

**ENGLISH LANGUAGE NEEDS OF DEPARTMENT FRONT OFFICE
STAFF AT ASTON MOJOKERTO HOTEL & CONFERENCE CENTER**

THESIS



By:

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

2024

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



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APPROVAL PAGE

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MOTTOS AND DEDICATIONS

MOTTO:

“Every challenge is an opportunity to grow and learn.”

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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Malang, March 11, 2024



Jihan Khadija Latuapo

**ENGLISH LANGUAGE NEEDS OF DEPARTMENT FRONT OFFICE EMPLOYEE AT
ASTON MOJOKERTO HOTEL & CONFERENCE CENTER JAWA TIMUR**

ABSTRACT

This research explores the English language requirements of front office staff at Aston Mojokerto Hotel & Conference Center, with a focus on effective communication with English-speaking guests to enhance customer service. The study uses qualitative research methods, including semi structured interviews with six employees, to identify critical language skills such as listening and speaking. It is recommended to implement targeted language training programs to improve staff proficiency in handling various communication situations, including interactions with guests of diverse English accents. Furthermore, students aspiring for hotel careers should prioritize English speaking and listening skills, while lecturers can design specialized English curricula. Future researchers are encouraged to expand studies to include more hotels and departments to gain a comprehensive understanding of language needs in the hospitality industry.

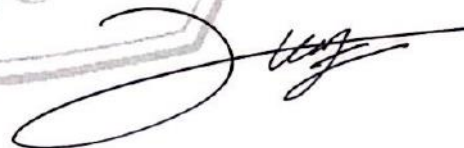
Key words: *English language needs, front office staff, hospitality industry, communication skills listening skills.*

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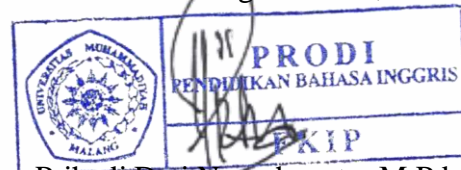
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