

**ENGLISH SPEAKING ABILITY OF THE FOOD  
AND BEVERAGE DEPARTMENT STAFF  
OF SEDONA HOTEL MAKASSAR  
(CASE STUDY)**



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THE WRITER

## ABSTRACT

The title of this skripsi is "English speaking ability of the staff of Makassar Sedona Hotel". The aims of this writing are to study the English used by Food and Beverage Staff at Makassar Sedona Hotel in speaking English with guests

The writer uses the field research in collecting the data are recorded into a tape recorder and than transcribed. The population of the research consist of the whole conversation. That took place between the Food and Beverage Staff at Makassar Sedona Hotel and the tourist who stayed there. Recorded during the selected conversations with the guest by ten Staffs, which are taken by using purposive nonrandom technique. The writer also uses library research to collect the books and other materials which are related to the topic of writing in analyzing the data. The writer uses descriptive method, the approach used the English ability. The result of the analyzes is that the Food and Beverage Staff of Makassar Sedona Hotel, still make error in using English such as the use of Tense, preposition, Auxiliary verb, and use of Appropriate Vocabulary in context.

## TABLE OF CONTENTS

|  |     |
|--|-----|
| Halaman Judul .....                    | i   |
| Halaman Pengesahan .....               | ii  |
| HALAMAN PENERIMAAN .....               | iii |
| ANCKNOWLEDGEMENT .....                 | iv  |
| ABSTRACT .....                         | vi  |
| TABLE OF CONTENTS .....                | vii |
| CHAPTER.I INTRODUCTION .....           | 1   |
| 1.1 ROUND OF WRITING.....              | 1   |
| 1.2 REASON FOR CHOOSING THE TITLE..... | 3   |
| 1.3 THE IDENTIFICATION OF PROBLEM..... | 3   |
| 1.4 SCOPE OF PROBLEM.....              | 4   |
| 1.5 FORMULATION OF PROBLEM.....        | 4   |
| 1.6 OBJECTIVES OF PROBLEM.....         | 5   |
| 1.7 SIGNIFIC ANCE OF PROBLEM.....      | 5   |
| 1.8 METHOD OF RESEARCH.....            | 6   |
| 1.8.1 LIBRARY RESEARC.....             | 6   |
| 1.8.2 FIELD RESEARCH.....              | 6   |
| 1.8.3 POPULATION AND SAMPLES.....      | 7   |
| 1.9 COMPOSITION OF CHAPTER.....        | 7   |



|   |    |
|---|----|
| CHAPTER.II LITERATURE OF REVIEW .....                     | 9  |
| 2.1 THE TEACHING OF LANGUAGE SKILL.....                   |    |
| 2.1.1 THE MEANING OF LANGUAGE SKILL                       | 9  |
| 2.1.2 THE SKILL OF ANSWER.....                            | 13 |
| 2.1.3 HOW TO STUDY IN LANGUAGE.....                       | 14 |
| 2.2 THE MEANING OF MISTAKE AND ERROR....                  | 16 |
| 2.3 ERROR ANALYZES.....                                   | 17 |
| 2.4 TENSE IN ENGLISH.....                                 | 18 |
| 2.4.1 VERB IN ENGLISH.....                                | 19 |
| 2.4.2 PRESENT TENSES.....                                 | 20 |
| 2.4.3 FUTURE TENSES.....                                  | 21 |
| 2.4.4 PRESENT PERFECT TENSES.....                         | 21 |
| 2.4.5 PREPOSITION.....                                    | 23 |
| 2.4.6 MODAL AUXILIARIES.....                              | 25 |
| 2.5 FOOD AND BEVERAGE DEPARTMENT AND IT<br>IS DUTIES..... | 26 |
| 2.5.1 JOD DESCRIPTION AND<br>SPECIFICATION.....           | 30 |
| 2.5.2 JOB LIST.....                                       | 34 |
| CHAPTER.III PRESENTATION AND DATA ANALYZES .....          | 39 |
| 3.1 DATA PRESENTATION.....                                | 39 |
| 3.2 IDENTIFIED GRAMMATICAL ERRORS.....                    | 49 |



|  |    |
|--|----|
| 3.3 ERROR CATEGORY.....                                  | 51 |
| 3.3.1 ERROR IN USING " TENSES" .....                     | 52 |
| 3.3.2 ERROR IN USING OF AUXILARY<br>VERB.....            | 52 |
| 3.3.3 ERROR IN USINNG VOCABULARY<br>AND PREPOSITION..... | 53 |
| 3.3.4 ERROR IN OMMISION.....                             | 53 |
| 3.3.5 ERROR OF DEGREE COMPARISON...                      | 54 |
| 3.4 ERROR ANALYZES.....                                  | 54 |
| 3.4.1 PAST TENSE.....                                    | 54 |
| 3.4.2 PUTURE TENSE.....                                  | 55 |
| 3.4.3 ERRB USED OF AUXILIARY VERB.                       | 55 |
| 3.4.4 ERROR IN USING PREPOSITION...                      | 60 |
| 3.4.5 OMMITED ERROR.....                                 | 61 |
| 3.4.6 ERROR OF DEGREE COMPARISON...                      | 63 |
| CHAPTER.IV CONCLUSION AND SUGESTION .....                | 64 |
| 4.1 CONCLUSION.....                                      | 64 |
| 4.2 SIGESTION.....                                       | 65 |
| <br>BIBLIOGRAPHY   |    |



## CHAPTER I

### 1.1 Background of writing

English is an important language. It is used as a means of international communication. English is a language of education in many parts of the world.

People are social creatures and people get in touch with other people. A man or a woman can't live in a community without language in maintaining contacts with each other, people communicate and use language as the means of communication.

Language plays a big role in communication. By language people can express their thoughts, feelings and wishes to other people. The users of a common language, either the speaker or the listener, must understand the language they use to maintain good communication.

In general, language can be classified in two parts: 1). Written language, and 2). Oral language. (Tarigan, 1987:1). The skill of using the language consists of four aspects : 1) speaking 2) writing 3) listening and 4) reading.

The above four aspects are in one series. They are connected to each other so that they cannot be separated

in use. We can't consider one aspect more important than the others. They are all important and if we try to miss one of the aspects, the language we use will not work well.

Based on the above four aspects, the writer is interested in analyzing the role of language as a means of communication with an emphasis on speaking (oral language) skill.

Speaking is the tool to convey an idea to the listener, normally; a speaker can be evaluated through his speaking skill. It is almost clear that by speaking the speaker lets his listener know that speaker himself understand or does not understand by what he says.

"We must provide the learners with a knowledge of the variables to which they will respond in any meaningful act of communication. These variables must be presented gradually in brier logical step, and they must reoccur continously in language learning activities." (Yusnaini, 1985:6)

In speaking, there is a psychological impact between the speaker and the listener. Communication will not be smooth if there is no mutual understanding between the speaker and listener. The speaker can be influenced by psychological influence like shyness, emotional or the ability to express his idea. The psychological influence

can also occur due to the change of place where the speaker has to speak. As we know, speaking to close friend in relaxed situation is different from speaking with a person whose job position is higher. Speaking in Indonesian as a mother tongue or a second language is different from speaking in a foreign language.

### **1.2 Reason For Choosing the Title**

It is mentioned above that the main function of language is a means of communication. Daily communication requires the use of English and staff in the hotel could not speak English well. Guests can't speak Indonesian language.

Reason the writer chooses the title "English speaking ability Staff of Makassar Sedona Hotel". Is to give her contribute to increase knowledge Hotel Staff.

### **1.3 The Identification of Problem**

In completing this writing, the writer of course has to discuss some theoretical concepts with reference to the topic. In relation to problems of speaking English language of the Staff from the Hotel we can identify the following problems:

1. The English speaking ability by Staff of Food and Beverage Department in hotel Sedona Makassar.
2. The Staff and tourism require bilingual speaker to carry out other jobs properly.
3. Mistake and error

#### **1.4 Scope of Problems**

There are many problems which can be discussed but the writer realized that all these problem can not be covered in this study. This skripsi will focus on the study of problems:

1. The English ability of the Staff of Hotel Sedona Makassar.
2. The mistake and error they make in speaking English.

#### **1.5 Formulation of The Problem**

The problem can be formulated in the following questions:

1. How is the English ability of the Staff of Hotel Sedona Makassar ?
2. What are the mistakes and errors they make in Speaking English ?

## 1.6 Objectives of the research

Every study has its own special purpose. This study is prepared to readers who may examine and gain some advantages from reading. Here are the main purpose of this thesis:

The writer wants to explain English ability of the Staff of Food and Beverage department at Sedona Hotel.

TO explain the mistakes and errors they make in speaking English

## 1.7 Significance of Research

1. The writer hopes through observation to find out the problems in studying English that most of Indonesia involved in the Hotel experience and, we will give some suggestions to overcome the problems in language use.
2. This Skripsi is also prepared to be presented to the University as partial fulfillment of the requirements for attaining the degree of Sarjana Sastra.



## 1.8 Method of Research

Based on the above title, the writer in this thesis tries to explain by using the descriptive method. To support the use of the method, the writer tries to use some techniques for data collection. The following are the technique used.

### 1.8.1 Library Research

In the research the writer read some book related to function of language. In those books the written found that using a language for communication, a speaker must apply a technique. The communication will not go smoothly if the required techniques is not used properly.

### 1.8.2 Field Research

In this research, the writer uses various techniques such as : tape recorder, directly observation in Sedona Hotel makassar especially in Restaurant.

#### 1. Using Tape Recorder

The writer used this technique to find the problem with staffs in Hotel and tourism if order of food or drink and information, the writer recorded in Room Service.

## 2. Participant Observation

The writer uses this technique to watch the staff and Tourists if they speak fluently about what they need some information and of menu in room service. The writer wants to know about if they not use a grammar good in English.

### 1.8.3 Population and Samples

The implementation of this method, the data was collected from the Staff in Sedona Hotel Makassar.

#### 1. Population

The population of research is of the Staff of food and Beverage department of Sedona Hotel Makassar

#### 2. Sample

In this research 10 members of the Staff speak English in the Hotel.

### 1.9 Composition of Chapter

The ease the reader following and studying this thesis, the writer arranged the thesis chapter by change as follows :

**Chapter I :** Introduction, this chapter of the background of this thesis, the reason for



choosing the title, the objectives of this study, and scope of problem, methodology and composition of chapter.

**Chapter II :** Review of literature, as follow the teaching of language skill, tense, the meaning mistake and error, error analyze, Food and beverage and this duties.

**Chapter III :** Data analyze. This chapter analyze data, this considered the body of the Script. It is hoped that, though this chapter the reader can understand the problem of studying and using English in speak.

**Chapter IV :** Conclusion and suggestion. This chapter the writer presented conclusion and give suggestion to the reader who may have problem in speak.

## CHAPTER II

### LITERATURE REVIEW



In this literature review, the writer will present the theoretical background of five aspect of such as : the teaching of language skill, mistake and error, error analyzes, tenses, and department of Food and beverage service and in duties.

#### 2.1 The Teaching of Language Skill

##### 2.1.1 The Meaning of Language Skill

"Language skill" in general meaning is to know by educator and almost all people in society. But not all can know clearly about this terminology. The writer would like to present some definitions of communication, according to experts as follows:

- a. Urdang (1974: 272) defines communication as being inclined to communicate.
- b. Hornby (1974) defines communication as being ready or willing to talk and give information.

Based on the definition above, the writer concludes that language is a verbal communication and it means to give information and to get information.

Afterwards Savignon (1985 : 121 ) in craing ( 1981 : 12) says

"Without the degree of grammatical competence there can be no communication"

According to him

"Communicative requires more than knowledge of surface feature of sentence level grammatical competence is has to do with social interaction"

So he concludes:

"Communicative competence has to do with speaker listener who interpret, express and negotiate meaning in many different setting"

The further definition is about "ability" according to some experts as follow:


- a. Good et. al ( 1973: 121) defines competence as the ability to practical subject matter field
- b. Webster (1966: 463) defines competence as the capacity or adequate ability equal to requirement
- c. Finocciaro (1977: 103) defines competence as the internalized system of language rule which able human being to recognize deep and surface structure, to distinguish between well formed and deviant sentences

and to understand sentence he may never have heard before.

d. Carter et al (1973: 98) defines competence as the ability or power to do something.

The writer make conclusion about idea above the meaning of ability is a person's ability to do something reconciled with her capability.

Definitions of ability to speak. According to the expert as follow:

- 
- a. Terry et al (1978:76) state that communication competence means the ability to converse or correspond with a native speaker of the target language in real life situation with emphasis on communication, rather on correctness of language form.
- b. Savignon (1978: 76) states that competence to communicate means the ability to function in a truly communication setting that is in exchange in which linguistic competence must adapt itself to the total information in put. She has to be used in language teaching context to refer to the ability to negotiate meaning, to sociolinguistic result in communicative
- c. Canale in yusnaini (1983:12) says that communicative competence was understand as the underlying system of knowledge and skills required for a given language.
- d. Littlewood (1981: 6) says there are four ability of people to use a language

- Linguistics competence that enables someone to use the language spontaneously and flexibly in order to express his idea.
- The ability of someone to understand linguistics competence
- The ability to be aware of social meaning



e. Tarigan (1989: 91) says ability to language have four characteristic:

- Knowledge about the grammar and the vocabulary of the language itself.
- Knowledge about the rules of communicating.
- The ability to responds the behavioral, to apologize, thank expression, and invitation.
- The ability to use the language accurately and satisfiedly.

In the relation to the teaching of language, Finocciaro (1974: 9) says "We must provide the learners with a knowledge of the variables to communication. These variables must be reoccur continuously in language learning activities".

Further Yusnaini (1988:1) says "as teachers of English we are not concerned with the development of the

student knowledge of structure, grammar pronunciation but we need teach them how to use the language".

### 2.1.2 Skill of Answer

One's ability is not just to know the ability to speak, but to know how to answer when they speak with other especially Staff and Guest in a Hotel. The writer wants to explain the difference between ability and attitude in terminology of language teaching.

According Brouwn (1980:27) "the competence refers to one's underlying knowledge of system event or fact, it is the non observable, idealized ability to do something. Performance is the overtly observable, and concrete manifestation or realized of competence".

The general relationship with the idea above, Finacciro (1977:3) says "competence was generally though to do be several pares a head of performance which might be defined as the ability to produce well formed. Un ambiguous sentence that the speaker my never have heard or said before.

Chomsky in Boey (1975:58) defided that " when one speaker implicit knowledge of this language the mean, the actual use of language in concentrate situation".

Savignon (1983:9) concluded that "as a presumed underlying ability, and performance as the overt manifestation of that ability. Competence is what one knows performance is what one does".

Finally the writer concluded that ability is the competence that one's know and do, we can know someone's ability, by knowing their characteristic.

### 2.1.3 How to Studying Language

These two skill in general, the people use to express their opinion either verbally and non verbally. Because language skills is important, some factors also considered to make a complex language but we can't get purposes.

Finocciaro, (1977:4) we must provide the leaner with a knowledge of the variables to which he will respond in any meaning full act of communication.

If we want to know about English well, we need to open opportunity of the student to interact in ways that variables as closely as to possible the kind of interaction experience fond in real life setting, Watts, (1989:45).

The meaning of Watts idea above, he proved of the student. The teacher must give freedom to student in classroom when they learn and give time to make close with their friend.

Tay have ideas about how improve to study in language in classroom.

" We need to provide the students with sample opportunity to interact freely and with initiative in stead of being asked only to respond to teachers question". Tay, (1988;40)

So in this idea Muric (1984:5) says " the most direct way to facilities of communication is to provide sample opportunity for the students, participation, which has it is correlates, little or no teachers domination and minimal teachers talking time".

According to Krashen (1981:5) in savignon, (1982:65) says "communicative competence is acquired through communication not all through conscious structure practice".

The writer have concluded about the all opinion above, the ability of communication it is very difficult to get, the student are forced to speak or use a language in an grammatical. Especially to student in basic learning, may by the ability to speak it is very



Important to communicate with people who use ability in communication skill.

## 2.2. The Meaning of Mistake and Error

According to the dictionary of synonym Sitorus (1993:67) Mistake and Error are synonym,

According to Webster dictionary (1981:163) "Mistake and error are synonym. Both of them means an in exact deviation. Error is the wide term that contains the mean of indecency. But mistake has a meaning of mis understanding and un accurate.

According to Corder (1965:65) the different between mistake and error. He explains that mistake is "deviation and it is not systematic, such as mistake of pronunciation that is caused by accurate and emotion.

Mistake consists of performance and error consists of competence, error is systematic and consistent. The great mistake includes two aspect of language, here is different mistake and error. In this skripsi, the writer takes from Corder idea, that is the different between mistake in using language and error in competence phrase. In this skripsi the writer also conclude the either mistake or error in using English by Staff Food and Beverage in Makassar Sedona Hotel.

### 2.3 Error Analyzes

The Error can happen to people in process of learning language, it matters a great deal to English, especially Indonesian student who are studying English. So many errors we find and it is caused by factors, as follow:

1. The language influence of mother tongue (the language interference).
2. It is caused by teacher in teaching to student.
3. Using more grammar.

The error analyzes is a knowledge process to the student error of second language. This process to analyzes and confuse.

According to the types and then explain the system that is used by student in second language. Brown (1980:166).

One of the ways to analyses the error of a language, that is identficated by making the un grammatical sentence.

Corder (1981:21-24) states, "error identification in this part error, are identified by using all the ungrammatical sentence, are compared with the possible

the reconstruction and finally the different between the two are marked off".

Corder (1971:274) says " Error is grammatically in correct form "

Crystal (1980:94) Says "Error is a term used in psycholinguistics referring to mistakes in spontaneous speaking or writing attributable to the malfunctioning of the neuro muscular common from the brain".

Daniel (1988:6) says "Error is a systematic deviation from accuracy correctness, belief, in something, un true, the holding of mistake opinion.

Error interpretation in the part covers too many things that too complex such as: psycholinguistic and phsicolinguistyc aspect. In this step error are explained why and how they occur, are interpreted whether or not, they are closely related to the producers native language. Finally the error are determined whether they are closely related to the process of the target language learning.

## **2.4 Tense in English**

English as an international language is getting popular in the word and it plays an important role in the

communication of the people in the world. Aspect of the English as the world tools of communication is interesting in either science and technology understanding or communication appliance. As we know that we find some kinds of English books on how to Master the English grammar. Someone can master in English well, if they know more about the English grammar. They are afraid of making the wrong sentence.

English grammar has an important role of quality development in Hotel. Gautam (1988:34) says "accurately and fluency should be blended to the student of the learners speaking ability will be come increasingly better if they have good structure".

Berlian (1982:22) says "different language usually have different arrangements of word in a sentence, they are not even the same in sentence pattern the structure of language is arbitrary but compulsory".

#### **2.4.1 Verb Tenses**

Tenses means time, however, it should point out the time is in relationship to action as a concept that exist in the mind of the speaker, reader or listener. Tenses in

actual usage, refers consistently only to grammatical forms. Often tenses and time do not correspond at all.

In addition to denoting time relationship, the Verb tenses may indicate whether an activity has been completed, has extended over a period of time, or is still in progress.

#### 2.4.2 Present tenses

The simple present tense performs the following functions:

1. Expresses general truths.

The earth revolves around the sun.

2. Expresses customs and habitual actions, often with such as adverbial expressions as frequently, usually, every day and so on. It is also the usual

3. Present tense form of stative or "private" Verb such as: wish, hope, fear, love, like, understand and know:

Example: She always studies very hard.

4. Expresses common or request (second persons only)

Example: Telephone him if you have time

5. Expresses future time with a future time adverbial

Examples: She leaves next week.

### 2.4.3 Future Tense

#### Simple future tense

Form : s + P (Shall/Will + infinitive)

1. It can be used to make a promise in the future.

Examples: He will post the letter.

2. It also used to do something activity in the future.

Example: She will help you with your homework tomorrow.

3. If can be also used to indicate the conditional.

Example: He will give you a good dictionary if you go do something.

### 2.4.4 Present Perfect Tense

The Present perfect tenses is a construction made up, the auxiliary have + Past participle form of the main verb. It is used to indicate an action that took place at an indefinite time or over a period of time in the past, but still relevance in the Present. The time of the action is not mentioned and it is not implied. If the time is mentioned or implied, the past Tense is usually used.



Example : I have seen that movie (a 'some infinite time in the past)

The present perfect is often used with the word to show that an action was completed in the very recent past.

Example : They have just arrived ( only a very short time before now)

The present perfect is also used to show that an action began in the past and has continued up to the present

Example : We have studied English for three years ( We started our study three years ago, we continued and we are still working on it)

Certain adverbial time expressions are often used with the Present perfect Tense. Of these, the most common are prepositional phrases beginning with for and since.

Example : I have known her since 1980 ( I still know her )

I have lived in Java for two years (I still live here).

Other such expressions include up to the Present: now, so far, since, many times, often, frequently,

already, finally, ever, never, yet, not yet, recently, lately, all day, during, the past few days/ months/years, and within the past few days/, month/years. After, as soon as, now that, and when are conjunctions which often introduce depend clauses in which the Present perfect tenses occur.

Example : We have already sent the books to her.

Have you passed the examination yet.

As soon as he has finished his studies, he will take a trip.

The telephone has rung twice during the past half hour.

I / we/ you/ they have+ Past half

He / she/ it/ has/ + past participle

#### 2.4.5 Preposition

Preposition have been called the biggest little words in English. They are usually quite short and insignificant looking, but they have very important functions. Take a look at the these sentence and notice how completely different the meaning of each sentences.

Examples : A letter was sent to Peter



degree. As adverb however the same preposition, all phrases must be used as an adjective, an adverb, or noun.

- The delegates went for a swim before breakfast (adverb)
- A swim before breakfast is better than one after dinner (adjective).
- Before breakfast is a good
- Me too swim (noun)

#### 2.4.6 Modal Auxiliaries

The modal auxiliaries in English are : can, could, had, better, may, might, must, ought to, shall, will and would.

Modal auxiliaries are generally express a speaker's attitudes, or "modals". For example : modals can express that a speaker feels something is necessary, advisable, permission, possible, or probable, and in addition, they can convey the strong of these attitudes :

- Modal do not take a final 's, even when the subject is he, she, or it.

Correct : He can do it

Incorrect : He cans do it

- Modal are followed immediately by the simple form of a verb.

Correct : He can do it

Incorrect : He cans to do it/ He can does it/ He can did it.

- The only exception is ought, which is followed by an infinitive (to + the simple form of a verb)

Correct: She ought to go to the meeting.

Modal auxiliaries is modal auxiliaries generally express speaker's attitude or "mode". For example modal can express that speaker feels something is necessary, advisable, permissible, possible, or probable and in addition, they can convey the strength of these attitudes.

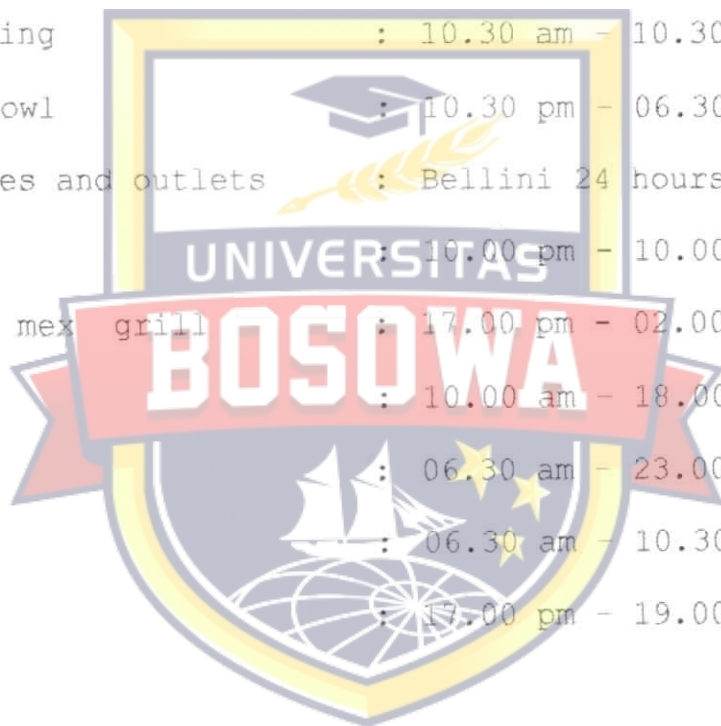
## 2.5 FOOD AND BEVERAGE DEPARTMENT AND It IS DUTIES.

What is Sedona International? Sedona Hotel International is a wholly owned subsidiary of Singapore's publicly listed company. Straits steamship and land and a member of the Keppel Group of companies with head office in store. Sedona Book (1996:5-12)

What does the name Sedona Stands for? The name Sedona was derived from an orchid hybrid that was

Masamba 4, 100 fax

- Names of Boutlets : Bellini, latitudes lounge and bar, salsa, club lounge, other outlets and public area pool bar and bar cark.
- B/ past served rooms from - to : 06.30 am - 10.30 am
- All day dining : 10.30 am - 10.30 pm
- Late night owl : 10.30 pm - 06.30 am
- Opening times and outlets : Bellini 24 hours
- Latitudes : 10.00 pm - 10.00 am
- Salsa tex - mex grill : 17.00 pm - 02.00 am
- Pool : 10.00 am - 18.00 pm
- Club lounge : 06.30 am - 23.00 pm
- fast : 06.30 am - 10.30 am
- Coctail : 17.00 pm - 19.00 pm



- Other facilities : Business center, Fitness center, swimming pool, doctor on call, safe deposit boxes, babysitting service, 24 hours room service, shopping arcade, laundry and valet service, tour desk.
- What is planned : fitness center, salsa tex - mex grill.
- How many rooms rate: Published rack rates, corporate, industry, group, day-use, twin-share, promotional.
- What credit card- : Amex, diners, visa, master card, are accepted ? BCA, UCB.
- Currency accepted : Rp, us\$.
- Room amenities : Mini bar, fridge, TV. 9 channels, radio, safes in suites, coffee tea facility, idd call, hair dryer.
- How many rooms each floor : 1 fl 2, 2-8 fl 30, 9 fl 20, 10 fl 27.
- How many connecting: 1 - 9 fl 4
- Rooms each floor : 10 fl 3

- How many elevators : 2 guest lifts plus service lift
- How many department in Makassar Sedona Hotel?

Which department is: Administration, accounts, personnel, front office, engineering, food and beverage, housekeeping.

### 2.5.1 Job Description and Specification

Title : Greeter  
 Department : Food and Beverage Department  
 Reporting line to : Outlet manager

#### Responsibilities

Assist the restaurant Manager to maintain the smooth running and effectiveness of the outlet in accordance with Management standards and procedures in order to acquire and maintain customers. Ensure personalized and courteous service to guest to establish the Hotel Sedona Makassar as the most preferred 4/5 star Hotel.

#### Duties

##### 1. Customer service

- Maintain a friendly, pleasant and neat appearance and all time.

- Provide courteous service to guests and respond promptly to guests' inquiries, complaints or requests. Receive reservation from guests by phone or at outlet desk, from other outlets and from the Food and Beverage office.
- Make reservations including the following details:
  - a. Date and hour of booking.
  - b. Name of the guest.
  - c. Number of people.
  - d. Time of arrival.
  - e. Table Number.
  - f. Phone or room number.
  - g. Special remarks.
  - h. Record of guest.
  - i. Any special request.
- Make note of any special request, such as a birthday cake, flower, tot VIP service etc, or specific needs, such as parking service, printed menu, photographer, name cards, seating arrangements etc.
- Confirm all booking by phone prior to the date of the booking in a pleasant manner.



- Welcome and show guest to their seats promptly.
- Seats guest by pulling chairs
- Present the menu to guest and answer queries or recommend items to guest
- Let restaurant manager know of any special requirements or any other relevant information.
- Put table number in reservation book and mark of guest's name on arrival.
- Cross off shows in the book and enter in the records.
- Make sure that the guest are properly and look for any hints that guests require attention, ensure the guests needs are promptly satisfied as efficiently as possible.
- Handle the complaints and requests immediately and ensure the guests are satisfied with the services before they leave the outlet.
- Request assistance from the Restaurant Manager or Food and Beverage Executive if complaints and requests cannot be handled.



- Keep cardex records of guests with names, history and relevant remarks.
- Help when required with food and beverage service. Assist in setting up tables again.
- Clean desk, fold napkins as assigned by superiors.

## **2. Human resources**

- To report for duty on time and in the manner specified, i.e. well groomed, clean uniform, etc.

## **3. Business Management**

- Be familiar with the Chef's specials, daily special promotions, etc. (if applicable) and all information related to it.
- Be familiar with all service procedures and presentations.
- Be familiar with proper order placing procedures.

## **4. Assistant Management.**

## **5. Communicating Effectively and keeping others informed.**

- Maintain lines of communication and good working relationship with the Food and Beverage Department and other Hotel Departments.

## **6. Representing Hotel to Community.**

## **7. Security**



- Be familiar with the Hotel's fire evacuation emergency policies and procedure, especially those in relation to Food and Beverage operation.
- Comply with Hotel's policies and procedures.

### 2.5.2 Job List

Position : Captain

Section : Salsa Tex-Mex Bar Grill

Duties : Employee Must able to :

1. Report for duty punctually and in the correct uniform and that grooming is in accordance with Hotel standard. Maintain an excellent personal appearance.
2. Assist the Assist Manager to establish and maintain the smooth running and effectiveness of the outlet and all bar operations in accordance with standards and procedures in order to acquire and maintain customers expectations.
3. Monitor Staff - guest contact and ensure that all Staff in the outlet report for duty punctually and in the correct uniform and that grooming is in accordance with standard.

4. Check all BOH areas for set up, mise-en place clienliness and assign side duties on rotation basis, also send Staff for break if appliance.
5. Maintain a friendly, cheerful, neat and pleasant appearance at all times.
6. Provide courteous service to guests and respond promptly and fancifully to guests inquires, complains and requests.
7. Take immediate remedial actions against, inform Assistant Manager accordingly.
8. Great guest as soon as they enter the outlet.
9. Assist Assistant Salsa Manager to check and reviece schedule, ensure the outlet is sufficiently covered in accordance with normal hours of duty and holiday periods.
10. To brief wait Staff in advance about special today, 86 items, etc.
11. To check and maintain table set- up clean in accordance with standard.
12. Escort guest to their seats and tell house specialties.

13. Take order from guests and where guest is unsure of drink, recommend drink i.e. house specialist (cocktail) or upselling and wherever possible.
14. Ask or suggest to their suggest pleasantly if they would like another drink if 1/3 empty.
15. Check guest satisfaction.
16. Thank the guest while them to return.
17. Memories VIP and regular guest name and address them by name upon entering outlet.
18. Ensure adequate mise-en place i.e. glassware, soft, spirits, etc, as laid down in outlet par stocks and keep efficient control of these items.
19. See that the area, as well as its equipments, is kept clean and orderly and the bottles and glasses attacked neatly according to the standard for display.
20. Practice economy in all areas, including use of water, stationary, supplies, electricity, etc.
21. Maintain high standard of hygiene and cleanliness of working area and also make sure

that equipment is in good condition and safe working order.

22. Compile on a daily basis the revenue or covert report.

23. Constantly seek to improve service, reduce cost and increase sales and offer suggestion to Assistant Salsa Manager for improvements.

24. Assist with all administrative requirement in the department.

25. Monitor performance and discipline of entertainer. Check that performance is in accordance with requirements of Food and Beverage Manager. Monitor comments regarding the entertainment and inform Food and Beverage Accordingly.

26. Check stock levels of bar guest supplies and initiate necessary requisitions.

27. Make requisitions according to the park stock.

28. Do accurate stock check.

29. Responsible for as stock and equipments as set periodically.



30. Check service station on place and check cleanliness

31. Throughout service monitor.



## CHAPTER III

### PRESENTATION AND DATA ANALYZES

In this chapter, the writer analyzes the available data in order to find some problems encountered by staff of Makassar Sedona Hotel especially in the restaurant.

#### 3.1 Data Presentation

Dialogue one in the context of the Restaurant. Its 8 o'clock am. Mr. and Mrs. James from Germany, feel very tired to go to walk to the coffee shop for breakfast. So they decide to have breakfast later in their room. Mr. James tells his wife to ring the room service for ordering food.

Conversation takes place between Mrs. James and order taker on the phone.

Order Taker : Good morning, this room service may I help you?

Mrs. James : Yes, I'm Mrs. James staying in room 443 and I want to order two Breakfast

Order Taker : What would like to have order for breakfast ?

Mrs. James : Two sunny sine ups, buttered toasts, strawberry jam and two cups of Coffee with cream.

Order taker : That's all Mam?.

Mrs. James : Yes that's it

Order taker : Let me repeat once again your order Mam, two sunny sine ups, buttered Toasts, strawberry jam and two cups of coffee with cream?

Mrs. James : That is correct and don't forget the sane as also two glasses of ice water

Order taker : Yes Mam, thank you very much your order, good morning.

### DIALOGUE TWO

Conversation between the coffee shop Waiter and Mr. Stanford from Australia at coffee shop when she had lunch, it was 12 am. Waiter of coffee shop asked the guests about table. So Mr. Stanford wants to eat soup,

and he wants to know what kind of special soup which the waiter explains.

Coffee shop waiter : Good Morning sir, you need a table for one ?

Mr. Stanford : Yes please

Coffee shop waiter : We have one small table in the corner, if you like it. Please tell me Is this table all right?.

Mrs. Stanford : Fine I sit here

Coffee shop waiter : Here is your menu sir I'll be back in a minutes. Are you ready to order sir ?

Mrs. Stanford : Yes, what kind of special soup you have today.

Coffee shop waiter : The special soup today is consommé pay sane

Mr. Stanford : What kind of soup is it.

Coffee shop waiter : Well, consommé pay sane is made from broth. Garnished with very finally sliced and cooked vegetables, such as leeks, potatoes, carrots,



turnips, cabbage and also stining  
beans.

Mr.. Stanford : Hmm. It's soup very good, I'll take  
it

Coffee shop waiter : What do you take for main course,  
sir ?

Mr.. Stanford : I'll take roast prime ribs of beef,  
medium rare.

Coffee shop : Do you any dessert after sir ?

Mr.. Stanford : No, that will be too much

Coffee shop waiter : So you take consommé pay sane and  
roast prime ribs of beef, medium  
rare, something to drink sir ?

Mr.. Stanford : No thing, ice water will be enough.

Coffee shop waiter : very well sir ?

Mr.. Stanford : Oh. Waiter, I don't have too much  
time today, so don't make me Wait  
too long

### DIALOGUE THREE

In this dialogue three, Conversation takes place  
between Head Waiter with Waiter in room at 10 o'clock am,

when head waiter asked the waiter to set up table for lunch and he explains to waiter how to set up, what position of plate, spoon, fork, knife, napkin and glass correctly.

Head waiter : Right, Michael, well, we use the normal cover here but I want to make sure you know how to check that everything is there, and that everything's in the right place. Ok?

Waiter : Yes.

Head waiter : The first thing to do is check that the napkin is in the plate position and correctly folded. The joint knife and fork are right and left of it.

Waiter : And the fish knife and fork out side them

Head waiter : That's right, with the soup spoon to the right of the fish knife, and the dessert spoon and fork above the napkin, check that there is a side plate, with a side knife on it to the left, and a wine glass above the soup.

Waiter : And there I will be salt, pepper and ashtray, I suppose.

Head waiter : That is right, they are in the middle of the table.

#### DIALOGUE FOUR

Conversation takes place between Waiter with Steward when mixing a dry martini. Steward says to the waiter before you take, first check everything what you need, and then polish a glass, and fill in with ice. And he says if you want to decorate it not with slice of lemon or parasols, but you have to use olive on a cocktail stick.

Waiter : Do you mix a dry martini?

Steward : First check have everything you need. Then take a glass, polish it, and fill it with ice.

Waiter : Which shape glass.

Steward : A special dry martini glass.

Waiter : Ok, what next.

Steward : Next take a large glass and quarter fill with ice.

Waiter : Mm

Steward : Then add two measures London drying.

Waiter : Ok.

Steward : And then pour in a small measure of dry vermouth, just a dash.

Waiter : I see.

Steward : Finally, give it a good stir with a bar spoon to mix and chill the liquids.

Waiter : That's all.

Steward : No, throw out the ice from the glass, and the strain the dry martini in to the Glass.

Waiter : Do you decorated it?

Steward : Yes, but not with slices of lemon or parasols, you always have on olive on a cocktail stick.

#### DIALOGUE FIVE

Dialogue five is the conversation between guest with wine waiter at bar at 7 pm. When wine waiter say to guest whether. He likes something to drink with meal. The guest say yes, but before the waiter gives wine to

quest she talking about comparing wine from Germany and France.

Wine waiter : Good evening, Madam you like something to drink with meal ?

Mam : Yes, please, we would like half a bottle of dry white wine which is drier, Chablis or the beef raumilch.

Wine waiter : The German wine is sweeter than the French one, but the Chablis is not dry the Muscadet.

Mam : Let have the Chablis then, please and a bottle of red please, is the Beaujolais as full bodies as the Beau

Wine waiter : Not quite, Mam. The Beaujolais is lighter than beau. Bordeaux wines are full bodies.

Mam : Ok, a bottle of the bergerac than, please.

Wine waiter : Thank you, Mam. You like same mineral water.

Mam : Some still mineral water, please!

Wine waiter : Certainly Mam.

### DIALOGUE SIX

From dialogue six is the waiter and Head waiter conversation in telephone, at 1 o'clock pm, waiter has questions to head waiter what time serve lunch, and what day, when he knows that he serves lunch from Tuesday to Sunday suddenly waiter order for six person on Sunday at 1 pm.

- Head waiter : Dino's can I help you?
- Waiter : can speak the head waiter, please ?
- Head waiter : Speaking, how can I help you
- Waiter : I would like to book a table, what time serve lunch ?
- Head waiter : We serve lunch from Tuesday to Sunday where closed on Mondays in winter.
- Waiter : OK, are you open every day.
- Head waiter : We serve lunch from 12.00 to 2.30.
- Waiter : Can book a table for Sunday ?. Please
- Head waiter : Certainly, How many for?
- Waiter : 6 people
- Head waiter : And what time it is
- Waiter : One o'clock
- Head waiter : What name is it, please

Waiter : My name Herlina

Head Waiter : Table for six on Sunday at 1 pm. Thank  
you very much, Herlina good bye.

Waiter : Good bye.

### DIALOGUE SEVEN

In dialogue seven there are three persons in conversation the first from the room to receptionist and from receptionist to Room service. She ordered breakfast it was 7,00 pm. The guests late to order breakfast menu she think that they was late but the Room service said they dont late because the room service serve menu for twenty-four hours a day.

Reception : Reception

Quest : Can I have Room service ,please

Reception : One moment, Madam, and I'll put you  
trough.

Room service : Room service, can I help you

Quest : Hallo, I m too to late to order from  
the breakfast menu

Room service : No, Madam, the room service menu is on  
twenty four hours a day.

- Quest : Good, than can I have one English breakfast
- Room service : Cereal or fruit juice, Madam
- Quest : fruit juice, please
- Room service : And either tea or coffee
- Quest : Tea, also, a beef burger with French fries, no onions, ham sandwich, and two tuna and salad sandwiches
- Room service : One burger and pries, one ham and two tuna sandwiches, anything else, Madam ?
- Quest : Some drinks, please, two strawberry milk shakes, and a hot chocolate.
- Room service : Strawberry shakes and one hot chocolate, right. What room number please?
- Quest : 320
- Room service : 320, thank you.

### 3.2 IDENTIFIED GRAMMATICAL ERRORS

The use of English by Sedona Hotel staff especially in the Restaurant, even though English is not our native tongue so, the writer found grammatical error in the



conversation between the Hotel Staff and the guest when their interaction to find the error of their dialogue we can heard from the tape recorder. The grammatical error which has been found by the writer is as follows:

#### DIALOGUE I

1. Good morning, this ..room service, may I help you
2. What would ...like to have order two breakfast
3. Yes that it ...

Conversation 2, contain some error:

4. Good afternoon sir, ...a table for one
5. fine ... I will sit here
6. what do ..you take for main course , sir
7. do you ... any dessert after, sir
8. so you ...take consommé pay sane and roast prime ribs of beef, medium rare,... something to drink , sir
- 9.....very well sir

From the conversation 3,4, 7, the writer do not find grammatical error.

#### Dialogue V

In dialogue five, the writer found grammatical error

10. Good evening, sir, Madam... You like something to drink with ...meal
- 11.The German wine is sweeter than the French one, but the Chablis is not... dry...the muscadet.
- 12.Not quite, sir. The Beaujolais ..lighter than beaune.
- 13.Thank you, sir. Would you ...some mineral water
- 14.some... mineral water, please



In Conversation six, the writer have found some grammatical errors as follow:

- 15.Can.. speak...the head waiter
- 16.I would like to book a table, what time....serve lunch
- 17.Can... book a table for Sunday, please
- 18.....6 people
- 19.....one o' clock
- 20,My name ... Herlina

### 3.2 ERROR CATEGORY

After identify and analyzed grammatical errors, the writer just used the omitted category error take place in the first conversation up to the seventh conversation The error omitted category is the error which take place by

omitting one of part some of part speech in a sentences.  
The error omitted can be found on the sentences below.

### 3.3.1 Error in using " Tenses " as follow:

#### 3.3.1.1 Past Tense

(3) Yes that it.. ( dialogue 2)

#### 3.3.1.2 Future Tense

(8) so you ... take consommé pay sane and roast  
prime ribs of beef, medium rare, something to  
drink.( dialogue 2)

### 3.3.2 Error in using of Auxiliary Verb (To be )

The error of Auxiliary Verb as follow:

- (2) What would .. like to have order for  
breakfast( dialogue 1)
- (4) Good afternoon Mam, ... a table for one(  
dialogue 2)
- (6) what kind .. you take for main course sir?(  
dialogue 2)
- (9) ----- Very well sir? ( dialogue 2)
- (10) Good evening Madam , .. you like something to  
drink with your meal ? (dialogue 4)

(12) Not, quite, Mam . The Beaujolais .. lighter than beaune. ( dialogue 4)

(15) Can .. speak .. the head waiter ? ( dialogue 6)

(16) I would like to book a table, what time ..serve lunch (dialogue 6)

(17) Can.. book a table for Sunday, please ? ( dialogue 6)

(20) My name.. Herlina ( dialogue 6)

### 3.3.3 Error in using Vocabulary and Preposition

(5) Fine I.. sit here

(18) ... 6 people

(19) ... one of o'clock

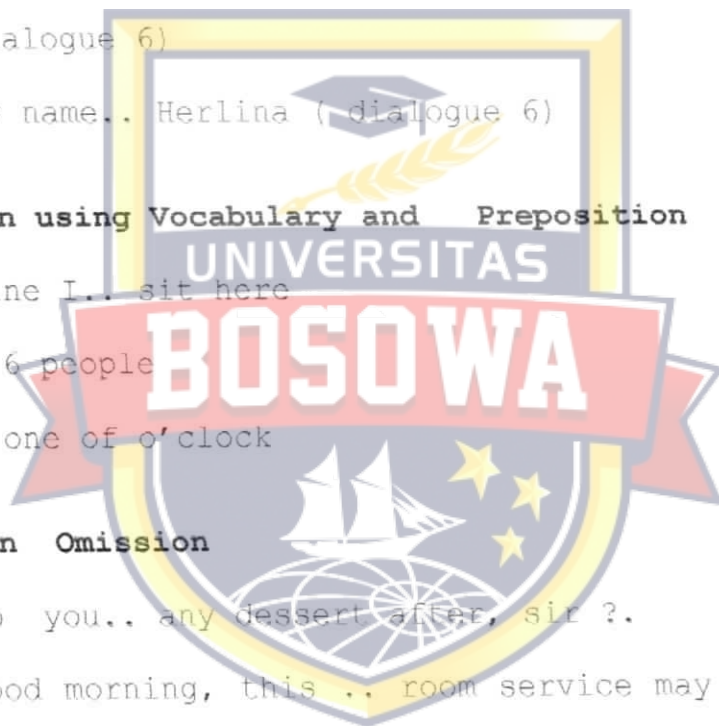
### 3.3.4 Error in Omission

(7) Do you.. any dessert after, sir ?.

(1) Good morning, this .. room service may I help you ?

(13) Thank you, sir. Would you.. some mineral water

(14) Some... mineral water please!



### 3.3.3.4 Error of Degree Comparison

(11) The German wine is sweeter than the French wine, but the Chablis is not.. dry .. the muscadat.

## 3.4 Error Analyzes

### 3.3.4.1 Past Tense

(3) Yes that it...

The error is, the use of pattern is not suitable with the structure of the passive voice, as we know that the general pattern of passive voice is S + TO BE + Past Participle. Based on the pattern, the writer concluded that there is component. Because the sentence used the answer in present tense, so we must use S + TO BE + Object. If look at the subject of the sentence above is the subject of (KKI) so the exact "to be" IS. After knowing further in the pattern. So the correct sentence " Yes, that it is". ( see pages 40)

### 3.3.3.5 Future Tense

(8) So you .... take consommé pay sane and roast prime ribs of beef, medium rare, something of drink, sir ?

In this sentences above, Staff of Hotel had made mistakes of structure. From the sentence "you take consommé pay sane and roast prime ribs of beef, medium rare, something of drink, sir?". The writer analyzes, this question Sentence have found mistake because the sentence should follow the pattern of future question is Will + subject + V1 + Complement. If we want to make grammatical question, The speaker has to say "Will you" The correct sentence should be "prime ribs of beef, medium rare, something of drink", sir ? ( see pages 42)

### 3.4.2 Error used of Auxiliary Verb ( To Be )

The error of used Auxiliary follow as :

(2) What would... like to have order for breakfast ?  
from the dialogue one, the writer found the error of sentences when Staff ask question about

order for breakfast. The sentence is a question which is request some one, but he forgot to put word "you"

We know the mistaken between staff and guest mistake in sentences. Thus the correct sentences should be "What would you like to have order some food for breakfast"? (see pages 40)

- (4) Good morning sir, .. you need a table for one ?

From this sentence above, the writer makes error analyzes that the sentence is corrected because it need a Auxiliary Verb "Do" but in the sentence un polite for new guest. This should follow the pattern of offering sentence Verb "Do + SP + Complement". The speaker ought to says the sentence, should be "Good morning sir, do you need a table for one"?. (see pages 41)

- (5) Fine I .. sit here

The sentence above is a responded of the sentence or question before. The speaker says "yes it is fine, I sit here". It is incorrect because the speaker ought to say " Fine I will sit here", it means " will" was omitted as modal

Auxiliary Verb. The writer corrected this sentence because it refers to future tense and to make this sentence more polite. Thus the correct sentence should be " fine I will sit here"! ( see pages 41)

- (6) What kind .. you take for main course sir ?

The error analyses of this sentence is omitted of Verb / Do /. The speaker has to put "Do" before subject as Auxiliary verb. In asking sentence. In correct sentence the speaker has to says "What kind do you take for main course sir".( see pages 42)

- (9) ... Very well sir UNIVERSITAS

From the dialogue two the writer tries to analyze grammatical error in the sentence above. The Staff of Hotel forgot to says the part of speech of to be it "is". The sentence that must be use "It IS" because "it is" commonly in used general. The sentence should be " It Is Very well sir !.( see pages (pages 43)

- (10) Good evening Madam, ...you like something to drink with .... meal ?

In this sentence above, the writer sees the error as follow:



Using the word "would" is a question word "will" in asking something to someone and used "will" before and "you" in the sentences as one of type of Adjective possessive before "meal" used Auxiliary in sentence in very important because if we unused verb the sentence is un complete. The writer try to analyses from the three sentence with Omission, the sentence should be "Good Evening Madam, Would you like something to drink with your meal" ? ( see pages 46)

(12)NO quite Mam, the Beaujolais... lighter than beaune Bordeaux wines are full bodies.  
The error of this sentence is the part of speech. Staff of hotel forgot to say the part of speech of To Be " Is ". Word "lighter is type of more by light, To Be " Is " put before Adjective, in this sentence un complete so the writer try to use " To Be". " Is " used because object more than one and comparative is used which adjective is followed the "lighter" word. The sentence should be " Not quite Mam, the Beaujolais is lighter than beau bordeaux wines are full bodies " ( see pages 46)

(15) Can ... speak... the Head Waiter?

The error analyzes of sentence above is, when the staff of hotel Sedona Makassar, communicate in telephone to head waiter, he forgot to put Subject "I" and preposition "To" in the sentence. If we see the sentence above is right but incomplete. The writer tries to make sentence is complete with use Subject "I" Preposition " To ". ( see pages 48)

This sentences is corrected, The sentence should be " Can I speak to the head Waiter?".

(16) I would like to book a table, what time ..service lunch

The error of the sentence is the Staff of Hotel Sedona Makassar (speaker) forgot to put Auxiliary verb " Do", "You " this Auxiliary is used because the subject asks of the Staff to speak (KK1), The sentence should be " I would like to book a table, what time do you serve a lunch". ( see pages 48)

(17) Can.. book a table for Sunday, please ?

The error of the sentence is the Staff of Hotel forgot to put the subject " I " it is in because interrogative sentence, a speaker a subject want to

know about the guest order. From, the sentence the writer try to correct the sentences, as: " Can I book a table for sunday "

(20) My name .. herlina

The error of sentence is the Staff of hotel when asking the telephone she forgot use word is. Sentence should be "may name is Herlina.( see pages 48)

### 3.4.3 Error in Using of Preposition

An important element of English sentences is the prepositional phrase. It consists of a preposition (PREP) and its object (O). The object of a preposition is noun or pronoun.

(18) .. six people

When Staff in Hotel Sedona Makassar, speak with guest he forgot to put the preposition "of" before six people. From the sentence the writer tries to analyze the sentence by used preposition "for" the sentence should be "For six people".( see pages 47)

19) ... one o'clock.

The sentences in number 19 is the same of number 18 above. The staff of Hotel Sedona Makassar forgot to put preposition before one o'clock. The writer sees the use preposition in sentence is very important to make the complete sentence. Thus the correct sentence should be "For one o'clock". ( see pages 49)

#### 3.4.4 Omitted Error

Omitted error is the error which takes place by omitting one part or some of parts speech in sentences, the error omitted can be found in the sentences below :

- (1) Good morning this.. Room service, may I help you?

From dialogue one, this sentence is declarative, the error of the sentence is about the part of speech of " To be". The subject of the sentence is a demonstrative pronoun, "this" in singular form, so the suitable form of To Be should be "is". The other mistake the omission of the use of an article definitive "the" in front of the noun place "Room service". Both To be and definitive article should be put between subject "this " and the noun place "Room service". Thus the correct sentence should be

"Good morning, this is Room service, May I help you"  
(see pages 30)

(7) Do you ... any dessert after, sir?

The error made by staff of Makassar Sedona Hotel is the omission of the verb "want" in the sentence. Want is followed by infinitive, So the word the auxiliary verb "to" is not used because it just explain about number of dessert after lunch. In this sentence "want" as a verb is preceded by "to". This sentence "want" used to the request sentence and it is received by "do" and followed by subject. So the right sentence is "Do you want any dessert after, sir?". (see pages 42)

(13) Thank you, Mam. Would you... some mineral water

Type of sentence would you... some mineral water, it is not complete. The writer tries to make the complete sentence using "like" would " must be form with like in this request sentence. " would " "like" used as expression polite in the request sentence. Would + subject + like. Thus the correct sentence should be "Would you like some mineral water ". ( pages 46)

(14) Some ... mineral water please

In this sentences above the writer tries to analyze sentence. This refers to sentence which asks someone's act or to do something. Omitting comparative "more" word is incorrect, because this staff forgot to put "more" between some and mineral(noun) to make the sentence is corrected. The sentence is "some more mineral water please?". ( see pages 46)

#### 3.4.5 Error Degree of Comparison

(11) The German wine is sweeter than the French one, but the Ghablis is not ... dry. The muscadat.

From the dialogue Five the writer tries to analyze grammatical error of the sentences, when the staff of Makassar Sedona Hotel speak with a guest. They forgot to put the word "as", a Part of degree comparative. The writer tries to analyze sentence, so the right sentence is " The German wine is sweeter than the French one, but the Chablis is not as dry as the muscadat. (see pages 46

## CHAPTER IV

### CONCLUSION AND SUGGESTION

#### 4.1 Conclusion

In this chapter the writer concluded this ability of Staff Makassar Sedona Hotel, In speaking English, the writer concludes as following:

- The capabilities Staff of Makassar Sedona Hotel in using English is enough. But there are some mistakes found if they speak to guests, it means they are still nervous.
- Some mistakes are found in grammar, for examples: using tenses, prepositions, the use of auxiliary verbs and vocabulary, in communication etc.
- Using English as a foreign language will not be easy as using the Indonesian as a mother tongue. The second language, Staff of Makassar Sedona Hotel where short of vocabulary but they expressed that they like to look in the dictionary. The new word which they read can grade their skills in communication.

#### 4.2 Suggestion

- It is suggested to management Makassar Sedona Hotel in order to improve their capacities in using English for increase quality for consumer.
- Suggested to staff Makassar Sedona Hotel to improve their English in speaking skill.
- It is suggested to all of Food and beverage Staff Makassar Sedona Hotel to improve their confidence in speaking English.





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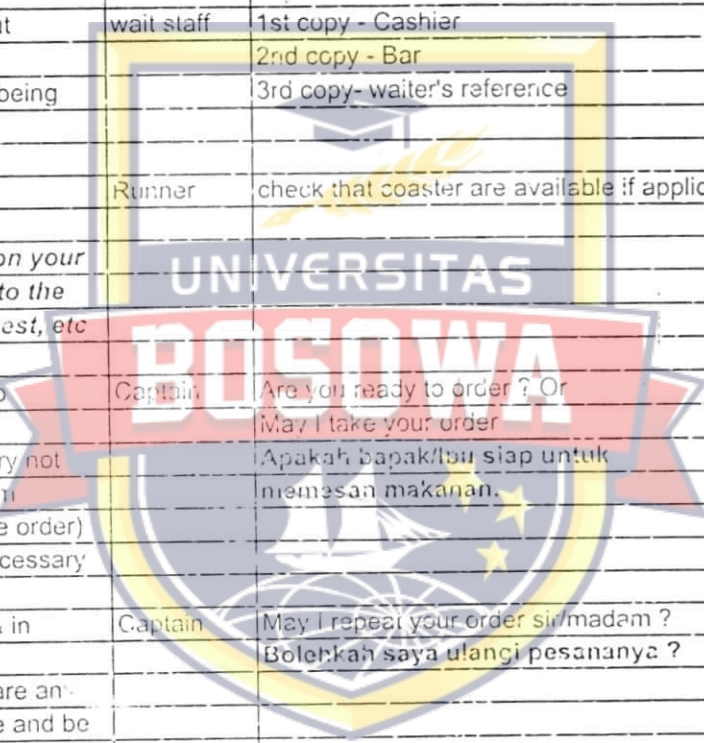


## FOOD & BEVERAGE SERVICE SEQUENCE

PERIOD Breakfast/lunch or dinner

| STEP | ACTION   | BY WHOM                | REMARK   |
|------|--|------------------------|--|
| 1    | Guest arrive at the restaurant<br>TamU memasuki restaurant                           | Greeter/<br>pelayan    | Approach them, give a smile<br>sambut mereka dan senyum  |
| 2    | Welcome & greet the guest (s)<br>Be courteous & polite<br>( sopan x Ramah )          | Wait staff             | Good Morning Madam/Sir<br>Selamat Pagi Pak/Ibu<br>Welcome to Bellini<br>Selamat datang di Bellini<br>How are you this morning ?<br>Apa khabar Pak/Ibu ?  |
| 3    | Ask guest whether he/she has<br>made any reservation                                 | Greeter/<br>Wait staff | Have you make a reservation madam/sir ?<br>How many of you madam/sir ?<br>Meja untuk berapa orang Pak/Ibu ?<br>What station would you like ?<br>Smoking station or non smoking   |
| 4    | Check for number of persons<br>Allocate table according to person                    | Wait staff             | Follow me please !<br>Here you are<br>Is it be fine madam/sir ?<br>Mohon ikuti saya !<br>Inilah mejanya  |
| 5    | Lead guest to assigned table   | Wait staff             | Please seat down Madam/Sir ?<br>Silahkan duduk Pak/Bu ?  |
| 6    | Help to seat the guest<br>Station staff to assist ladies first<br>and from the right | Wait staff             | Excuse me madam/Sir<br>Mohon maaf Pak/Bu   |
| 7    | Unfold the napkin for guest<br>(lunch & dinner period)                               | Greeter/<br>wait staff | Excuse me<br>Today we have business lunch buffet<br>with great choose of Western, Indonesian or<br>Chinese ( mentioned the item specifically )<br>Maaf<br>Hari ini kami mempunyai special paket<br>makan siang prasmanan.<br>Untuk makanan utamanya; pilihan dari<br>Western, Indo dan Chinese |
| 8    | serve water<br>Tell specials   |                        | Excuse me<br>Would you like to have some coffee or tea ?<br>Apakah bapak mau minum kopi atau te ?  |
|      | Special for Breakfast<br>Serve coffee/Tea  | Coffee man             | Excuse me<br>Would you like to have some coffee or tea ?<br>Apakah bapak mau minum kopi atau te ?  |

|  |            |   |
|--|------------|---|
| Present the menu   | Circeter   |   |
| Suggest the chef's special   |            |   |
| Take beverage order.<br>(suggest in specific item, because this will be the opportunity to sell your beverage )  | Wait staff | Would you like to have a carafe of red, white or rose wine madam/sir ?<br><i>For Indonesian, pls suggest cocktails</i><br>Apakah bapak/ibu mau mencoba minuman special kami ? Yaitu Kiss in the beach; pineapple jus segar dengan pisang ambon dari Belanda. Rasanya enak sekali. |
| Write fast and repeat the order  | wait staff | May I repeat your order ?<br>Bolehkah saya ulangi pesananya ?   |
| Process the order fast (without delay)   | wait staff | 1st copy - Cashier<br>2nd copy - Bar<br>3rd copy- waiter's reference  |
| Serve bread while drinks are being prepared  |            |   |
| Collect & served drinks  | Runner     | check that coaster are available if applicable  |
| <i>Fill in the following details on your captain order before going to the table; Tbl No. Number of guest, etc</i>   |            |   |
| Check weather guest ready to order.<br>(if guest are in conversation try not to disturb them and move from person to person and take the order)<br>Make recommendations if necessary | Captain    | Are you ready to order ? Or May I take your order<br>Apakah bapak/ibu siap untuk memesan makanan.   |
| Write captain's order neatly & in sequence.<br>Repeat guest order. If there are an special requests make a note and be sure to tell the Chef   | Captain    | May I repeat your order sir/madam ?<br>Bolehkah saya ulangi pesananya ?   |
| Collect the menu   | wait staff |   |
| Process food order to kitchen<br>(Do not delay)  | Wait staff | 1st copy to kitchen<br>2nd copy to cashier<br>3rd copy to Chinese/cold kitchen<br>4th copy as waiter's reference  |
| Return to side station to prepare table cutleries and change the cover for the first course<br>(seek permission before setting the cutleries on the table)                           | runner     | remove any unwanted items from the table.<br>pindahkan peralatan yang tidak diperlukan.   |



|   |  |            |   |
|---|--|------------|---|
| 2 | Take dessert order accordingly   | wait staff | Proceed the order to the Cold kitchen   |
| 3 | Offer coffee/tea to the guest  | wait staff | Would you like to have house blend or cappucino ?   |
| 4 | Pass captain order to the cashier and the cashier to prepare the check   | wait staff | place sugar bowi on the table.  |
| 5 | Serve coffee/tea   |            |   |
| 6 | Once the guest gives the sign, present the bill immediately. Step back from the table but be on hand to answer any questions the guest may have. | Greeter    | Explain total amount need to pay.   |
| 7 | Guest leaving the restaurant * invite guest to return  | Wait staff | Thank you very much for your coming see you next time<br>Terima kasih banyak atas makan<br>Pagi/ malam/siang<br>Sampai ketemu lagi. |
|   | Clear guest table & re-set   | Runner     |   |



**WORKING SCHEDULE**

Periode: MAY 2022

ment: F & B  
: SALSA TEX-MEX

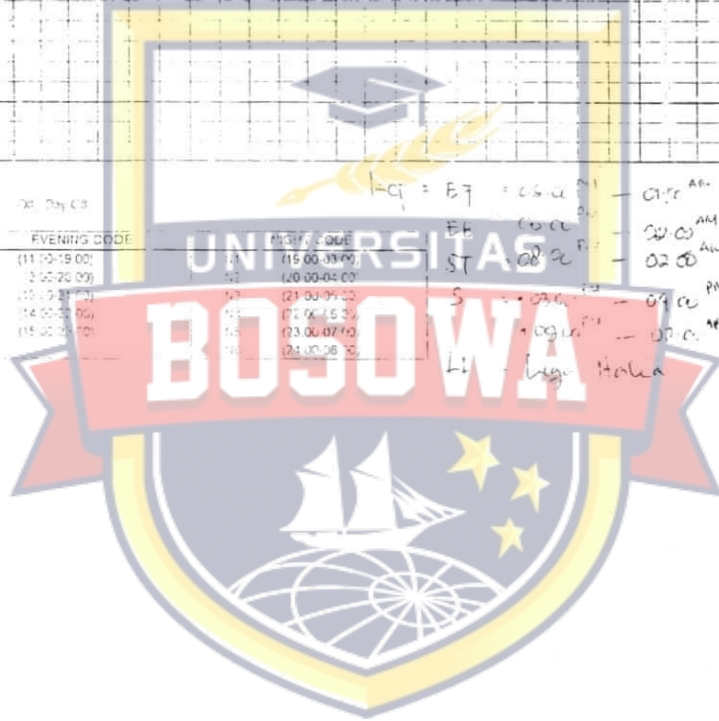
| Day<br>Date   |          | Month        |    |       |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |             |    |
|---------------|----------|--------------|----|-------|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|-------------|----|
| Day<br>Date   |          | 1            | 2  | 3     | 4  | 5  | 6  | 7  | 8  | 9  | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 |    |    |             |    |
| Name          | Position | Last Balance |    | Taken |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    | New Balance |    |
|               |          | DP           | EO |       |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    | DP          | EO |
| Herlina       |          | 4            | 2  | DP    | ET | BO | ET | X  | ET | ET | BO | ST | ET | ET | X  | ET | ST | DP | ET | ET | BO | X  | ET | DP | BO | BO | ET | ET | X  | ET | UP | ST | ET | ET | 4           | 1  |
| CAMELIA       |          |              |    | ST    | DP | ET | BO | X  | ET | ET | BO | ET | ET | X  | ET | BO | BO | ST | ET | BO | X  | EO | BO | DP | ET | ET | BO | X  | ST | ET | ET | BO | BO | -  | -           |    |
| Yude          |          |              |    | S     | ET | S  | ET | LE | X  | S  | S  | ET | S  | ET | S  | S  | S  | ET | S  | ET | X  | S  | S  | S  | ET | S  | ET | X  | S  | S  | S  | ET | S  | -  | -           |    |
| YUSUF         |          |              |    | ET    | ST | BO | BO | ET | ET | ET | BO | ST | BO | ET | BO | X  | ET | BO | ST | ET | X  | ET | ET | ET | BO | BO | BO | X  | ET | BO | BO | ET | ET | -  | 1           |    |
| (Trainee)     |          |              |    |       |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |             |    |
| Ona           |          |              |    | ET    | ET | ET | ET | X  | ET | ET | ET | ET | ET | X  | ET | ET | ET | ET | ET | X  | ET | ET | ET | ET | ET | ET | ET | ET | ET | ET | ET | ET | ET | -  | -           |    |
| Stahri        |          |              |    | ET    | ET | ET | ET | X  | ET | ET | ET | ET | ET | X  |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |             |    |
| ARI Desapakti |          |              |    | DP    | DP | DP | X  | DP | DP | DP | DP | DP | DP | X  | DP | DP | DP | DP | DP | DP | DP | DP | DP | DP | DP | DP | DP | DP | DP | DP | DP | DP | DP |    |             |    |
|               |          |              |    |       |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |             |    |
|               |          |              |    |       |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |             |    |
|               |          |              |    |       |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |             |    |
| Total         |          |              |    |       |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |             |    |
| ing           |          |              |    |       |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |             |    |
| ing           |          |              |    |       |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |    |             |    |

Remarks

DP = Day Payment, EO = Extra, X = Day Off

| MORNING CODE     | EVENING CODE     | NIGHT CODE       |
|------------------|------------------|------------------|
| M1 (06.00-14.00) | E1 (11.00-19.00) | N1 (15.00-03.00) |
| M2 (07.00-15.00) | E2 (12.00-20.00) | N2 (16.00-04.00) |
| M3 (08.00-16.00) | E3 (13.00-21.00) | N3 (17.00-05.00) |
| M4 (09.00-17.00) | E4 (14.00-22.00) | N4 (18.00-06.00) |
| M5 (10.00-18.00) | E5 (15.00-23.00) | N5 (19.00-07.00) |

ET = ET  
 BO = BO  
 ST = ST  
 S = S  
 X = X  
 DP = DP  
 UP = UP



UNIVERSITAS

MAKASSAR - INDONESIA

A.502/F5/U-45/II/2002

**Permohonan Penelitian**

Kepada Yth

**Kepala Personalia Sedona Hotel Makassar**

Di

Makassar

Dengan hormat,

Dalam rangka penulisan skripsi mahasiswa Fakultas Sastra Universitas  
Makassar yang tersebut namanya dibawah ini

**Nama : SAMSINAR**

**Nomor Stb/Nirm : 4598051005/998111011003**

**Jurusan : Sastra Inggris**

**Program Studi : Bahasa dan Sastra Inggris**

**Lokasi Penelitian : Sedona Hotel Makassar**

**Judul Skripsi : The Ability Of Sedona Hotel Makassar Food and Beverage Staff in Speaking English.**

Maka dengan ini kami mohon kepada Bapak kiranya mahasiswa tersebut dapat diberikan bantuan / fasilitas yang ada kaitannya dengan judul yang akan dibahasnya.

Atas bantuan Bapak dan kerjasama yang baik, kami ucapkan terima kasih

Makassar, 18 Februari 2002

Dekan Fakultas Sastra



**Drs. Herman**