An Analysis of Students' Speaking Ability in Performing as Hotel Receptionist at Phase E Hospitality Department in SMK Negeri 6 Padang

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Abstrak

Tujuan penelitian ini adalah untuk menentukan kemampuan dan kesulitan dalam berperan sebagai resepsionis hotel. Penelitian dilakukan pada siswa fase E jurusan Pariwisata SMK Negeri 6 Padang tahun pelajaran 2023/2024. Siswa memiliki 3 masalah, yaitu penyebutan yang tidak tepat, grammar, dan kosakata. Penelitian yang menggunakan metode deskriptif ini memiliki populasi 108 siswa dari 3 kelas X Pariwisata 1, 2, dan 3. Sample yang dipilih adalah kelas X Pariwisata 3 deangan jumlah 36 orang menggunakan system random sampling. Alat penelitian adalah test berbicara dengan berperan sebagai resepsionis hotel di depan kelas dengan menganalisa data menggunakan indicator kemampuan berbicara. Dari hasil test berbicara, ditemukan 28 dari 36 siswa hadir dalam proses penelitian karena 8 orang izin. Hasilnya siswa memiliki kemampuan berbicara yang sedang dengan nilai indikasi 60% pada kelas tersebut dan siswa memiliki kesulitan berbicara yaitu, kesulitan penyebutan, grammar, dan kosa kata. Kesimpulannya, siswa memiliki kemampuan berbicara dengan berperan sebagai Resepsionis hotel. adalah sedang.

Keywords: *Kemampuan Berbicara, Berperan, Resepsionis Hotel*

Abstract

The research was to find out the students' ability and students difficulties in performing hotel receptionist. This research was conducted at phase E Hospitality Department in SMK Negeri 6 Padang, the academic year 2023/2024. The students had three problems, there were lack of pronunciation, lack of grammar, and lack vocabulary. Based on those problems, the researcher analyzed students' speaking ability in performing as hotel receptionist at Phase E Hospitality Department in SMK Negeri 6 Padang. The method of the research used is descriptive research. The population was 108 students from 3 classes, which are X PH 1, X PH 2, and X PH 3. In this case, X PH 3 was chosen as the research sample that consists of 36 students and the researcher used a sample random sampling technique. The research instrument used was a speaking test. In data collection technique the opportunity to perform as hotel receptionist in front of the class, while the data analysis technique is carried out by using speaking indicators. Based on the result to speaking test the researcher found that of the 28 of 36 are students present during the research process because 8 are students permission for its own reasons was and the researcher to find that the average of students has a moderate speaking ability indication of 60% in class X PH 3. Through these result find students difficulties in speaking, they are miss pronunciation, mastering grammar, and vocabulary. The researcher concluded the students speaking ability in performing as hotel receptionist was moderate.

Keywords: *Speaking Skill, Performing, Hotel Receptionist*

INTRODUCTION

English language has an important role in educational world, especially in Indonesia. It could be seen that English has been learn in some level of education. In learning English, students' have to learn and practice the four skills, they are; listening, speaking, reading, and writing. One of them is speaking. All of those skills are essential in learning English language, but in this paper, the researcher focuses in speaking skill. English may encounter several problems. First problem, learners have lack of vocabulary, the second problem is lack of grammar. English always deals with reference of time while Indonesian does not

have one. The last problem is lack in pronunciation. Lack of pronunciation is often found by students. The students cannot pronounce words. There is a problem that pays high attention for mentors, teachers or instruction to their students that are many language learners (Marzona, 2025). Moreover speaking is an interaction process of meaning construction that involves producing, receiving, processing information.

Based on the Curriculum Merdeka there are basic competences that should be mastered by student. The student are expected to understand the spoken and written text in expressing, such as opinion, suggestion, hopes, and then understanding the purpose, structure text, and factual language of spoken and written text.

SMK Negeri 6 Padang has a Hospitality Department where the researcher was about performing hotel receptionist, and the definition of receptionist hotel greets hotel guest, assists with booking rooms, and maintains the front desk in a hotel. The position of hotel receptionists is very significant. Speaking skill played the most significant role, followed by writing, listening, and reading. The topics of concern for each group of stakeholders were also identified, including the common concerns of hoteliers (Rahmani & Supardi, 2021). They may be the first face that guests encounter in the hotel that can create either positive or negative first impressions from the guests.

A study identified recurrent communication functions, including greetings, check-in and check-out procedures, providing information, and handling problems for hotel receptions (Ariyati, 2022). Being competent in English speaking and listening is also crucial when dealing with non-native English speakers, as it helped to understand diverse accents of English (Pham, 2023). The receptionists should generally possessed a good command of English, which provided positive experiences for the guests and contributed to the growth of the hospitality sector (Al-Jufri et al., 2024). In addition to these duties, a hotel receptionist confirm guest in-room purchases during check-out, updates hotel record, and offers add-on services to guests. Moreover, the functions of each English skill were also revealed, such as asking and giving information, offering services, or providing directions (Ratmanida et al., 2020). Hotel receptionist also works with management to organize the front desk and ensure that guests have a pleasant stay. These statement have further proven that English skills, particularly speaking, were crucial for addressing guests' complaints, describing hotel facilities, and providing services (Yamin, 2021).

There are some problems related to the teaching and learning speaking process. The first problem of some student was lack of vocabulary. The second problem is lack of grammar. The last problem is lack in pronunciation. Moreover, results of a study in the most proficient skill as a hotel receptionist indicated high overall English proficiency, with reading emerging as the most competent skill and speaking as the weakest (Yutthapirut, 2023). A study also revealed that the key challenge identified was to understand different accents and maintaining a conversational pace in high-stakes interactions, such as dealing with complaints or making telephone contacts (Do & Cheng, 2021).

Based on the background, the purpose of this research are as follow: 1.To find out students' speaking ability in performing as hotel receptionist at Phase E Hospitality Department in SMK Negeri 6 Padang. 2. To find out the students' speaking problems in performing as hotel receptionist at Phase E Hospitality Department in SMK Negeri 6 Padang.

RESEARCH METHOD

The design of this research was descriptive quantitative research. Descriptive research paper describes the existing conditions and phenomena that are used to obtain information

and answer research questions. According to (Arikunto, 2021) descriptive it is research designed to find out the conditions or other circumstances mentioned, the results of which are presented in the form of a research report.

The Populations of this research is the first grade students' of SMKN 6 Padang. The total Population three class are 108 students. The sample will be used in this research is random sampling. In this research, the researcher use cluster random sampling. The researcher will use three papers that already named (Phase E Hospitality 1, Phase E Hospitality 2, and Phase E Hospitality 3).

The instrument researcher used collected the data by giving speaking test. The instrument of this research is speaking performing as hotel receptionist. This instrumentation used to find out what difficulties that made by students.

The collecting data, the researcher will do some steps bellow; First, the researcher gives the students instruction to make the conversation about performing receptionist hotel before that the researcher gives the examples of the conversation. Second, the researcher direct the students to perform their speaking conversation in front of the class. Third, the researcher record their performance after that, the result of the test will be gathered based on the rubric scores.

The analyzing data, the researcher followed steps:

a. The performance of students' speaking skill is analyzed by replay their performance recorded.

b. The students' speaking skill performance is analyzed based on the speaking indicators

No	Students	Pronunciation 1-20	Fluency 1-20	Grammar 1-20	Vocabulary 1-20	Comprehension 1-20	Total Score 100
1	Students						
2	Students						

c. The researcher calculated the score of all the components based on the criteria above

d. The researcher counted the average score of two researcher by using formula:

$$\frac{\text{Score 1} + \text{Score 2}}{2}$$

e. The calculated the mean (M)

$(M = \frac{\sum x}{N})$

M   : Mean

N   : Number of Sample

∑X   : Total Score of Students

f. The researcher calculated the percentage of students who have very high, high, moderate, low, and very low performance in improve speech by using formula :

$(P = \frac{F}{N} \times 100\%)$

FINDING AND DISCUSSION
Findings

The researcher presented the findings of research speaking test to get result of students speaking skill through presentation method performing as receptionist hotel based on an analysis data at first grade of hospitality department In SMK Negeri 6 Padang. The findings of the researcher as follow:

1. **Students' Ability to Speaking in Performing as Hotel Receptionist at Phase E Hospitality Department in SMKN 6 Padang**

Based on the research in SMK Negeri 6 Padang, the researcher found that of the 28 of 36 are students present during the research process because 8 are students permission for its own reasons, therefore only 28 students who were sampled for the X hospitality department 3 study, and students in this class had moderate English speaking skills, this was evidenced by the results of the study showing that the average score of students was at 60%.

a) **Students Pronunciation in Presenting Performing Receptionist Hotel**

Based on calculating of students speaking score, the highest score of this component was 16.5 and lowest is 4.5. Data analysis also showed the mean 5 out of 28 students have high skill (17.85%), 15 out of 28 students have moderate skill (53.57%), and 8 out of 28 students have low skill (28.57%).

b) **Students Grammar in Presenting Performing Receptionist Hotel**

According to the findings that the researcher found, the highest score of this component was 15 and Lowest is 6. This is indicated by scientific facts that 6 out of 28 students have High skill (21.42%), 16 out of 28 students have moderate skill (57.14%), and 6 out of 28 students have low skill (21.42%).

c) **Students Vocabulary in Presenting Performing Receptionist Hotel**

Based on the findings that the researcher found, the highest score of students speaking test in this component was 16.5 and Lowest score is 7.5. This is indicated by scientific facts that 13 out of 28 students have high skill (46.42%), 14 out of 28 students have moderate skill (50%), and 1 out of 28 students have Low skill (3.57%).

d) **Students Fluency in Presenting Performing Receptionist Hotel**

In term of students' fluency in speaking test, the highest score of students speaking skill in this component was 15 and lowest score is 9. This is indicated by scientific facts that 11 out of 28 students have high skill (39.28%), 17 out of 28 students have moderate skill (60.71%).

e) **Students Comprehension in Presenting Performing Receptionist Hotel**

Based on analysis of students comprehension to performing receptionist hotel, researcher calculated the highest score of students speaking skill in this component was 15.5 and lowest score is 10.5. This is consist by 8 out of 28 students have high abilities (28.57%), 20 out of 28 students have moderate abilities (71.42%).

2. **The Students Problem in Speaking Through Performing as Hotel Receptionist at Phase E Hospitality Department in SMKN 6 Padang**

Based on the research analysis of the students' performance in the front of the class to perform as hotel receptionist using English. The results of this study indicate that the moderate score of X students Hospitality Department and the researcher found that the problem from 5 aspect of speaking, students had 3 difficult in speaking they are miss pronunciation, mastering grammar, vocabulary.

Discussion

Based on the results of the researcher's analysis of students' speaking skill in performing receptionist hotel using English, the researcher found that students' ability to speak English is moderate. This was tested based on several components in speaking, including; pronunciation, grammar, vocabulary, fluency, comprehension. Based on these several aspects it was found that the average score of students' Hospitality Department was at 60%. students' speaking skills using pronunciation through performing receptionist hotel is the highest score of this component showed the mean 5 out of 28 students have high skill (17.85%). students' ability to use grammar when performing receptionist hotel is the highest score of this component was indicated by scientific facts that 6 out of 28 students have High skill (21.42%). Students' speaking skills in using vocabulary to performing receptionist hotel is the highest score of students speaking test indicated by scientific facts that 13 out of 28 students have high skill (46.42%). students' fluency in speaking in submitting performing receptionist hotel is scientific facts that 11 out of 28 students have high skill (39.28%). is students' understanding of speaking in performing receptionist hotel in comprehension is the high score.

Pronunciation the students had moderate score (53.57%). In this case, some students did not pronounce the world correctly. Such as students 5 said "*through*" was pronounce "*through*" but the correct is "ˈϑɹu". Students 9 and 11 said "*included*" was pronounce "*included*" but the correct is "ɪnˈkluːdɪd", and there were many other mistake.

Second, in grammar the students had moderate score (57.14%). Some of students making mistake said the word. For example students 14 said "*what password the wifi ?*" but the correct is "*what's the Wi-Fi password ?*".

Third, in vocabulary students also got the have moderate score (50%). Some of students making mistake said the word. For example students 3 said "*facility*" but the correct is " *facilities*".

In this part the students were not able to understand exactly what they wanted to explain, this is what the researcher found when the researcher tried to ask them one by one the main parts of the hotel reception show that they had made and many of them did not understand.

CONCLUSION

Basically this research was conducted to find out the ability of students to speak English, especially at SMK Negeri 6 Padang performance in Hospitality department, considering the important role of English as an international language and is one of the subjects that cannot be eliminated in the world of education.

1. Based on the results of the research found by the researchers, it is known that of the 3 classes that as research population, it is found the average English speaking of students of SMK Negeri 6 Padang especially the class of X Hospitality Department is moderate. The researcher draws 28 students of X PH 3 as a research sample. The results of this study indicate that the moderate score of X students Hospitality Department is: 60%, which means that this figure places students with moderate English proficiency. The results that found are expected to rebuild students' motivation in learning so that their abilities can be further enhanced than before.

2. Basically this research was conducted to find out the ability of students to speak English, especially at SMK Negeri 6 Padang hospitality department, considering the important role of English as an international language and is one of the subjects that cannot be eliminated in the world of education. Students speaking ability in performing receptionist hotel through from 5 aspects of speaking, students had 3 difficult in speaking they are miss pronunciation, mastering grammar, vocabulary.

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