

**AN ANALYSIS OF STUDENT SPEAKING ABILITY IN
HANDLING CHECK – IN FOR TWELVE GRADE
HOSPITALITY MAJOR SMKN 4 BOJONEGORO**

SKRIPSI



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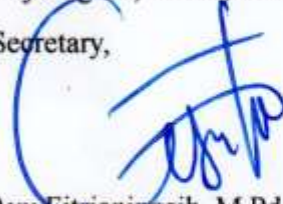


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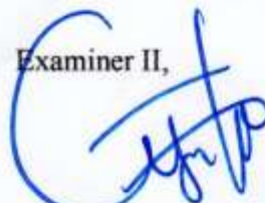
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MOTTO

"Through every challenge, we find our voice and build our future."

ACKNOWLEDGEMENT

First and foremost, I would like to express my deepest gratitude to Almighty God, whose endless grace and guidance have allowed me to complete this skripsi. Every step of this journey has been filled with challenges, learning, and growth, and I am truly grateful for the strength and perseverance granted to me throughout this process. With gratitude and all my love, this thesis is dedicated to:

1. I am sincerely thankful to my beloved parents, my source of strenght **Ibu, Siti Romelah** and **Bapak, Mustakim**. Thank you for teaching me to be stronger every single day, for their unwavering love, prayers, and support. Their encouragement has been my greatest source of motivation, and their sacrifices have inspired me to strive for excellence
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4. Than, I am grateful to everyone who has offered their kindness, support, and prayers, whether mentioned here or not. Your presence has been a blessing in my life. This skripsi is dedicated to all who believe in the power of education and the importance of perseverance. May it serve as a small contribution to the field of hospitality education and inspire others to pursue their dreams with courage and determination.

Describing this journey, I am reminded of the final track in Salma Salsabil's album "*Berharap pada Timur*," entitled "*Terima Kasih*" This song feels like a meaningful closure, reflecting the gratitude I feel for every process and lesson I have experienced. It resonates. Not only with my academic journey, but also with my life's journey since birth—reminding me that every "*luka, cinta perayaan, dan perpisahan*" has shaped and matured me. "*Tlah ku lawan kecewa akan kegagalan, bukankah hidup harus terus begitu?*" A line from the lyrics emphasizes that, despite the many obstacles, life must go on, and every experience I have been through has made me stronger.

Lastly, like Nadin Amizah said on her "*Beranjak Dewasa*" song that "*Pada akhirnya, ini semua hanyalah permulaan*"

STATEMENT OF AUTHENTICITY

I, the undersigned below:

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In order to uphold academic integrity, sincerely and without coercion from any parties, I hereby declare that the skripsi entitled:

**“AN ANALYSIS OF STUDENT SPEAKING ABILITY IN HANDLING
CHECK – IN FOR TWELVE GRADE HOSPITALITY MAJOR SMKN 4
BOJONEGORO”**

Is the result of my own original work, and all sources of information used have been clearly cited in the reference list according to the scientific and academic code of ethics. I am aware that if any violations of scholarly ethics regarding to the authenticity of this work are found, I personally accept the consequences in accordance with the applicable regulations and am prepared to bear legal sanctions.

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ABSTRACT

Wati, Yuli Widya. 2025. *“An Analysis of Student Speaking Ability in Handling Check-In For Twelve Grade SMKN 4 Bojonegoro”*. Skripsi. English Education Department. Faculty of Languages and Arts Education. IKIP PGRI Bojonegoro, Advisor (I) Oktha Ika Rahmawati, (II) Dr. Moh. Fuadul Matin.

Abstract— Speaking ability is a crucial skill in the hospitality industry that requires verbal communication to be polite, clear, and professional. This study aims to analyze the speaking abilities of 12th-grade students in the Hospitality program at SMK Negeri 4 Bojonegoro in handling the hotel guest check-in process, as well as to identify the factors influencing these abilities. The method used is qualitative with a descriptive approach. Data were obtained through simulation videos of the check-in service, assessed using the Douglas Brown rubric, which includes five aspects: pronunciation, fluency, grammar, vocabulary, and comprehension. The results indicate that 70% of students fall into the "Very Good" category, while 30% are in the "Good" category. The overall average score is 70.8, suggesting that students' speaking abilities are fairly good. Comprehension emerged as the most prominent aspect, followed by pronunciation. Meanwhile, fluency and vocabulary remain areas that need improvement. Additionally, three main factors affecting students' speaking abilities were identified: mastery of linguistic components and pronunciation, mastery of learning material related to the check-in procedure, and the learning environment conditions that impact students' comfort and confidence during practice. These findings indicate that while students' oral communication skills are adequate to meet the basic communication needs in the hospitality industry, further improvement is still required, particularly in fluency and mastery of professional vocabulary relevant to the hotel service context.

Keywords— speaking skills, Douglas Brown Rubric, communication, hospitality students

ABSTRAK

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abstrak— Kemampuan berbicara merupakan keterampilan utama dalam dunia perhotelan yang menuntut komunikasi verbal yang sopan, jelas, dan profesional. Penelitian ini bertujuan untuk menganalisis kemampuan berbicara siswa kelas XII Jurusan Perhotelan di SMK Negeri 4 Bojonegoro dalam menangani proses check-in tamu hotel serta mengidentifikasi faktor-faktor yang memengaruhi kemampuan tersebut. Metode yang digunakan adalah kualitatif dengan pendekatan deskriptif. Data diperoleh melalui video simulasi pelayanan check-in yang dinilai menggunakan rubrik Douglas Brown, mencakup lima aspek: pelafalan, kelancaran, tata bahasa, kosakata, dan pemahaman. Hasil penelitian menunjukkan bahwa 70% siswa berada dalam kategori “Very Good” dan 30% siswa berada pada kategori “Good”. Rata-rata skor keseluruhan adalah 70,8 yang menunjukkan bahwa kemampuan berbicara siswa sudah cukup baik. Aspek pemahaman menjadi yang paling menonjol, diikuti dengan pelafalan. Sementara itu, aspek kelancaran dan kosakata masih menjadi area yang perlu ditingkatkan. Selain itu, ditemukan tiga faktor utama yang memengaruhi kemampuan berbicara siswa, yaitu: penguasaan komponen linguistik dan pengucapan, penguasaan materi pembelajaran terkait prosedur check-in, serta kondisi lingkungan belajar yang memengaruhi kenyamanan dan kepercayaan diri siswa saat praktik. Temuan ini menunjukkan bahwa meskipun kemampuan siswa dalam berkomunikasi secara lisan sudah cukup memadai untuk memenuhi kebutuhan dasar komunikasi di dunia kerja perhotelan, peningkatan lebih lanjut masih dibutuhkan, khususnya dalam aspek kelancaran berbicara dan penguasaan kosakata profesional yang sesuai dengan konteks pelayanan hotel.

Kata kunci— kemampuan berbicara, Douglas Brown Rubrik, komunikasi, siswa perhotelan

PREFACE

Praise and gratitude be to Allah SWT for His abundant mercy and grace, enabling the completion of the skripsi titled "AN ANALYSIS OF STUDENT SPEAKING ABILITY IN HANDLING CHECK – IN FOR TWELVE GRADE HOSPITALITY MAJOR SMKN 4 BOJONEGORO". This skripsi was completed within the planned timeframe.

Throughout the process of writing this skripsi, the author faced many challenges, but they were overcome thanks to the support and assistance from many parties.

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Therefore, constructive suggestion is needed for the progress of the next study. Then, the researcher hopes that this research can contribute to the development of education.

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CHAPTER I

INTRODUCTION

A. Background of The Study

Communication is a very important ability in daily life, communication also plays an important role in various fields, one of which is hospitality. Effective communication ability play a very important role in the hospitality industry. Hospitality is a service-oriented sector, therefore the interaction between guests and hotel staff is the main line to determine customer experience and satisfaction. With good communication ability, it will improve the quality of service to guests and can also improve the image and reputation of the hotel.

In the hospitality industry, one of the most important aspects is politeness in language communication between employees and hotel guests. The application of language politeness, both verbal and non-verbal, has a great impact on guest satisfaction. By using polite and polite words coupled with the use of non-verbal communication can create a positive experience for guests, and it will indirectly improve the image and reputation of the hotel (AB et al., 2024). In addition, good communication ability will add added value to the hotel's employees. According to NSC Surabaya Polytechnic, good communication ability will have a good impact, including increasing self-confidence, increasing self-control, and the ability to think quickly. For a hotailer, this ability is indispensable in every situation that is happening. Therefore, with good communication ability, it will greatly affect the success of a hoster's career.

Good communication training is also one of the determining factors in the hospitality industry. Based on studies that have been conducted at the Puteri

Gunung Hotel, it is emphasized that training on communication consistently can improve the communication ability possessed by employees. The training helps employees to understand and also apply good communication techniques so that they can improve the quality of service to guests (K. Putri, 2017).

One of the processes that involves between employees and guests is the check-in process. In the check-in process, guests will get their first view and impression of the service at a hotel. Research conducted at Djakarta Hotel Padang emphasized that the service provided by the receptionist in the check-in process is one of the things that greatly affects the assessment of guests to return to the hotel (Musparni, 2022). In addition, a study conducted at The Ritz Carlton Hotel Nusa Dua, Bali also showed that by implementing a friendly and efficient check-in process by the staff can create a positive stay experience for guests. The alertness, readiness, and also the ability of front office officers to carry out their duties play a very important role in determining the initial impression of guests on the hotel. The research conducted by Prasanthy at The Ritz Carlton Hotel explained that the receptionist has a crucial role in the smooth check-in and check-out process. With friendly and professional service coupled with the ability to handle requests and complaints from guests appropriately and quickly, it is an important factor in building loyalty and also a positive image of the hotel (Pratama et al., 2024).

SMK Negeri 4 Bojonegoro, is one of the vocational high schools in Bojonegoro City. In this school, there are various majors, one of which is the hospitality department. For hospitality students, good speaking and communication ability are an essential component of their major. For grade XII students majoring in

hospitality at SMK Negeri 4 Bojonegoro, mastery of verbal communication is very important to prepare students to face professional demands in the world of work.

Conducting an analysis of students' speaking and communication ability is a very important step, especially considering that soft ability have a very vital role in supporting success in the hospitality industry. Soft ability include aspects such as politeness in interacting, good behavior that reflects professionalism, and the ability to speak in an appropriate and effective manner. All of these elements are not only a basic need for individuals who want to have a career in the hospitality world, but also become the main determinant in creating a positive experience for guests and building a good reputation for the institution or place where they work (Mahfud et al., 2017). It also underscores that good communication ability have an important role in improving the quality of services provided as well as building a positive reputation that is invaluable in the hospitality industry. Effective communication not only helps create a satisfying experience for guests, but also strengthens the image of professionalism for the individuals and institutions involved. In addition, the results of research conducted at SMK Negeri 3 Pamekasan provide evidence that the application of differentiated learning in language subjects is able to significantly improve students' speaking ability. Through this learning approach, students are given space to explore their potential while developing communication ability optimally. The approach allows them to become more confident, responsive, and competent in interacting, which is a fundamental and indispensable ability to meet the demands of professionals in the hospitality industry. Thus, mastery of speaking ability is one of the key factors that should not be ignored in preparing a qualified workforce in this sector (Sa'adah et al., 2016).

B. Formulation of the Problem

How's students' speaking ability when checking in?

C. Objectives of Study

1. Analyze how's students' speaking ability when handle the check-in process
2. Identify factors that affect students' speaking and communication ability

D. Significance of the Study

1. Theoretical Review

This research has the potential to advance learning theories related to speaking ability. By evaluating students' speaking ability, this study can add to the insights of current knowledge about English teaching approaches in hospitality education. The findings from this study could help create more efficient methods for teaching speaking ability, especially in real-world scenarios such as the hotel check-in process. In addition, this research can be a reference point for other academics interested in similar research. This research aims to provide valuable insights to educators to improve English teaching, especially in speaking ability among hospitality students. By gaining insight into student competencies, educators can adjust their programs and learning tasks to better suit the needs of students.

2. Theoretical Framework

By improving students' speaking ability in the hospitality sector, these studies help prepare them for future jobs. Good communication ability are essential for those who want to work in hospitality, which relies heavily on interaction with guests. Students who master speaking ability well will be more proficient in providing quality service to hotel customers. This not only improves customer satisfaction but also strengthens the reputation of the training institution. This research can also encourage the use of technology, such as video content, as a tool in teaching speaking ability. By using visual materials, students can gain a clearer understanding and better understand effective communication strategies.