

## **CHAPTER 1**

### **INTRODUCTION**

This chapter presents the main points of the research including the background of the research, research questions, research objective, significance of the research, the scope and limitations, and the definition of key terms.

#### **1.1 Research Background**

Tourism is an activity that is temporary while travelling and aims to have fun, gain satisfaction by doing sports, learn about something new, or improve health while relaxing. The accommodation also contributes to tourism, providing services for the tourism business or supporting facilities such as restaurants, hospitality accommodations, and other commercially managed facilities (Harmanto, 2019). A hotel is a company that provides services, lodging, food, and beverages with several departments connected between them. For example, Food and Beverage, Front Office, Housekeeping, Accounting, Sales and Marketing, Engineering, and security (Aprianti, 2015). The Food and Beverage Department manages to provide and serve food and beverages for hotel guests and orders outside the hotel. The food and beverage department is divided into two parts, the food and beverage product (FBP) works in the kitchen to manage guest dishes, and the food & beverage service (FBS) section works directly in contact with serving guests at the restaurant like a waiter/ess (Ahmad, 2018).

Taking orders is a service activity of a waiter/ess in the Food and Beverage Service (FBS) department who is tasked with receiving and recording guest orders, in terms of food and beverages, which are then handed over to the designated areas according to guest orders such as the kitchen, pastry, and bar according to Halyati, (2017). In addition to providing accurate information about all food and beverages listed on the menu, taking orders also aims to increase sales, revenue, and profits because orders can be placed directly in the restaurant area or through room service (Intan, Hartono, 2022). Taking orders is not an easy task because taking orders and serving food depends not only on sound listening and memory skills but also the waiter/ess needs to know food and beverage knowledge, write orders with the correct technique, and learn foreign languages, especially English (Lacaden, 2015).

English is an international language and the official first language used by people worldwide to communicate with others. Speaking skills must be mastered by a waiter/ess, especially in the hospitality world, to provide efficient and effective services (Promrak et al, 2015). The previous research, " Penanganan Taking Order di Ruby Resto Hotel and Lounge Jember" (Lusi et al, 2018), does not examine the speaking skills of waiters/ess but only discusses the process of handling and taking orders. Furthermore, "Ability in Using English for Taking Order in Restaurant" (Putra, 2018) only discusses English communication skills in conducting taking orders procedures in restaurants and some procedures that most intern students do not do without discussing the speaking skills that need to be mastered for interns' students.

Based on the research background described, this research aims to analyse the *CoE Review: Application of Taking Order Techniques In CoE English for Hospitality Students' Speaking Skills* so that the process of taking orders goes well.

### **1.2 Research Questions:**

How is the application of speaking skills in taking order techniques by CoE English for Hospitality students?

### **1.3 Research Objective**

This research aims to reveal the speaking skills necessary for the Food and Beverage Service (FBS) department, especially in the CoE program at University Muhammadiyah Malang, to prepare to attend and hone their abilities and work even better. So, the objective of the research is to find out what speaking skills intern students have as a waiter/ess in taking order techniques.

### **1.4 Research Significance**

The results of this research are expected to review CoE University Muhammadiyah Malang and students themselves to prepare to attend and hone their abilities and work even better.

### **1.5 Scope and Limitation**

The scope of this research focuses on the Taking Order Technique. The

limitation is that Speaking skills occur in CoE English for Hospitality Students.

## **1.6 Definition of Key Terms**

### **1. Taking Order**

Taking orders is a service activity of a waiter/ess in the Food and Beverage Service (FBS) department who is tasked with receiving and recording guest orders, in terms of food and beverage, which are then handed over to the designated areas according to guest orders such as the kitchen, pastry, and bar according to Halyati (2017).

### **2. Speaking Skill**

These skills are about how you relate to and interact with other people, including in very subtle ways such as through eye contact and general body language, tone of voice, hand signals, or gestures (Skills You Need Ltd, 2020).