

**THE GAP BETWEEN LANGUAGE NEEDS AND ENGLISH LEARNING
IN THE COE ENGLISH FOR HOSPITALITY PROGRAM**

THESIS



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FACULTY OF TEACHER TRAINING AND EDUCATION
UNIVERSITY OF MUHAMMADIYAH MALANG
2025**

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**This thesis is submitted to meet one of the requirements to achieve a
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2025**

APPROVAL PAGE

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AUTHOR DECLARATION OF ORIGINALITY

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Malang, July 22, 2025



Dhea Arika Salsabilla

THE GAP BETWEEN LANGUAGE NEEDS AND ENGLISH LEARNING IN THE COE ENGLISH FOR HOSPITALITY PROGRAM

ABSTRACT

English is a global language utilized in various industries, including technology, communication, research, and commerce, particularly in hospitality. English proficiency is required for professionals in this field to communicate with overseas guests and give outstanding service successfully. This study examines the gap between language needs and English learning for hospitality in the CoE English for Hospitality at the University of Muhammadiyah Malang, and the practical needs of employees at Kapal Garden Hotel Malang. This study aims to identify language and linguistic features that need to be addressed to increase the relevance and efficacy of ESP programs in the hospitality industry. Data were gathered using a qualitative technique, an open-ended questionnaire distributed to 11 CoE students and 22 hotel employees, and a CoE English for Hospitality course outline document analysis. The findings of this research indicate a significant difference between program focus and hospitality's real-world demands. While CoE English for Hospitality emphasises professional communication strategies, speaking skills, and theoretical vocabulary, hotel staff prioritise practical communication, listening comprehension, and context-appropriate vocabulary and pronunciation. These alterations are intended to bridge the gap between academic training and workplace demands, ultimately improving students' preparedness for careers in the hospitality sector. The study concludes with recommendations that students can be given real project-based assignments, such as compiling conversation scripts for foreign guests or creating standard communication manuals for hotel staff, which are then mentored directly by industry practitioners. This can increase students' practical understanding in the hospitality industry.

Key words: *ESP Program, hospitality, language needs, CoE English for Hospitality*

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