

CHAPTER II

LITERATURE REVIEW

1. Definition of Speaking

Language is a form of communication. People who speak any language can have good conversations (Brown, 2001: 267). Moreover, language learning success is a powerful indicator of your ability to achieve practical goals through collaborative communication with other native speakers.

Brown (2007: 237) also emphasizes that human interaction is important in interactive language through body language, gestures, eye contact, distance, etc., rather than what you say. Message Well Speaking consists of his three parts:

Vocabulary, writing, grammar. This suggests that language is a form of communication that uses words and sounds to express thoughts, feelings, and ideas.

So far, it has been assumed that effective oral communication has several goals. Below Nunan (1989: 32).

1. To be able to explain the structure of the language in an easy-to-understand manner.
2. Accents, rhythms and timbre patterns.
3. Acceptable language level.
4. Business and interpersonal skills.
5. Short-term and long-term conversation skills.
6. Ability to reach out and interact with people.
7. Ability to convey meaning.
8. Listening and speaking skills (good communication requires good listeners and good speakers).
9. Ability to understand and agree on the subject of negotiations.
10. Use Appropriate Communication Styles and Filters

2. Macro-skills and Micro-skills of Speaking

Brown (2001:142-143) divide language skills into macroskills and microskills. Good communication skills are associated with important factors such as fluency, language, task, structure and coherence in nonverbal communication

and strategic decision making. These public speaking skills are:

1. Successful implementation of means of communication according to the situation, participants and purpose.
2. Correct manner, registration, expression, practice norms, rules of communication, handling and reception, mistakes and other social language use in personal communication.
3. Coordinate connections and communicate relationships between events. B. Between ideas, experiences, feelings, new and given information, generalizations and examples
4. Facial expressions, kinematics, body language, other non-verbal strategies and verbal transfer.
5. Ability to develop and apply communication strategies.

Microart refers to small-scale production.

Linguistic microskills, on the other hand, are related to the generation of small phonetic units such as phonemes, morphemes, words, collocations and

sentence units. These micro-his skills are described below:

1. Identify the difference between English phonemes and allophones.
2. Generate sound blocks of different lengths,
3. Create a stress pattern in English,
4. Form abbreviations for words and sentences.
5. Use the correct number of lexical entries (words)
6. Produces smooth audio at various bitrates.
7. Monitor oral production and use various strategic measures
8. Use grammatical words, systems, patterns, rules and ellipsis.
9. Speech production using natural materials,
10. Use oral and related means.
11. Expressing specific meanings in different grammatical forms.

In verbal communication, macroskills and microskills are important considerations. By working on

these macro and micro skills, students will be able to speak and express their feelings and thoughts. In addition, students are able to maintain a moderate amount of vocabulary, grammatical forms, and cohesion in contextual conversations. These speaking macro and micro skills are used to meet the needs of students who are learning to speak. Therefore, speaking materials for students should cover these relevant macro and micro speaking skills.

3. Types of Classroom Speaking Performance

Students are asked to provide oral presentations in six different categories throughout class. They are omnipresent, transactional, sensitive, eager, and imitative (Brown, 2001: 271). An description of each category is provided below.

- a. Imitation: Students imitate how certain elements of the teacher's speech scheme or tape recorder are pronounced. Focus on accent and intonation, not on meaning.
- b. Concentration: The language's grammatical and phonological forms are available for students to practice.

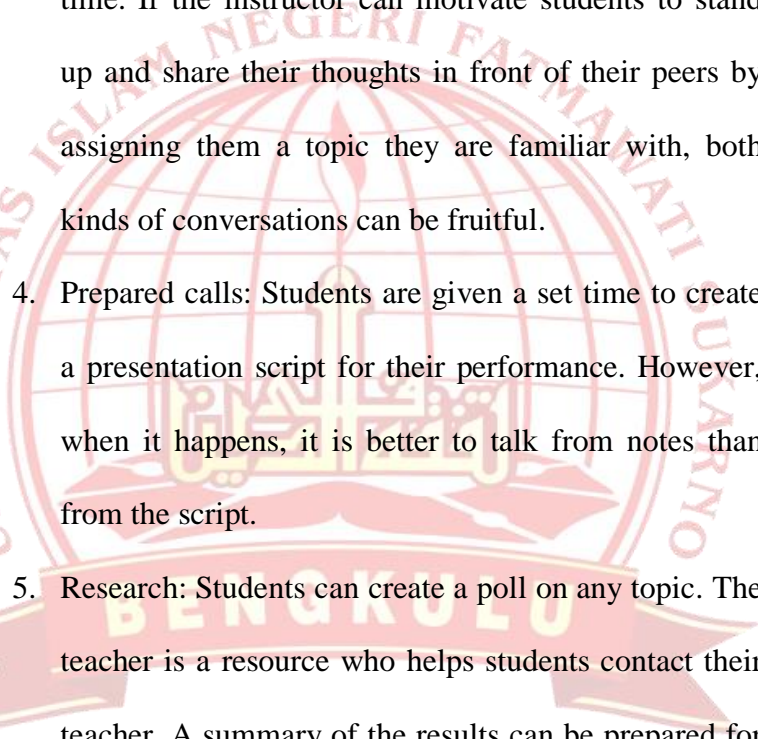
Learning a certain language form requires a lot of work and can be done alone or in couples.

- c. Complaints: Students can easily respond to comments and questions from teachers and students.
- d. Then transaction (dialogue): Students communicate, voice, and share certain information. Interpersonal (dialogue) involves entering into dialogue to build social relationships.
- e. Details (monologue): Students give a speech, report, or summary as their oral monologue. Both planned and unplanned monologues are possible.

4. Classroom Speaking Activities

A wide range of exercises are available for use in the classroom. These exercises can be used by teachers to spice up their English classes. Hammer (2001: 271-274) offers six classroom speaking activities which are described below:

1. Acting according to the script: Students perform speaking activities based on scripts and scenarios, and the teacher acts as a director.

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2. Communication games: Communication games are games designed for students to solve the game by talking to their partners or partners.
 3. Discussions: might be held or arranged during class time. If the instructor can motivate students to stand up and share their thoughts in front of their peers by assigning them a topic they are familiar with, both kinds of conversations can be fruitful.
 4. Prepared calls: Students are given a set time to create a presentation script for their performance. However, when it happens, it is better to talk from notes than from the script.
 5. Research: Students can create a poll on any topic. The teacher is a resource who helps students contact their teacher. A summary of the results can be prepared for discussion or presentation.
 6. Simulations and role plays: Students pretend to be in certain situations, either their own or others.

5. Principles in Designing Speaking Techniques

Brown (2001: 275-276) contains the following principles for the development of language skills:

1. Use strategies that meet all student needs from accuracy based on language to interactivity, meaning, and fluency based on messages. Ensure that your lessons give pupils the chance to learn and apply things in a positive way. At the same time, repeating exercises prevents students from getting bored. Teachers should make each assignment as meaningful as possible.
2. Offer a motivational strategy. Always keep in mind the student's ultimate goals and interests, knowledge, style, competence, independence, and need to 'do your best'. Help students understand how this activity can help. Let students know why you are asking them to do a certain thing. Let them know how this job will help them.
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Help him see how this job can help him. Let students know why you are asking them to do a certain thing. Let them know how this job will help them.

4. Provide positive feedback and solutions. In most EFL situations, students rely on verbal feedback from teachers. Feedback can be received outside class, but it is important to include the right type of feedback at this point.
5. Benefit from the innate link between speaking and listening. Speaking abilities are combined with listening skills in many forms of communication. Benefit from the innate link between speaking and listening. Speaking abilities combined with listening skills are required for many forms of communication.
6. Give pupils the chance to speak up when they want to. The capacity to start a conversation, choose a topic, pose questions, conduct direct discussions, and switch topics are all examples of verbal communication skills. Consider whether you are letting your students talk as you hone your speaking abilities.

7. Encourage the development of communication skills. The concept of technical achievement is unfamiliar to many language learners. They do not think about finding unique ways to achieve their verbal communication goals.

6. Speaking in the Hotel Accommodation Department

According to the Content Standards and Graduate Competency Standards for Secondary Education Units SMK-MAK, 2006, English learning in vocational high schools has several characteristics. These features are:

1. Students' intellectual, social, and emotional growth is greatly influenced by language, which also helps them succeed academically in all subject areas. Thus, knowing English helps pupils grow and develop so they can compete in the global arena in addition to being able to communicate.
2. It is necessary to utilize suitable language in order to communicate effectively. H. linguistic that conforms to the rules of linguistic standards and the communication context

3. Reasonable context is always necessary for genuine conversation to occur. As a result, studying English needs to be integrated into daily life and engage both students and their surroundings. Thus, learning English needs to be authentic and sensible.
4. Communication is a tool for achieving objectives. H. To satisfy life's necessities. Thus, life skills must be developed by learning English, not the other way around.
5. English is a universal language for communication. It is anticipated that learning English will assist students in better understanding and appreciating both their local and national cultures as well as those of other countries.
6. Good knowledge of English is a powerful way to improve knowledge and skills, which can make the Indonesian workforce more competitive.

From the above, it is clear that English is not only a subject taught in vocational schools, but also a means of communication and a way for students to improve their skills to be competitive in the global world. Students staying in

hotels are required to use specific language that is relevant to their professional context. International students interacting with foreign students. So if they don't speak English well, it will be difficult for them to succeed in this area. It is important to have good discussion materials. In fact, they still don't have the materials they need.

Students of the hotel industry department of the vocational school are divided into secondary level students. According to Hammer (2001: 83–84), a characteristic of adolescent students is that they still seek self-identity and need to be comfortable and respectful of their self-esteem. Also most young students come.

By paying attention to high school student behavior, teachers should stimulate discussion about the questions students answer. The topic should also inspire speaking. Most students at Hotel SMKN 7 BENGKULU CITY have little interest in learning English. Therefore, teachers should tell students about fun and interesting things to increase their interest in learning English.

It can be concluded that the development of language resources for hotel stay program students is important for their extra-curricular needs. It is also important to consider student behavior when creating teaching materials. However, these tools will help you communicate in your future work.

1. Definition of Hotel Accomodation Department

1. Based on the Decree of the Minister of Tourism, Post and Telecommunications Republic of Indonesia

Hotel is a type of accommodation that uses part or all of the building to provide lodging, food and drink as well as other services for the public interest, which is managed commercially.

2. Based on the Decree of the Minister of Transportation No. PM 10/PW 301/Phb-77December 22, 1977

Article 1 :

Hotel is a form of commercially managed accommodation, provided for everyone to obtain services, lodging and food and drinks.

Article 2 :

In addition, what cannot be categorized as a hotel are:

1. Buildings of government and private institutions that are used as residences for employees and their employees.
2. A guesthouse for government or private institutions which is used as a resting place for employees/employees and not for profit.
3. Youth accommodation, dormitory , and lodging houses for students and pilgrims.
3. According to the Hotel Proprietors Act, 1965

Hotel is a company that is managed by the owner by providing food, beverage and room facilities for sleeping to people who are traveling and are able to pay a reasonable amount in accordance with the services received without any special arrangements.

4. According to the provisions made by the Directorate General of Tourism

Hotel is a business that uses a building or part of a building that is provided specifically, for

everyone to stay, eat, obtain services and use other facilities with payment.

So, it can be concluded that the hotel is a means of lodging for people who travel with all the facilities that meet the comfort requirements that are managed in a commercial manner.

2. Hotel Classification

Hotel classification is very important because there are demands from several parties, especially consumers who are often disappointed because of the mismatch between the level of service and hotel qualifications. System hotel qualifications in each country use a different system adapted to the policies of local governments and tourism agencies. The following are various hotel classification systems:

- a. According to the American Automobile Association (AAA) and Petrochemical Company Mobile, classifying hotels according to star category (Mobile “Star” Rating) and diamond category {Diamond Ratings }

1. Classification of the category Mobile “Star” Rating

- a. A Mobile One-Star Lodging, is a hotel/motel/ Inn with limited service, clean, comfortable, and can be trusted or relied on for its existence.
- b. A Mobile Two-Star Lodging, is a hotel/VInn with limited service, clean, comfortable, and trustworthy, and has restaurant facilities.
- c. A Mobile Three-Star Lodging, equal to two stars, with additional facilities: fitness center, golf course, tennis field, 24-hour room service, and choice of layman
- d. A Mobile Four-Star Lodging, is a hotel/resort/Inn that offers a luxury experience, with complete facilities and in a special environment. The standard of service is the same as three stars.
- e. A Mobile Five-Star Lodging, is a high service with a very special environment and very complete facilities. Attention and detailed completion to the employee uniform.

2. Diamond category classification

- a. One Diamond, primarily for budget travelers, offers the basic standards of clean, comfortable and friendly accommodation.
- b. Two Diamond, offers more than basic standards, mid-range design elements and amenities, at moderate/medium prices.
- c. Three Diamond, preferably for travelers who need completeness, with diverse and unique choices. Improvement of the quality of facilities and the level of comfort offered.
- d. Four Diamond, has improved in all aspects as well as better and more organized accommodation. The completeness of the facilities provided is combined with a high level of service. The physical attributes involved are clearly different indicating the overall quality.
- e. Five Diamond, has a very luxurious category as well as Luxurious experience, first class standard

accommodation, facilities the most complete, as well as service which more and optimal.

- b. According to the d nierfc'an Global Industry Publication through the Official Hotel Guide, they issued a Utell Study which classifies hotels into DNA sections. namely the Anti category and the nfche category.

1. Core category classification

- a. Luxury salection, has leisure and business facilities, providing a luxurious experience of a high standard. Equivalent to Deluxe, Moderate Deluxe and Superior
- b. Superior Selection, offers space with excellent quality, has facilities for leisure and business. Equivalent to Superior First Class, First Class, and Limited Service
- c. Deluxe Selection, providing a comfortable atmosphere at an affordable price. Equivalent to Moderate first class, Tourist Class, Moderate Tourist Class and Superior Tourist class

c. Category Classification Niches

1. Style Selection, is a boofi yue and historic hotel that has a special decoration and certain design characteristics.
2. Resort Selection, provides recreational facilities in or near the hotel.
3. Apartement selection, is a facility for travelers or adventurers who have a spacious living space complete with kitchen facilities.
4. Airport salection, is a facility that is at least 7miles from airport and can be reached by various transportation from the airport.

d. The hotel classification carried out by the Government of Indonesia divides hotels into five levels, namely One Star Hotels, DNA Star Hotels, Three Star Hotels, Four Star Hotels, and Five Star Hotels. Several provisions are used as the basis for classifying hotels, including:

1. minimum number of rooms

2. Degree of service quality
3. Facilities and equipment provided
4. Management system model

3. Hotel Berbintang Berdasarkan Direktorat Jenderal Pariwisata

No	Facility Type	Hotel type			
		Two Star Hotel	Three Star Hotel	Four Star Hotel	Five Star Hotel
1	General terms	Location easy to reach, pollution free, circulation easy, building well maintained and clean.	Location easy to reach, pollution free, circulation easy, well maintained building neat and clean.	Location easy to reach, pollution free, circulation easy, well maintained building neat and clean.	Location easy to reach, pollution free, circulation easy, well maintained building neat and clean.

2	Bedroom	Min 20 standard rooms @min 22 m2 Min 1 suite room @min 44 m2 Min height 2.6 m each floor. No noise, safety guard, room wall waterproof of shower	Min 25 standard rooms @min 22 m2 Min 2 suite rooms @min 44 m2 Min height 2.6 m each floor. No noise, safety guard, room wall waterproof of shower	Min 50 standard rooms @min 24 m^ Min 3 suite rooms @min 48 m Min height 2.6 m each floor. Temperature control inside room. No noise, safety guard, room wall waterproof of shower	Min 100 standard rooms @min 26 m^ Min 4 suite rooms @min 52 m2 Min height 2.6 m each floor. Temperature control inside room. No noise, safety guard, room wall waterproof of shower
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				guard, room wall waterproof f shower	waterproof shower.
3	Dining room / Restau rant	Need min 1 pc, access directly with the kitchen, there is an air setting.	Required min 1 pc, have bathroom and toilet.	Required min 2 pcs with one of the coffee bempa shop	Mandatory min 3 pcs, one with specializatio n (Japanese/C hinese/ European food)
4	Bar	Recomme nded, separate with a restaurant.	Mandator y min 1 pcs, if you need room	Mandator y min 1 pcs, if you need room	Mandatory min 1 pcs, if you need room temperature

			temperatur e enclosed space should be 24°C, wide	temperatur e enclosed space should be 24°C, wide	enclosed space should be 24°C, wide
5	Function Room		Mandatory min 1 pcs door separate login from lobby, minimum capacity 2.5 times the number of rooms, equipped	Mandatory min 1 pcs door separate login from lobby, minimum capacity 2.5 times the number of rooms, equipped	Mandatory min 1 pcs door separate login from lobby, minimum capacity 2.5 times the number of rooms, equipped with toilet

			with toilet	with toilet	
			Pre-function room recommended	Need Pre-Function Room	Mandatory Pre Function Room
6	Recreation and Sport	Min 1 pc with alternative choice: swimming pool, field tennis, golf, fitness, jogging, playground.	Need a swimming pool adults and children. Min 1 pc with options: tennis courts, golf, fitness,	Swimming pool required adults and children. Min 1 pc with options: tennis courts, golf, fitness,	Swimming pool required adults and children. Min 1 pc with options: tennis courts, golf, fitness, bowling,

			bowling, yoga/wg, playgroun d, billiard, sauna, discothequ e.	hov Aing, jogging, playgroun d, billiards. sauna. There is an impermea ble discothequ e sound with air conditioni ng and toilet	jogging, billiards, sauna. Have a play area children (children playground) with equipment the toy.
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7	Drug Store		<p>Minimum 2 spaces required.</p> <p>Min there is a drugstore, banks, money changers, travel agency, airline agent, souvenir shop, offices, boutiques, and salon.</p>	<p>Minimum 2 spaces required.</p> <p>Min there is a drugstore, banks, money changers, travel agency, airline agent, souvenir shop, offices, boutiques, and salon.</p>	<p>Minimum 3 spaces required.</p> <p>Min there is a drugstore, banks, money changers, travel agency, airline agent, souvenir shop, offices, boutiques, and salon.</p>
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8	Lobby	Mandator	Required	Required	Required
		y, air	with an	with an	with an area
		conditioni	area of	area of	of min
		ng	min	min	100 m [^] ,
		with	30 m [^] ,	100 m [^] ,	equipped
		AC/ventil	equipped	equipped	with lounge,
		ation,	with	with	there are 2
		min	lounge,	lounge,	male and 3
		lighting	there is a	there are 2	female
		150 lux	toilet min	male and	toilets and
			1 pc with	3 female	with
			equipment	toilets and	corridor
			, with	with	width min
			corridor	corridor	1.6 m with
			width min	width min	fixtures,
			1.6 m	1.6 m with	corridor
				fixtures,	width min
				corridor	1.6 ma
				width min	

				1.6 m	
9	Park	Recommended	Needs	Necessary, neat arrangement and maintained.	Mandatory, neat garden arrangement maintained and maintained.
10	Utilities	-Vertical transportation mechanical 1 -Water min 300 liter/person/hr -Electrical	-Vertical transportation mechanical 1 -Water min 500 liter/person/hr -Electrical	-Vertical transportation mechanical 1 -Water min 700 liter/person/hr -Electrical	-Vertical transportation mechanical -Water min 700 liter/person/hr -Electrical power

		power sufficient - Communi cation with domestic, local and long- distance telephone lines	power sufficient - Communi cation with domestic, local and long- distance telephone lines	power sufficient - Communi cation with domestic, local and long- distance telephone lines	sufficient - Communicat ion with domestic, local and long- distance telephone lines
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4. Hotel Status and Functions

- a. Hotel Status : is a commercial building, aims to take as much profit as possible from visitors.
- b. Hotel function: as a means of accommodation by providing the best possible service to hotel guests

5. Hotel Type

a. Judging from the demands of the interests of guests:

1. Business Hotel, is a hotel with most of its facilities for business purpose guests.
2. Pleasure Hotel, is a hotel with most of its facilities for guests for recreational purposes.
3. Sport Hotel, is a hotel with most of its facilities for guests who aim to exercise

b. Judging from the layout:

1. Resort Hotel, is a hotel located in places tourist.
2. City Hotel, is a hotel located in the city center, accommodate guests with business and official purposes.
3. Country Hotel, is a special hotel for international guests.

c. Judging from the number of rooms;

1. Small Hotel, is a hotel with the most number of rooms low (maximum 25 rooms).
2. Medium Hotel, is a hotel with a number of rooms

medium (26-299 rooms).

3. Large Hotel, is a hotel with the highest number of rooms (minimum 300 rooms).

d. Judging from the length of the guest stay:

1. Transit Hotel, like a hotel with staying guests not long (daily).
2. Semi Residential Hotel, is a hotel with guests who long stay (weeks).
3. Residential Hotel, like a hotel with staying guests long (monthly).

e. In terms of location:

1. Downtown Hotel, is a hotel that is located close by with trade and shopping centers.
2. Suburban Hotel, is a hotel located on the outskirts of the city.
3. Downtown Hotel, is a hotel located far from downtown, with the main function for recreational tourism