

**CoE REVIEW: APPLICATION OF TAKING ORDER  
TECHNIQUES IN CoE ENGLISH FOR HOSPITALITY  
STUDENTS' SPEAKING SKILLS**

**THESIS**



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UNIVERSITY OF MUHAMMADIYAH MALANG**

**2024**

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**THESIS**

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

**Sarjana Degree in English Language Education Department**



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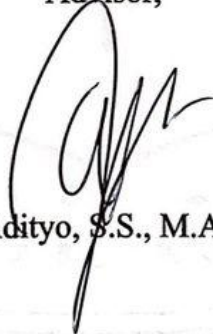
## APPROVAL PAGE

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## APPROVAL PAGE

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## MOTTOS AND DEDICATION

### MOTTOS

“Let's live while doing the things we love”.

-Sehun.-

### DEDICATION:

This thesis is dedicated to:

1. My beloved parents, Bapak Nasib and Ibuk Inur, whom I can no longer meet, hopefully, will always be proud to see me there, and Ibuk Muntasiah for praying for me in the process.
2. My precious big brother, mas Udin, and my big sisters, Mbak Laila, Mbak Nisa' and Mbak Ana for their endless prayers, support, and Mas Irfan my favorite patient person who helped and encouraged me in working on this thesis.
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5. Myself, for being strong and patient who has worked hard for this thesis completion.

## **AUTHOR'S DECLARATION OF ORIGINALITY**

I hereby declare that the entire contents of this thesis are my work and have never been submitted to any University or Institution.

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Ummi Rosyida

**CoE REVIEW: APPLICATION OF TAKING ORDER  
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**ABSTRACT**

This research discussed a review of the application of taking order techniques and speaking skills used by students in CoE English for Hospitality, University of Muhammadiyah Malang. Taking orders is complex because taking orders and serving food depends not only on the ability to hear and remember well, but also on the waiters' knowledge about food and beverages, writing orders with the correct technique, and learning foreign languages, especially English. English is an international language and the first official language used by people around the world to communicate with others. Speaking skills must be mastered by a waiter especially in the hospitality world to provide efficient and effective services. This research aims to answer the research question which is how the application of speaking skills in order taking techniques by CoE English for Hospitality students. To answer the question, the researcher used the descriptive qualitative method. Furthermore, the researcher conducted an open-ended questionnaire and semi-structured interviews to four students of Food and Beverage Service to find out the participants' speaking skills in order taking. The researcher found three taking-order activities that require participants to use speaking skills in the activities of greeting guests, taking orders, distributing orders, and participants' constraints because of difficulties in explaining orders. The researcher believes that this research can be a reference for CoE English for Hospitality programs and lecturers to provide more in-depth learning about the Food and Beverage Service department, especially in order taking activities for the next CoE English for Hospitality students as well as the next period of CoE English for Hospitality students can understand and master how to taking orders and speak appropriately in their activities so that students can anticipate the problems that will be faced in the world of work.

**Keywords:** *CoE English for Hospitality, taking order, speaking skills.*

Advisor



Adityo, S.S., M.A.

The Researcher



Umami Rosyida

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