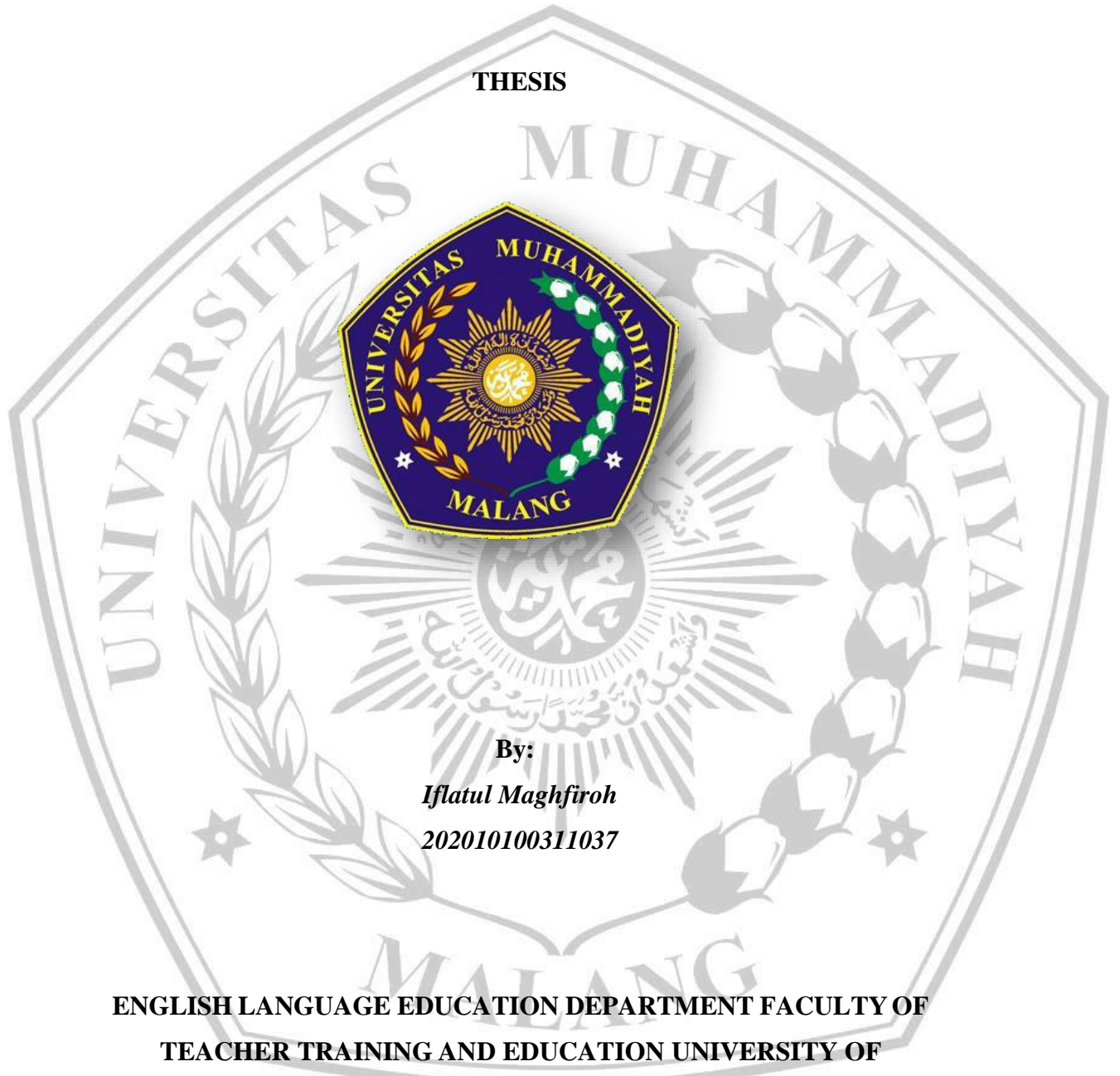


**ENGLISH LANGUAGE NEEDS OF DEPARTMENT FOOD & BEVERAGE  
SERVICE STAFF AT THE ONSEN HOT SPRING RESORT BATU, EAST  
JAVA**

**THESIS**



**By:**

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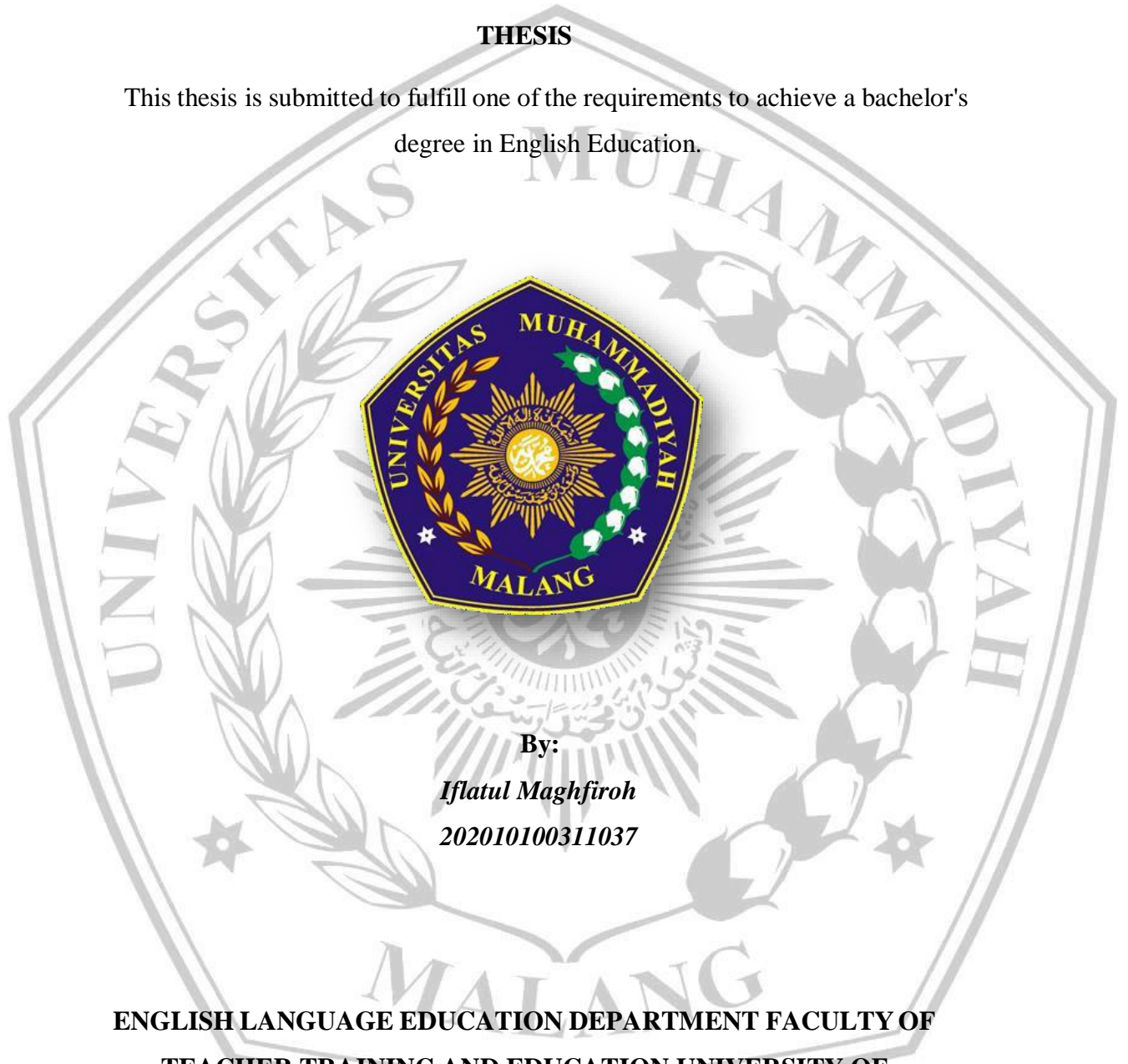
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**2024**

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**THESIS**

This thesis is submitted to fulfill one of the requirements to achieve a bachelor's degree in English Education.



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3. ....

## MOTTOS AND DEDICATIONS

### MOTTO:

“Once you fail, there will be your dream come through.”

### DEDICATIONS:

I dedicate this thesis to my beloved parents who have provided endless moral and material support for me in completing this thesis. Because of the support and prayers of my parents, I was able to complete my undergraduate education as well as possible.

Therefore, I dedicate this to those whom I love with all my heart.

## AUTHOR'S DECLARATION OF ORIGINALITY

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**ENGLISH LANGUAGE NEEDS OF DEPARTMENT FOOD &  
BEVERAGE SERVICE STAFF AT THE ONSEN HOT SPRING  
RESORT BATU, EAST JAVA**

**ABSTRACT**

*This research investigates the English language requirements of food and beverage service staff at The Onsen Hot Spring Resort Batu, aiming to enhance customer service through effective communication with English-speaking guests. Using qualitative research methods, including semi-structured interviews with five employees, the study identifies critical language skills such as listening and speaking. Implementing targeted language training programs is recommended to improve staff proficiency in handling various communication situations, including interactions with guests of diverse English accents. Additionally, students aspiring to careers in the hotel industry should prioritize developing their English speaking and listening skills, while lecturers can design specialized English curricula. Future researchers are encouraged to expand their studies to include more hotels and departments to gain a comprehensive understanding of language needs in the hospitality industry.*


**Keywords:** *English language needs, food & beverage service staff, hospitality industry, and English language skills.*

Advisor



Drs. Soeparto, M.Pd

The Researcher,



Iflatul Maghfiroh

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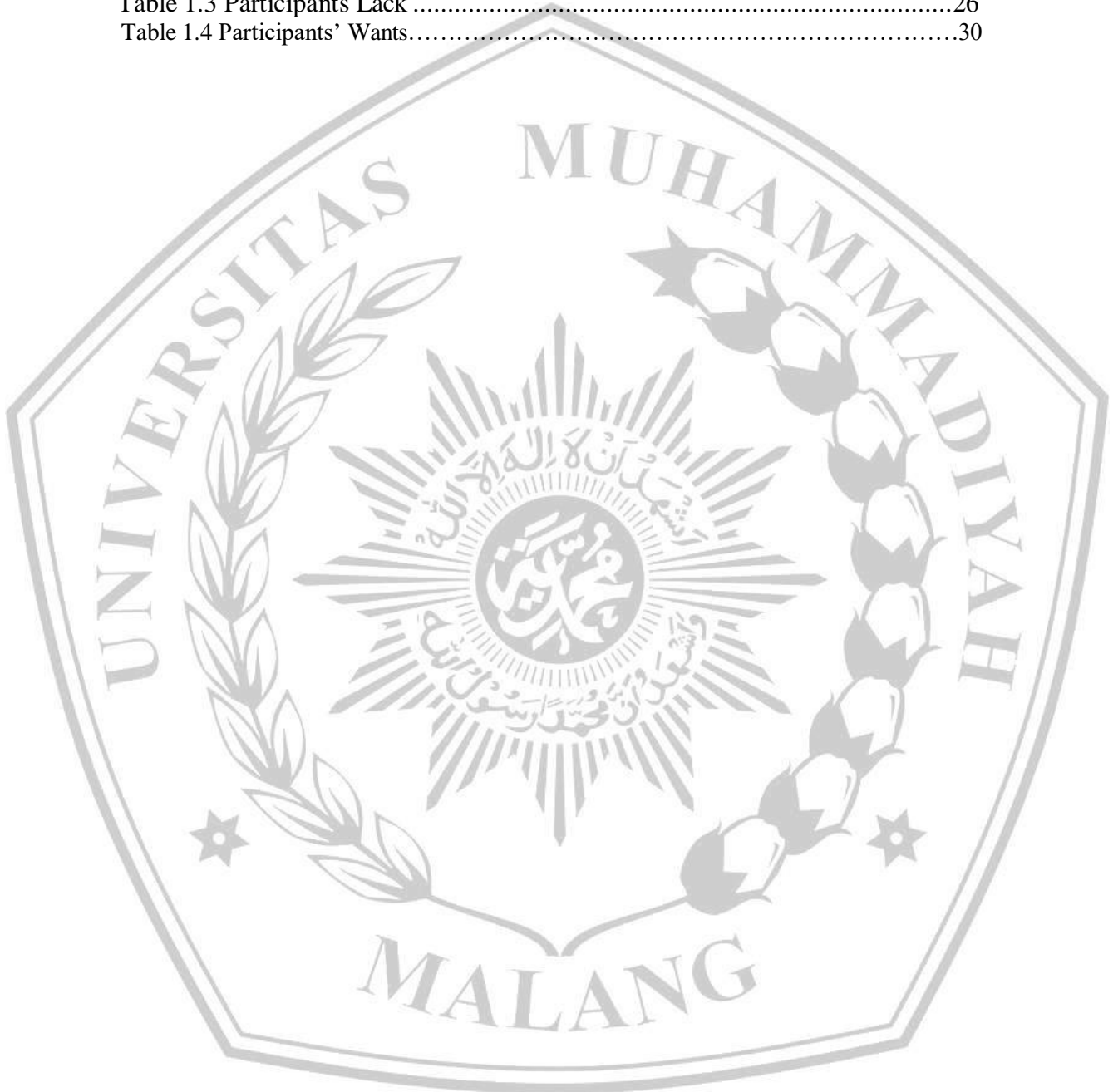
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