

CHAPTER 1

INTRODUCTION

This chapter explains the role of Food and Beverage Service in improving English learning in the hospitality sector at The Onsen Hot Spring Resort Batu City. It consists of the background of the study, research question, research objectives, significance of the research, scope and limitations of the research, and definitions of key terms.

1.1 Background of the Study

According to Subakti(2016), a hotel is a structure, organization, or business entity that offers lodging services, food and beverages, and other supporting facilities for guests and the general public. Commercially, a hotel is a type of accommodation that utilizes part or all of its premises for lodging services, food and beverage provisions, and other facilities for the public.

Center of Excellence (CoE) English for Hospitality UMM held a hands-on learning practice. The event is a form of direct application of the knowledge and skills acquired during teaching and learning activities in the classroom. The activity, which involved several students of the 6th semester from the English Language Education Study Program (ELESP), was carried out at three well-known hotels in the Batu area, namely Aston Inn Batu, Samara Resort, and The Onsen Hot Spring Resort.

The CoE English for Hospitality, part of UMM's English Language Education Study Program, is an intensive program designed to develop students' ability to think creative and innovative in the world of entrepreneurship. Students will be equipped with the skills to identify problems in business development, as well as to plan, organize, and distribute businesses through strategic planning. This program is part of the accelerated implementation of the *Merdeka Belajar-Kampus Merdeka* (MBKM) Program, conducted through collaboration between the study program and professionals in the business and work industries. This program is expected not

only to help students graduate on time but also to provide them with opportunities to directly apply various knowledge and skills gained in the professional world.

The practical training at three hotels aims to prepare students before they undertake On the Job Training (OJT), which will take place in 6 months. Students were divided into three groups according to the departments they chose, with each group alternately placed in different hotels for two weeks. This aims to maximize the students' potential to absorb as much experience as possible in three hotels with different concepts and working environments. The interns obtained the good performance evaluation rating in personality followed by attitude, knowledge and skills (Buted et al, 2014).

1.2 Research Questions

1. What is the students activities in the Food and Beverage Service Department at The Onsen Hot Spring Resort?

1.3 Research Objective

1. To know what students activities in the Food and Beverage Service Department at The Onsen Hot Spring Resort.

1.4 Research Significance

This study focuses on analyzing the students' activities during an internship in the Onsen Hot Spring Batu. This study is limited to the students' activities during an internship at The Onsen Hot Spring in the Food and Beverage Service department. The research involves the CoE students at the English Language and Education Department of the University of Muhammadiyah Malang as participants.

1. Student

Students can be better prepared to participate in this CoE internship program, as students will gain a variety of benefits from the internship. The results of this study will help students understand how important internships are to prepare their abilities for the world of work later.

2. Lecturers

Lecturers gain a deeper understanding of the advantages, difficulties, and encounters that students will have during an internship in the hospitality sector. With this information, lecturers prepare students well, begin to deliver initial material, and offer guidance both before and during the program. So that students can carry out the program smoothly. Furthermore, by having a thorough awareness of the hospitality industry's demands and expectations for CoE program graduates, instructors can also encourage deeper connections or collaborations with business partners from the campus.

1.5 Scope and Limitations

The scope of this study is the students' activities during the internship program at The Onsen Hot Spring Resort Batu. However, the limitation of this study focuses on the Food and Beverage Service Department.

1.6 Definition of Key Terms

1. Student Activities

The learning and practical exposure gained by students during their involvement in hospitality settings shape their skills, knowledge, and professional growth (Smith & Johnson, 2020). This experience often includes hands-on training, real-world problem-solving, and interaction with guests, providing students with a deeper understanding of the hospitality industry and preparing them for future careers.

3. Food and Beverage Service Department

Food and Beverage Service: A crucial department in the hospitality industry, responsible for providing meals and drinks to guests, ensuring quality service and customer satisfaction through effective presentation and delivery. This department typically includes roles such as servers, bartenders, kitchen staff, and managers, all working together to create a seamless dining experience (Jones & Brown, 2019).

