardaugh (1992), as cited in Andromeda (2013), communication is transmitting information from the source to the receiver. Good communication can build rapport between the receiver and the reference, but communication can only be problematic if we know what people need and want. Much work needs good skills in using language; one of them is working in hotels.

All service companies, particularly the hotel sector, are working hard to enhance their staff's communication skills to make consumers happy with their services, including Ibis Pontianak. To meet consumers' fundamental requirements and expectations, hotel owners are increasingly focusing more on communication skills. Pleased customers are more inclined to return or extend their stay at the Hotel (Choi and Chu 2021), as cited in (Jawabreh 2022).

Based on the writer's observation, several front liners at Ibis Pontianak are not fluent in English speaking skills and have difficulty communicating with foreign guests or some other challenges, such as explaining hotel facilities and their use as well, even though there is at least one foreign guest who comes every day who can only speak English. Examining or measuring the ability to speak English in front of the hotel staff regarding the quality of interaction (interaction quality), especially expertise (skills) in speaking English, becomes necessary.

In this matter, fluency in speaking English is vital to support hospitality work. Adequate English will help staff communicate with guests, especially foreigners, and build a better relationship with guests to provide full service. Because fluency in English is essential, the writer conducted a study on English fluency entitled *Speaking Fluency Level Analysis of Front Office Staff at Hotel Ibis Pontianak City Center*.

LITERATURE REVIEW

Hotels have increased their competitiveness, and instead of only having a beautiful room to attract guests, they now have a high-quality staff. Competing with hundreds of others, owners and managers place the most significant emphasis on guest happiness. Personal service is at the top of travelers' lists of essential factors to consider when choosing a hotel in the hotel, Wipoosattaya (2001), as cited in Jawabreh (2022).

The hotel employs many people, from top management to front-line workers, housekeepers, receptionists, and cashiers. When it comes to choosing whether or not to return, promote the hotel, or demonstrate loyalty to a specific hotel, the front office personnel are regarded as a supporting element Kandampully and Suhartanto. According to Watt (2007) as quoted in Andromeda (2013), the front desk is a vital role for hotels to interact with guests directly. They help visitors, meet their needs, and satisfy their desires. One way to fulfill a guest's desire to speak fluently, preferably in English.

Good speaking fluency improves one's English proficiency, sounds natural, and makes it more impressive for the listeners. It also provides more effective communication due to the absence of speaking disturbances. Koponen in Luoma (2004), as cited in Mairi (2017), says that fluency is about the flow, smoothness, rate of speech, length of utterances, the connectedness of ideas, the absence of excessive pausing, and also the absence of disturbing hesitation markers. In addition, Stockdale (2009) states that fluency occurs when somebody speaks a foreign language like a native speaker with the least number of silent pauses, filled pauses (ooo and emm), self-corrections, false starts, and hesitations. Similarly, Lennon (2000, p.26) defines the narrow of fluency as the "rapid, smooth, accurate, lucid, and efficient translation of thought or communication intention under the temporal constraints of on-line processing."

Luoma (2004) postulates that there are four components of fluency, they are smoothness, concept linkages, lack of excessive delay, lack of annoying doubtful markers. Fluency considers the capacity to keep going while speaking spontaneously (Nation and Newton, 2009). Speaking is a practical skill involving three stages: producing, transferring, and processing information (Martha and Ardi, 2013).

METHODOLOGY

The study uses the qualitative approach as the descriptive procedure in this research. For Creswell, J. W. (2009) qualitative research is an approach used to study and understand the values of people or groups that are thought to originate from social or human problems. The problems and methods that arise, the information is combined in the framework of the contestants, the analysis of the information in an inductive way from a particular theme to a common theme, then the writer interprets the meaning of the information involved as a research method (Creswell & Creswell, (2018).

The writer conducted research at Ibis Pontianak City Center Jalan Jendral Ahmad Yani Number 81, West Kalimantan, 78124 Pontianak, Indonesia. The process of completing this study will also be taking place in Pontianak.

The writer conducted research from March 2023 to May 2023. Interviews are a data collection technique when writers who want to conduct research find problems that must be studied with fewer respondents (Sugiyono, 2013, p. 137). This statement implies that if the writer wants to learn a problem with a small amount, it can be done using interviews to obtain information.

By collecting data through interviews, the writer needs a tool as an instrument. Based on Sugiyono (2008) states that in qualitative research, the instrument is the writer himself. Writers must validate their ability to conduct research. Apart from that, the tools referred to in this

interview were as follows: cell phones as recording devices, pencils, pens, books and a list of questions. Recording devices are used to record voice when collecting data. In contrast, pens, books and pencils are used to write down data information obtained from informants after being given a list of questions. Therefore, the writer conduct interviews, namely interviewing the principal of the Ibis Pontianak City center front office staff, to obtain data regarding the front office staff fluency at the hotel.

"Defines that the basic method of data collection in qualitative research is observation" (Ary et al., 2010, p. 431). The writer uses observation in this study. Observation is a systematic description of events, behaviours, and phenomena in the social environment that will be selected for research. Because this research is used to obtain data, the role of the writer must also be determined (Winaryo, 2020). "In participant, the writer actively participates in the group being studied. In nonparticipatory observation, the writer does not participate in any activity but only acts as an observer" (Ary et al., 2010, p. 448). The writer uses observation to determine the level of the staff front office speaking fluency.

The writer used website, journal or article to get research related to the information. Setiawan concluded the literature study as follows:

"Studi kepustakaan adalah segala usaha yang dilakukan oleh peneliti untuk menghimpun informasi yang relevan dengan topik atau masalah yang akan atau sedang diteliti. Informasi itu dapat diperoleh dari buku-buku ilmiah, laporan penelitian, karangan-karangan ilmiah, tesis dan disertasi, peraturan-peraturan, ketetapan-ketetapan, buku tahunan, ensiklopedia dan sumber-sumber tertulis baik tercetak maupun elektronik lain," (Setiawan, 2020).

Methods of gathering information can be done with various methods. Miles, Huberman & Saldana (2014) report that a common feature of qualitative research is that information is aggregated through a variety of different information gathering methods such as debriefing, testing, observation, quotations, documents, and artefacts.

Next, Miles, Huberman & Saldana put forward the 3 qualitative information analyzes as mentioned above as follows:

1. Data Condensation
2. Data Display
3. Draw and Verify Conclusions

FINDINGS AND DISCUSSION

The interviewers posed eight questions to four Ibis Pontianak City Center front office staff, namely Miss U, Miss A, Miss T, and Mr. Y. Regarding their English education background and how they handle guests using English at the hotel. These questions are described as follows.

Question 1: How long have you been a front office?

1. Miss U

Miss U responded to the question; she has been a front office staff for six months. For the first three months, she was a GRO (Guest Relation Officer), and after that, she moved to become a reservation. And Miss U also explained that before becoming a front office staff at the Ibis Pontianak City Center, she had also been an intern at the Mercure Hotel for four months in 2020.

2. Miss A

Miss A responded that she had been a front office staff at ibis hotel for about one year. But previously, she had worked in several local hotels in Pontianak, such as the Kapuas Hotel and the Perdana Hotel. For nearly a year, Miss A was a front office staff; she occupied the GSA (Guest Service Agent) section, where the GSA's job was to handle guests who wanted to check in and check out

3. Miss T

Miss T responded that she had been a front office staff at Ibis Pontianak City Center for more than one year as a GSA (Guest Service Agent). But before becoming a front office staff at Ibis hotel, he interned at Mercure Hotel in 2019 for three months.

4. Mr Y

Mr. Y responded that he had been a front office staff since 2018 until now. From 2018-2020 he was a front office staff at Mercure Pontianak, then transferred to the Ibis Pontianak Hotel in 2020 until now. Thus, Mr. Y has been a front office staff for over five years.

Question 2: How often do you handle guests using English?

1. Miss U

Miss U responded when she became a GRO, she often handled guests using English because the job of a GRO is to recruit guests to become members and ask guests for reviews or their experiences while staying at the hotel, which makes GRO's job a lot of communicating directly with guests who stay at the hotel. However, when Miss U became a reservationist, she started handling guests rarely using English because guests from abroad usually make bookings using OTA (Online Travel Agent), where OTA is a third party.

2. Miss A

Miss A responded that while she was a GSA at the Ibis hotel, she did not handle guests in English very often; within a month, she was able to take guests who could only speak English about 4-5 times during the check-in and check-out process. Miss A said that most of the guests she handled used English and came from Singapore and Malaysia.

3. Miss T

Miss T responded that she quite often handles guests using English. She admits that at least she can handle guests in English up to 2-3 times a week, in the form of checking in, checking out, and handling phone calls from foreign travelers. Guests that Miss T often handles are guests from Taiwan and Malaysia, although sometimes she also handles guests from Singapore and the Philippines

4. Mr Y

Mr. Y responded that he often handles guests using English, about 3-4 times a week, both at check-in and check-out. Then Mr. Y stated that he handled guests more often in English when he was still a front office staff at Mercure.

Question 3: Do you feel nervous serving guests in English? And how do you deal with that nervousness?

1. Miss U

Miss U responded that she was not too nervous when handling guests who could only speak English because when she was in college, Miss U often used English because she majored in hospitality. When Miss U did her internship at Mercure, she also handled guests using English, so when she joined the Ibis Hotel, she was used to taking guests using English. However, when she had just joined the Ibis Pontianak City Center hotel, he admitted that he was nervous when dealing with them. Not because he was not fluent in speaking English, but because she was afraid of answering the wrong questions, guest questions that were put to him. To avoid this, Miss U became more active in asking her seniors about hotels and cases guests usually would ask about.

2. Miss A

Miss A replied that she was not nervous because she was used to dealing with guests who could only speak English if the guest was from Asia. According to Miss A, the English of Asian people, such as in Singapore, Malaysia, and the Philippines, is easier to understand than that of other guests from America or England. Miss A feels that guests from Western countries or

people who use English as a language are more difficult to understand, making Miss A nervous when handling them. However, most foreign guests to Ibis hotels are from Asia; Miss A has become more confident with her English skills in handling English-speaking guests. To eliminate this nervousness, Miss A usually asks her shift partner to translate what the guest says if there are words or sentences, she does not understand

3. Miss T

Miss T replied that sometimes she gets nervous when handling guests in English. It was because she felt that his English was not good enough. She explained that sometimes guests did not understand what she was explaining, which made Miss T even more nervous when handling guests in English. To reduce her nervousness, Miss T usually only talks about needed things, so during check-in, when she wants to check out, Miss T tries to say only essential things and not make small talk.

4. Mr Y

Mr Y stated that he was not nervous at all. Because he feels that handling guests using English is one of the main things that all front office staff must master; then he also said that maybe because he was used to doing it for five years, he worked as a front office staff, which made him more confident with his English skills in handling guests who want to check in, check out, even handle complaints though. However, of course, Mr Y was very nervous and even afraid to handle guests in English when he just joined the staff at Mercure Hotel. He said that at Vocational High School, he did not get too much knowledge about English, and therefore he was very overwhelmed by handling guests in English when he was still a beginner at the Mercure Hotel. Besides that, until now, Mr T still feels nervous when handling guests with a British accent. Mr Y can less understand what the guest says when using that accent. To reduce his nervousness, he usually tries to keep smiling and asks the guest to repeat his sentence if he feels there is something he does not understand. Mr Y will also discuss things he thinks are essential to avoid misunderstanding.

Question 4: Do you make any preparations before handling guests who can only speak?

1. Miss U

Miss U responded she did not prepare when handling guests using English. She only served guests according to procedures and answered all guest questions without making any preparations such as memorizing vocabulary or using Google translate.

2. Miss A

Miss A responded that while she was a GSA, guests from abroad who could only speak English always came suddenly, and she could not predict when they would arrive. Therefore Miss A was unavailable or did not have time to make preparations such as taking notes or memorizing texts to handle these guests. Everything happened instantly and unexpectedly.

3. Miss T

Miss T responded that she never made any preparations nor memorized the words she had to say. However, usually, she uses google translate on his computer to find out the mention of room prices or those related to numbers because Miss T admitted that she was fragile in terms of numbers in English.

4. Mr Y

Mr. T replied that he had not prepared to handle guests in English. Since it was something that spontaneously happened, so he did not have time to make any preparations.

Question 5: Have you ever conducted a seminar or training related to English?

1. Miss U

Miss U responded that she had never conducted any training or seminars related to English when she was still in college or working. She never got that, but he often performs job interviews and internship interviews using English.

2. Miss A

Miss A responded that during her schooling up to becoming a front office staff she had never attended any seminars or training related to English. However, Miss A has done several role plays carrying out the check-in and check-out process in English with the front office manager in preparation for the annual Ibis hotel audit.

3. Miss T

Miss T responded that she had never attended a seminar or training related to English. However, Miss T never did a role play in carrying out the check-in process, explaining the facilities at the hotel and the check-out process using English, and carried out directly with the front office manager of the Ibis Pontianak City Center. The role-play is repeated several times weekly when the Ibis Hotel conducts its annual audit check.

4. Mr Y

Mr. Y replied that he often conducted several seminars about the importance of learning English when he was still a front office staff member at the Mercure Hotel. However, after that, he never attended seminars or training again after moving to the Ibis Hotel.

Question 6: Have you ever taken an English course before?

1. Miss U

Miss U responded that she had done an English course at LIA and EME for three month in 2020.

2. Miss A

Miss A responded that she had done an English course for one month at the e co-link course.

3. Miss T

Miss T responded that she had done an English course at her school when she was still in high school. Moreover, he said he never did an English course again when she graduated high school.

4. Mr Y

Mr. T replied that he had done an English course for three months provided by the Mercure Hotel when he was still a front office staff. He was taught by Mercure staff who were considered fluent in English. Mercure Hotels does this because they realize that many of their staff still do not have the basics of speaking English.

Question 7: Can you tell me, where did you study?

1. Miss U

Miss U said she graduated from the AMPTA Yogyakarta Tourism High School in 2020. She admitted that she had always been interested in the tourism industry, so she chose that department and started to study English and Mandarin.

2. Miss A

Miss A responded that she graduated from SMA Muhammadiyah I Pontianak. After graduating, he decided to work at a local hotel to gain experience immediately, and now he can become a staff at the ibis Pontianak City Center front office.

3. Miss T

Miss T responded that she graduated from Gembala Baik High School and continued her studies at Widya Darma University.

4. Mr Y

Mr. T answered that he graduated from SMK Negri 4 Pontianak. After graduating, he immediately decided to work and started at a local hotel. Until now, he has been a front office staff at an Ibis hotel.

The writer observed the class front office staff activity at Ibis Pontianak City Center which is done in 1 April 2023.

1. Smoothness

Front Office Staff's name: Miss U

Regarding the smoothness of Miss U talking to guests on hotel reservations via telephone, everything went smoothly. Miss U has an excellent accent with a soft voice. Every word that she says can be immediately understood by her interlocutor, which means that Miss U's pronunciation is good. However, Miss U did repeat words, but it was not too distracting during their conversation. The conversation was still well-understood and progressed smoothly. Below is an excerpt from Miss U which contains repeated words.

Emm may I know your (silent pause) your mobile number? may I know eee your request sir. eee (silent pause) how about the payment sir, you wanna eee you wanna pay it by transfer or you wanna pay it eee on our hotel.

Front Office Staff's name: Mr Y

Everything went very smoothly regarding Mr Y's subtlety in talking to guests during the check-in process. Miss Y speaks in a very smooth voice and has a lovely accent. The other person can immediately understand every word he says, but several words are not clear when he says it because he speaks too fast. However, the conversation started to look rough when he handled guests who used British accents. He was nervous and did not understand what guests said, Mr Y made several mistakes in speaking, and he tended not to talk much. However, besides the British guests who use American and Asian accents, Mr Y can handle it smoothly. Below is an excerpt from Mr Y containing unclear words and speech errors.

welcome to (unclear) good evening. so already include breakfast for tomorrow morning? (this sentence should not be a question sentence)

Mr Y said, "For tomorrow morning, the breakfast at the second floor, six pm until ten pm," which should be "for breakfast tomorrow on the 2nd floor from 6 am to 10 am."

Front Office Staff's name: Miss A

Regarding Miss A's subtlety, she spoke in a soft voice. Miss A very rarely says long sentences; she very often uses interrogative sentences in her conversations, and in every sentence, she says seems to have doubts when she speaks. Miss A's accent is good. However, Miss A, several times mispronounces words, but can still be understood, and the conversation runs smoothly.

Front Office Staff's name: Miss T

Regarding Miss T's subtlety, she spoke in a soft voice. Miss T rarely utters long sentences; he uses interrogative sentences very often in his conversations, and there is a hint of hesitation when he speaks in every sentence she says. Miss T's accent is good. However, Miss T said the words wrong several times, but still understandable. Miss T also made a mistake when confirming the breakfast time, but the conversation was still running smoothly.

Miss T said something wrong, namely when she wanted to confirm breakfast time which is "eee for your breakfast until six am until ten am sir, and for the floor in the second floor" which should be "for breakfast starting at six am until ten am sir."

2. Rate

Front Office Staff's name: Miss U

Miss U spoke at the right pace. she stops at the end of sentences or essential moments so the guest feels and understands his words or what he asks for. However, during the

conversation, Miss U was seen several times making short pauses, like thinking about what she would say. The following sentences contain pauses when Miss U speaks.

Alright sir may I know eem the time you would check in (silent pause) tomorrow?

Eee do you have problem while staying sir? no okay emm (silent pause) do you still eee do you still have a deposit slip?

Emm may I know your (silent pause) your mobile number? may I know eee your request sir. eee (silent pause) how about the payment sir, you wanna eee you wanna pay it by transfer or you wanna pay it eee on our hotel.

Front Office Staff's name: Mr Y

Mr spoke at a relatively fast pace. However, He stops at the end of sentences or essential moments so the guest feels and understands his words or what he is asking for. When he started talking too fast, some words became less clear to hear, but the conversation was still running smoothly and could be understood by each of the interlocutors. The less obvious word is the word "Ibis Pontianak City Center."

Front Office Staff's name: Miss A

Miss A spoke at the right speed. She stopped at the end of a sentence or critical moment so that the guest felt and understood his words or what he was asking for. However, during the conversation, Miss A frequently paused, thinking about what she would say. The following sentences contain pauses when Miss A speaks.

"Eee sorry sir for today, (silent pause) our non-smoking room is full, eee and because you already use your we can not move your room today, sir. If you want to change your room, (silent pause) you can do it tomorrow, sir. Then the guest also agreed, and then Miss A offered the room that the guest was using for non-smoking treatment by giving it a good smell, saying, "Eee (silent pause) sir do you want if you are we make a non-smoking treatment? I will ask a (silent pause) housekeeping staff to make it for your room.

Front Office Staff's name: Miss T

Miss T spoke at a slow pace. She stops at the end of a sentence or critical moment so the guest feels and understands his words or what he is asking for. However, during the conversation, Miss T often made long pauses, like thinking and trying to say what she was going to say. The following sentences contain pauses while Miss T is speaking.

"And for your room including breakfast for two people and.....(silent pause), and then he explained the time and place of breakfast.

3. Hesitation

Front Office Staff's name: Miss U

Regarding Miss U talking to guests on hotel reservations over the phone, everything went smoothly. Miss U does not hesitate to deliver her sentences and questions, and looks confident when speaking. The drawback is that Miss U often sounds like eee or eem before speaking or asking questions to guests. She also makes several awkward pauses as if contemplating what to say next. However, but not too distracting during their conversation, the conversation is still well understood. Below is a snippet from Miss U where there are some eee, eem, and silent pauses. Hello sir, may I help you? eee hello sir, may I help you. Have you made a reservation before? Okay our hotel is actually two types of room, eee the first one is a superior and the second one is standard. eee do you want to book a standard room? Okay eee do you want a single bed or double bed? Single beds? okay. eem e do you have any request for the room, do you want a smoking room or no smoking room? okay smoking room. eee may I know eee your name sir? Okay eee may I know your phone number? Alright sir may I know eem the time you would check in (silent pause) tomorrow?

The next day Miss U was asked to help at the cashier. Because by chance, one of the staff got sick and was replaced by Miss U. The conversation started when a guest from Singapore came to check out and collect the deposit. When the guest came to Miss U's table, she

immediately greeted the guest and asked the guest if there was anything he could help. The conversation starts when the guest wants to check out. As long as Miss U's conversation is still like the previous day, she can speak well, and guests can understand everything she says at a speed that is neither too fast nor too slow. However, Miss U still often makes sounds like eee or emm when she is about to start talking. Miss U repeated words several times, with awkward pauses, as if she was thinking about what word she would say next. However, the checkout process continues to run smoothly, and guests can understand every sentence Miss U says and Miss U still seems a bit confused in speaking. Below is a snippet from Miss U where there are some eee, eem, and silent pauses: Eee do you have problems while staying sir? no okay emm (silent pause) do you still eee do you still have a deposit slip? alright. okay the check out is done, could you scan this barcode for me sir? to share your experience while you stay here, okay thank you I'll wait eee I'll wait for you to write your experience.

The next day Miss U returned to her position in the reservation section. As usual, when there are calls from outside the hotel, the reservation must answer them. The conversation started when Miss U picked up the phone, and she immediately said, "Ibis Pontianak City Center, good morning. May I assist you? selamat pagi ada yang bisa dibantu" The guest who called wanted to make a booking for next month, and the conversation went smoothly, and Miss U and the guest who wanted to book a room can understand and understand the English they used. Miss U still makes sounds like eee or emm when she starts talking and occasionally pauses for a while when speaking. However, this time, Miss U made fewer eee and even sounded.

Front Office Staff's name: Mr Y

When Mr Y handled guests who came from Asia and used an Asian accent, Mr Y looked very confident and had no doubts when speaking. He was able to speak in a relaxed but relatively fast manner. However, when he handled guests who used a British accent, Mr Y seemed uncomfortable. Everything went not smoothly because Mr Y seemed confused by what the guest who used the British accent said. Each will answer questions from the guest. Mr Y thinks first as if digesting what the guest said. During the check-in process, Mr Y did not talk too much. He only spoke when greeting guests, asking for deposits, and explaining room numbers and breakfast times. Mr Y once made a sound like eee and paused while speaking as if he was trying to say something, "Eee, I am just eeee", and Mr Y made a mistake when explaining breakfast time, so the guests were confused by what he was saying. Mr Y said, "For tomorrow morning, the breakfast at the second floor, six pm until ten pm," which should be "for breakfast tomorrow on the 2nd floor from 6 am to 10 am."

Front Office Staff's name: Miss A

During the conversation, Miss A only said simple things and seemed hesitant to make long sentences. Whenever he started to speak long enough, he would look doubtful and pause to think about what words to say next. he also often makes sounds like ee and eem when talking. This can be seen from the results of telephone conversations as follows.

The conversation started around 5 pm when Miss A was closing. The conversation took place on the phone because the guest complained and wanted to change rooms, and coincidentally, Miss A picked up the phone. Miss A picked up the phone and said, "Miss A picked up the phone and said. "Reception Miss A speaking good afternoon may I help you ada yang bisa di bantu" Then Miss A explained that the guest room was indeed in the smoking room area, that was what caused the room to smell of cigarettes. By saying, "eee sorry sir your room is at smoking area seem that is why there is a smell of smoke in it.

Miss A explained that moving rooms could only be done tomorrow because the guest room was already occupied, saying, "Eee sorry sir for today, (silent pause) our non-smoking room is full, eee and because you already use your we cannot move your room today, sir. If you want to change your room, (silent pause) you can do it tomorrow, sir. Then the guest also

agreed, and then Miss A offered the room that the guest was using for non-smoking treatment by giving it a good smell, saying, "Eee (silent pause) sir do you want if you are we make a non-smoking treatment? I will ask a (silent pause) housekeeping staff to make it for your room. the guest also agreed, and Miss A ended the conversation by saying "okay thank you very much, sir, anything else may I help you sir? No? Okay, thank you. Good afternoon, sir. During the phone conversation, Miss A seemed relaxed and able to communicate fluently and only made a sound like eee at the beginning before she started her sentence, But there were a few brief pauses as he spoke as if he was unsure of what he was saying himself.

Front Office Staff's name: Miss T

During the conversation, Miss T only said simple things and seemed hesitant to make long sentences. Whenever he started to speak long enough, he would look doubtful and pause to think about what words to say next. Miss T also looked doubtful about what she said. Miss T even used google translate to mention the room price, which was 1,040,000 IDR for two nights, and then she added 200,000 IDR for the deposit to ensure she did not mention the room price wrong. During the conversation, Miss T often makes sounds like eee and eem.

4. Fluency

Front Office Staff's name: Miss U

Good Fluency. The speech has acceptable speed, but may be somewhat uneven. The speaker makes few repetitions and few discontinuous utterances. Longer speech is still with few pauses.

Front Office Staff's name: Mr Y

Godd Fluency. The speech has acceptable speed, but may be somewhat uneven. The speaker makes few repetitions and few discontinuous utterances. Longer speech is still with few pauses.

Front Office Staff's name: Miss A

Intermediate Fluency. The speech may be uneven or somewhat staccato, few phrasing and repetitions. The speaker makes few discontinuous utterances with several long pauses.

Front Office Staff's name: Miss T

Limited Fluency. The speech is slow and has irregular phrasing and repetitions with several hesitations. The speaker makes several false starts and few discontinuous utterances. Longer speech is still with long and short pauses.

Regarding the fluency of the Ibis Pontianak front office staff in speaking English, as stated in the research question, the writer found that the problem with the front office staff's language was the pronunciation in the form of numbers, and sometimes they stopped for a long time when they wanted to start a sentence. However, most are confident enough to handle guests even though one of them is still not confident with his English skills. However, the staff can overcome it by installing google translate on his computer. The staff uses google translate because they are afraid of being wrong in mentioning the price of the room; sometimes, Miss T, before speaking, types one or two words on google translate because she only has a small vocabulary. This creates a long pause during the communication process. Like the theory discussed in the previous chapter, Luoma (2004) postulates that there is one of four components in speaking, namely fluency, the connectedness of concepts, not there is excessive lag and no distractions. Signs of doubt were found when handling guests at Ibis Pontianak City Center. Even though the Ibis Pontianak staff seem to be used to dealing with foreign guests, they repeatedly do Over-Pause, and they still wonder if their grammar is correct, so it does not sound polished. In addition, the writer found that many English sentences were incomplete or only spoken to give instructions to guests. When they say only a few spoken sentences, they can speak fluently and subtly and appear to have no hesitation. However, even though all the staff did not hesitate to speak, the writer cannot say they are fluent in English if only a few phrases are presented. If the sentences were long enough, the writer found where the staff seemed to

be thinking about what to say, and the factors influencing it are educational background, work experience, and self-confidence.

CONCLUSION

After conducting interviews and observations of Ibis Pontianak City Center front office staff, the writer conclude that the Ibis Pontianak City Center front office staff are at various levels, namely Miss T level 1, which means Limited, Miss A level 2, which means Intermediate, and Mr. Y with Miss U level 3 which means Good. Based on research findings and discussion of factors that affect the fluency of front office staff in handling guests in English there are several factors that writers found during this research. In this study, writers found three factors that affect the smooth running of front office staff in handling guests using English:

1. Anxiety factors such as: (a. nervous (b. Confidence) factor can be found in interviews with research participants.
2. Experience factor or length of work: (the longer they work, the more often they will handle guests in English). Which makes them familiar with the topic being discussed. This factor can be found in interviews and observations of writers with participants.
3. Educational background factors such as (a. school origin (b. have done a course or training). This can be found in the writer's interview with the participants.

The writer found several language problems that significantly affect speaking fluency through this research. Therefore, the writer intends to provide advice to the hotel:

1. The hotel can provide native speakers who may be able to help and train front office staff to speak English properly and correctly. Thus, they will speak more fluently.
2. Hotels can hold workshops to train front office staff skills in English once every 6 months. If front office staff are trained, staff and guests can improve communication.

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