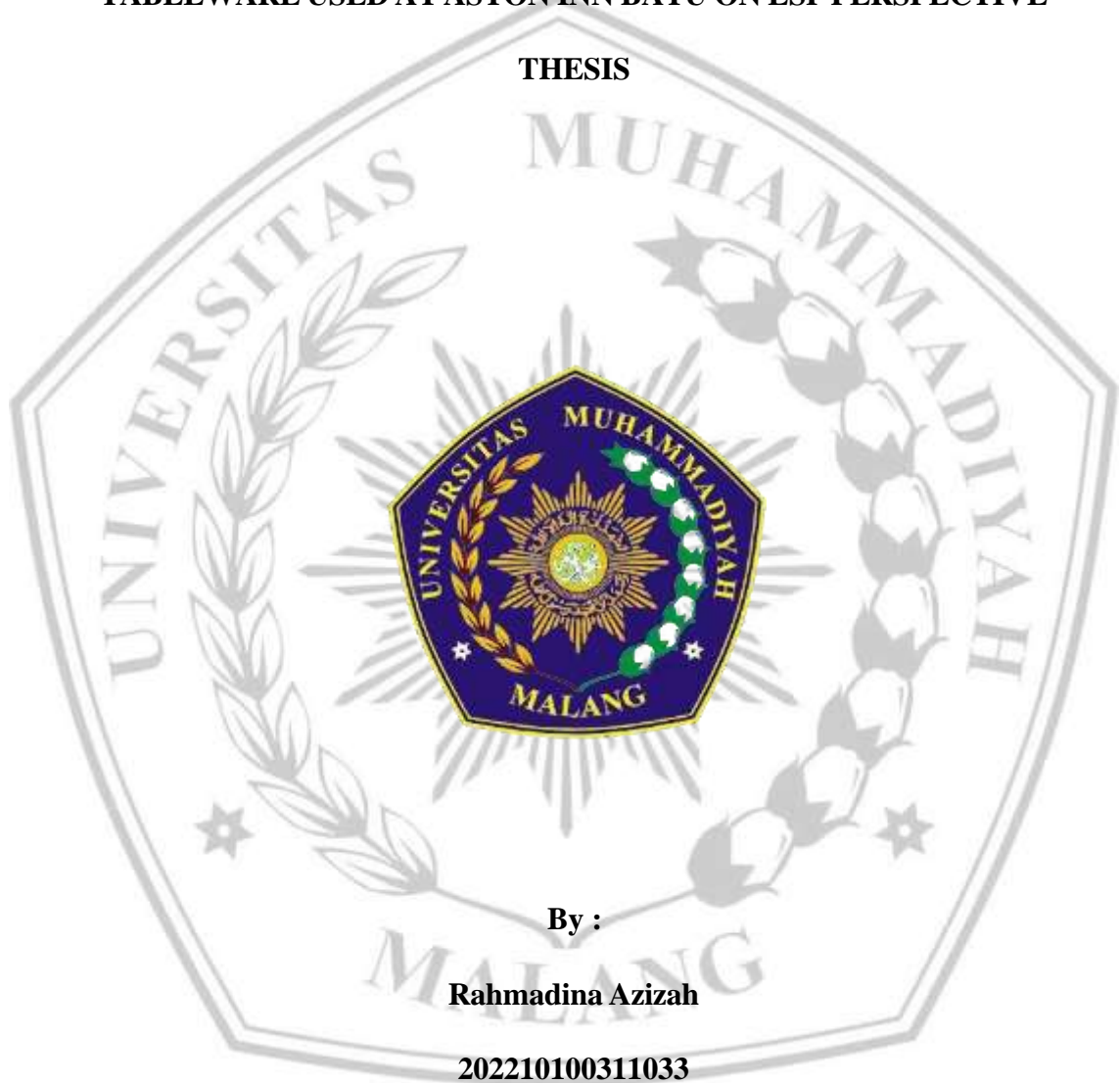


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TABLEWARE USED AT ASTON INN BATU ON ESP PERSPECTIVE

THESIS



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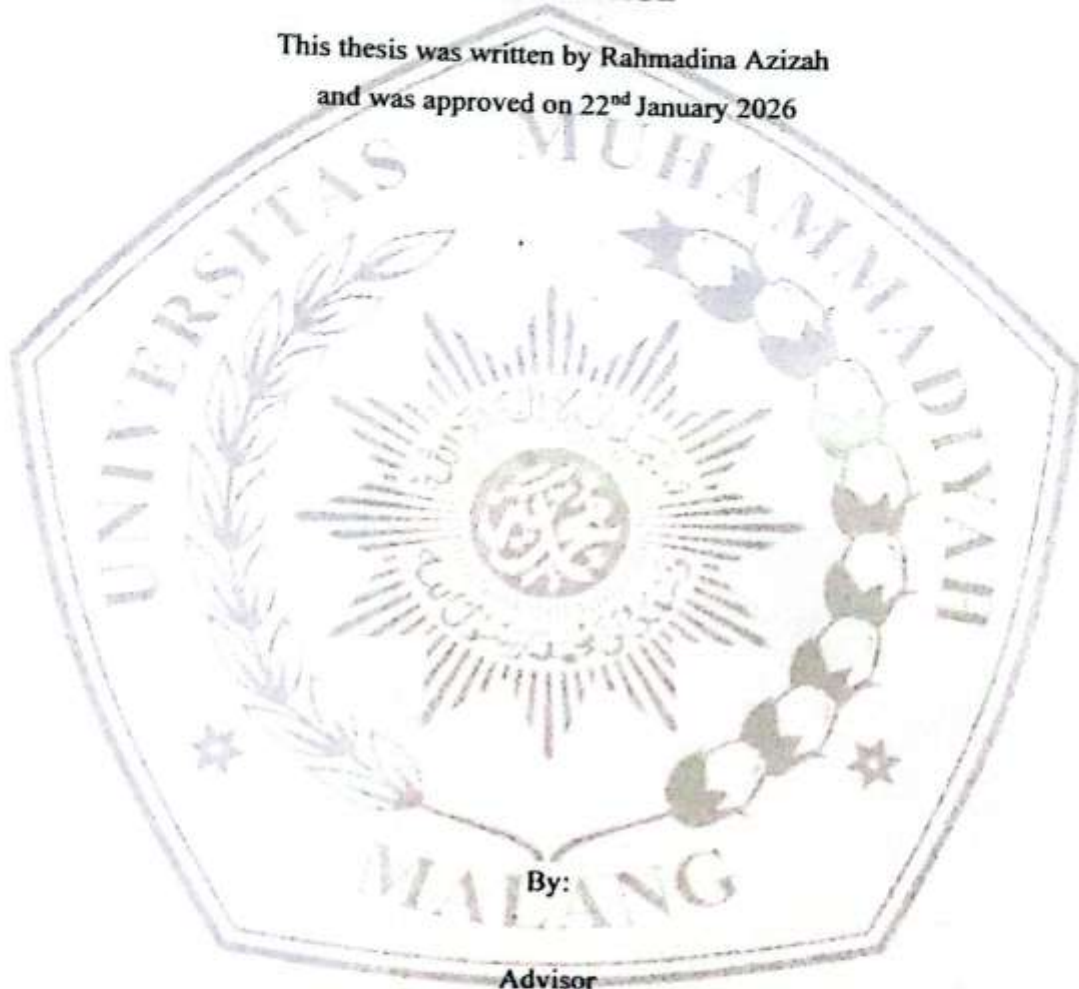
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**ENGLISH LANGUAGE EDUCATION DEPARTMENT
FACULTY OF TEACHER AND TRAINING EDUCATION
UNIVERSITY OF MUHAMMADIYAH MALANG**

2026

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LEGALIZATION

This thesis was defended in front of the examiners of the Faculty of Teacher Training and Education of University of Muhammadiyah Malang and accepted as one of the requirements to achieve Bachelor's Degree in English Language Education on 22nd January 2026.

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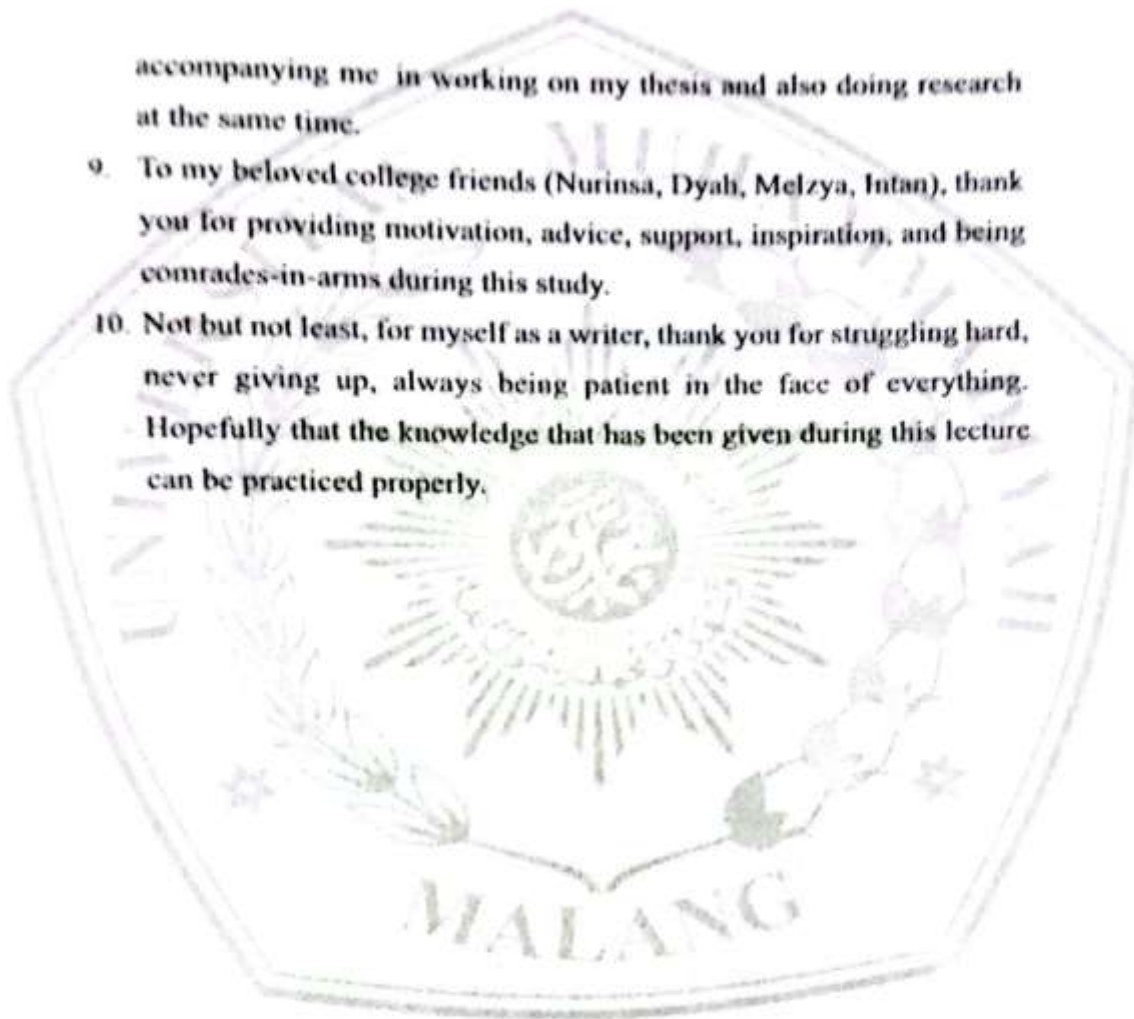
All praise and gratitude be to Allah SWT for His endless blessings, guidance, and strength, so that I was able to complete this undergraduate thesis as part of the requirements to earn a bachelor's degree at University Muhammadiyah Malang.

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Malang, 22nd January 2026

A handwritten signature in black ink, appearing to read 'Ra', is positioned above the printed name.

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TABLEWARE USED AT ASTON IN BATU ON ESP PERSPECTIVE

ABSTRACT

This research examines the application of spoken communication by F&B service at Aston Inn Hotel Batu, focusing on enhancing guest satisfaction and improving service quality. The study aims to explore how verbal communication is used in daily interactions with guests, including international visitors from diverse cultural backgrounds. Effective communication is considered essential in creating positive impressions, building trust, and supporting professional service in the hospitality industry. This study employed a descriptive qualitative design. Data were collected through semi-structured interviews and direct observations involving two experienced front desk employees. The participants were selected based on their frequent interactions with guests and their ability to handle various communication situations. The data were analyzed thematically to identify important patterns in staff communication practices. The findings revealed three categories for Tableware such as : Silverware, Chinaware and Glassware andalso highlights the use of ESP Vocabulary in related use for professional communicaton at Aston Inn. Batu spesifically F&B Service Department.

Keywords : English for Spesific Purposes, Tableware, Food and Beverage Service, Hospitality, ESP Vocabulary

Advisor,



(Dr. Sri Hartiningsih, M.M.)

The Researcher.



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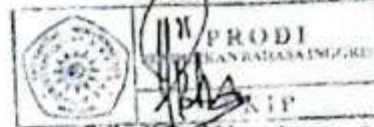
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