

**AN ANALYSIS OF TYPES AND FUNCTIONS OF SPEAKING
USED BY THE INTERSHIPS STUDENTS:
A CASE STUDY OF THE HOTEL RECEPTIONISTS**

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Abstract: This study aimed to describe the types and functions of speaking conducted by the three intership students as the hotel receptionists. To cope with the previous goal, case study was used as the research design. Additionally, observation through audio recording and interviews were implemented to collect the data. The finding of this study are: 1) one type of speaking was found which is dialogue and; 2) six functions of speaking discovered which are exchanging personal information, expressing future intentions, giving directions, giving advice & making suggestions, describing, and interacting in social situations. By practicing the type and functions above, the students were able to demonstrate the functional competence of speaking to meet their duty as hotel receptionists which is bridging good communication between the hotel and the guest. In addition, by highlighting these findings, it is expected that the data can be used by the English Study Program to prepare the material for the speaking course before succeeding students complete the internship program as hotel receptionists.

Keywords: *functions of speaking, internship program, receptionist, speaking, types of speaking*

INTRODUCTION

It is broadly recognized that there is a prevailing challenge between the skills mastered by university graduates and the skills required by the workplace. To overcome the previous gap, the concepts of Link and Match and *Merdeka Belajar Kampus Merdeka* (MBKM) have been echoed by the Government of Indonesia through The Ministry of Education, Culture, Research, and Technology. In general, the two concepts mentioned previously sought to strengthen the cooperation between academic institutions and places of employment (Disas, 2018) cited in (Rinda et al., 2022). To implement them, a program called *magang industri* or internships program is embedded into the university's curriculum. Through the program, students can get involved in the real working place as a trainee. They may put what they learn conceptually in the universities into practice (Mgaya & Mbekomize, 2014). By having that experience, it is expected that the challenge stated before can be minimized.

Based on the urgency of the internship program, the English Study Program of Language, Communication, and Tourism Department, Politeknik Negeri Jember obligates all of the students to participate in it. In this study program, the students are offered to have real work experience lasting for four to six months. Various places can be chosen by the students, such as hotels, government offices related to tourism, and travel agents. Among the places offered, according to the data documented by the English Study Program, the students in the last five academic years tended to choose to be a receptionist at the hotel.

During the implementation of the internship program as hotel receptionists, an interesting phenomenon among the three trainee students was spotted. The students were found to apply their speaking skill more the other three skills (i.e., listening, reading, and writing). An interview was also conducted to get a deeper understanding related to the phenomenon. Based on the information given by the trainee students, their skill to speak in English was frequently used while performing as hotel receptionists. Starting from early in the morning up to the changing shift, the practice of speaking skill never ended. It was used in various ways such as when the trainee students greeted the guest, described the hotel's room, and explained the information related to the other hotel's services. From that fact, it can be understood that the implementation of speaking skill is exceedingly dominated.

Related to the above phenomenon on the use of speaking as the dominant skill used by the receptionist in the hotel, numerous prior studies were conducted. Bouzidi (2009) reveals that speaking skill is very tangible for the employee in the hospitality industry, including a hotel. Standing on the same side, through a questionnaire distributed to 50 hotel receptionists, a study completed by Chamnankit (2015) claims that the skill of writing is the least valuable talent in the profession, whereas speaking is crucial. Another decisive finding also revealed by Julianti and Lestari (2017), the decent speaking skill mastered by the receptionist leads to the hotel customers' satisfaction. Then, related to the functions of speaking skill used, Manon (2021) mentions in his study that the hotel employees utilize speaking skill for supplying and elaborating on information on accommodations, amenities, and services. Without question, speaking skill plays a substantial role for the hotel receptionists to accomplish their responsibility.

From the previous information about research conducted on speaking skill used by the hotel receptionists, all of the studies involved permanent hotel receptionists only. No study focuses on trainee students. With that in mind, this study initiated to fulfill the gap by encompassing the trainee students as the research participants. The study focuses on the description of the specific phenomenon of types of speaking and the function of using each type utilized by the students as hotel receptionist trainees. By revealing the two research questions, it is expected that in the short-term period, the types and functions of speaking skill used by the trainee students can be explained well. In the long-term period, by understanding the two descriptions of the case, it is hoped that the result would help the English Study Program to arrange its curriculum especially related to the course of speaking. By so doing, the English Study Program can have better course preparation before succeeding students complete the internship program as hotel receptionists.

REVIEW OF LITERATURE

Speaking

Language is a bringing tool to communicate among people from diverse cultures and nations. Related to it, four language skills are existing which cover speaking, reading, listening, and writing (Torky, 2006). Both speaking and writing are classified into productive skills while the two others are grouped into receptive skills. Furthermore, speaking is also considered the most skill used in daily communication. However, at the

same time, it is also commonly agreed that having good practice of speaking is accepted as the most difficult one. It happens because the practice of speaking requires unplanned and spontaneous responses that do not offer too much time for the speakers to edit or prepare (Foster et al., 2000).

Strengthening the previous paragraph, Florez (1999) states that to have good practice of speaking skills, numerous underlying tasks should be completed. These are first, using proper grammatical structures; second, evaluating the traits of the intended audience, such as common knowledge, position, and power relationships, or variances in viewpoints; third, choosing language that is clear and acceptable for the listeners, the subject at hand, and the context in which the speech act is being delivered; fourth, using comprehensibility-enhancing techniques, such as highlighting important phrases, rephrasing, or gauging the listener's understanding; and last, considering how well the encounter went and modifying speech elements like vocabulary, the tempo of speech, and complexity of grammatical structures to enhance listener participation and understanding. According to the previous explanation, it can be summed up that speaking is a productive language skill that is dominantly used. However, at the same time, it requires numerous tasks to be practiced.

Types of Speaking

Several experts already classified the types of speaking. According to Nunan (1989) cited in Torky (2006), speaking is grouped into two which are monologue and dialogue. The former emphasizes making an interrupted oral presentation, whereas the later emphasizes communicating with other speakers. In addition, when a speaker utilizes spoken languages for any amount of time, such as in speeches, lectures, readings, and other situations, it is called a monologue. A dialogue, on the other hand, occurs when there are two or more speakers involved in the speaking process (Wahyuni, 2016) cited in (Farizi & Herwiana, 2022). Another expert, Brown and Yule (2003) mentions the two types of speaking which are transactional and interactional. Related to the two terms, transactional speaking is mainly used for transferring information from one to another while interactional speaking is utilized for managing and building social relationships. From the preceding paragraphs, it is concluded that based on the number of speakers involved, speaking can be divided into monologue and dialogue while based on its use, speaking can be grouped as transactional and interactional.

Functions of Speaking

As stated by Rahmat, Shahabani, and Ibrahim (2020), talking or communicating, commonly referred to as speaking in a more professional context, performs vitally crucial and pertinent functions in daily activities, particularly when English is used as a second or foreign language. Furthermore, Torky (2006) classifies the eight main functions of speaking which are exchanging personal information, expressing future intentions, giving directions, giving advice & making suggestions, narrating a story, discussing opinions, describing, and interacting in social situations. From the previous experts, it can be understood that speaking has very essential functions in people's aspect of life.

Hotel Receptionist

The position of hotel receptionists is very significant. They may be the first face that guests encounter in the hotel that can create either positive or negative first impressions from the guests. To be able to create a positive impression, hotel receptionists are required to greet visitors with a smile, conduct themselves professionally, and assist them with various daily activities (Astuti et al., 2018). Standing on the same point of view, Rahardiani (2011) states that the hotel receptionist is crucial in meeting the demands of the visitors. A receptionist needs to be well-versed in every area of the hotel as well as outside knowledge of the demands of the customers to provide the finest service. Furthermore, among the hotel personnel, receptionists interact with international guests more frequently to provide services such as welcoming them to the hotel, making reservations for them, providing information about hotel amenities, and addressing complaints from foreign guests. Also, hotel receptionists must quickly master English so they can assist foreign visitors (Karuniawan & Robiasih, 2018). From that elucidation, it can be concluded that the receptionist plays a very noteworthy role in the hotel receptionists that should be comprehended by exceptional skills of speaking to support their duties.

METHOD

Research Design

Referring to the goal of this study which is to describe the specific phenomenon of types of speaking and the functions of using each type utilized by the students as hotel receptionist trainees, a case study was implemented as the research design. It focuses on

a current phenomenon (the case) within its context, especially when the distinctions between phenomenon and context may not be obvious (Yin, 1994).

Research Subject

The subjects of this research were three internship students as hotel receptionists in one of the four-star hotels in Banyuwangi, East Java, Indonesia. They were chosen because the interesting phenomenon of the use of speaking skill was spotted during their duty in the internship program at the hotel.

Instruments

To cope with the goal of this study, two instruments were used which are observation through audio recording and interview. The first instrument was used to record all the speaking produced by the research subjects during their service as hotel receptionists. The second instrument was used to triangulate the information gathered from the first instrument.

Data Collection

To collect the data related to the phenomenon of types of speaking and the functions of using each type utilized by the students as hotel receptionist trainees, observation through audio-recording was used. Trainees hotel receptionists were briefed before prior to the data collection. Also they were informed on their rights to remain anonymous. After that, all the conversation between the three hotel receptionist trainees and the guest were recorded. Besides, interview was also directed to the three hotel receptionist trainees through online platform.

Data Analysis

To start analyzing the data collected, the audio recording was first transcribed. After that, the data were sorted. The audio recording in the form of English only was processed while the audio recording stated in other languages such as Indonesian and Madurese were no longer used. Next, the English audio recording then grouped into two which are data related to 1) types of speaking which are monologue and dialogue (Nunan, 1989) cited in (Torky, 2006) and 2) functions of speaking which are exchanging personal information, expressing future intentions, giving directions, giving advice & making suggestions, narrating a story, discussing opinions, describing, and interacting in social situations (Torky, 2006). Then, the two groups were triangulated with the result of the

interviews. Last, it was then compared and contrasted with the existing theories and related studies to get a conclusion.

FINDINGS AND DISCUSSION

Findings

In this part, findings are presented in two main sections which are: 1) types of speaking and 2) functions of speaking.

Types of Speaking

Dialogue

After analyzing the data gathered from the audio recording and field note observation, the findings related to the types of speaking used by the three trainee students placed as the hotel receptionist were finally found. The first example quoted below is the audio recording taken from the conversation between Student 1 and the guest:

- | | |
|-----------|---|
| [1] Guest | : Your explanation is clear enough. I also want to see the room's description. For family gathering, what's the type of room? |
| Student 1 | : For how many people, ma'am? |
| Guest | : Twelve adults and 6 children. |

Based on the conversation [1], the speaking skill was used by Student 1 to communicate with the guest. Looking at the types of speaking utilized, Student 1 implemented the type of dialogue. When it was confirmed to Student 1 through the online interview, at that time, she was in the middle of a phone conversation with the guest. The guest asked for information related to the provided room. To answer the directed question, Student 1 gave the information about it. Because of the conversation built by the two speakers that are Student 1 and the customer, the existence of dialogue was seen.

Another example of the use of dialogue was marked in the conversation [2]. It is cited as below:

- | | |
|-----------|---|
| [2] Guest | : Good, the facilities are quite complete. Free of charge? |
| Student 2 | : For some of the facilities provided are free and available some facilities that require additional fees ma'am such as meeting rooms, sauna, spa, bar and sky dining. For other facilities can be used for free ma'am. |
| Guest | : If I want to rent a meeting room, do you have? |

According to the conversation [2], the existence of types of speaking, dialogue, also emerged rather than a monologue. The above conversation happened when a guest was

asking for the information at the receptionist's desk. The guest wanted to know about the fee related to the hotel's facilities. To answer the question, Student 2 mentioned the two types of facilities for the guest which are free-of-charge facilities and facilities with additional payment by conducting dialogue.

Then, the same type of speaking that is dialogue, was also found on Student 3's audio recording. It was transcribed as follows:

[3] Guest : How to make a reservation for horse riding?
Student 3 : You can directly dial number 0 if you want directly picked up in front of the room, or Mam, you can directly make a reservation in the lobby.

As it is cited in conversation [3], the guest asked for information about horse riding. To cope with the question, Student 3 explained the way to make a reservation through the use of dialogue. First, the reservation can be done through a phone call by dialing 0 while second, it also can be done by direct reservation by visiting the lobby.

Functions of Speaking

The findings of this study related to the functions of speaking are presented in this part. Torky (2006) classifies the eight main functions of speaking, such as exchanging personal information, expressing future intentions, giving directions, giving advice & making suggestions, narrating a story, discussing opinions, describing, and interacting in social situations. Among the eight functions of speaking mentioned previously, six of them were found during the students' service as trainee hotel receptionists which are exchanging personal information, expressing future intentions, giving directions, giving advice & making suggestions, describing, and interacting in social situations. On the other side, only two functions of speaking which are narrating a story and discussing opinions were not documented in this study. To have a deeper understanding of the functions of speaking found, each of them is described in the following explanation:

a. Exchanging Personal Information

The first function of speaking which is exchanging personal information was spotted in several dialogues performed by the students. Here is the sample of the existence of that function cited as follows:

[4] Student 3 : Good afternoon. I am Elsa, can I help you?
Guest : Check in, please.
Student 3 : Okay. Excuse me, what is your name, Sir?

Guest : Buchanan, Melvin Buchanan
Student : Melvin, *ya*. Melvin Buchanan. And Mr. Melvin, where do you come from?
Guest : Singapore.

The above dialogue happened between Student 3 and the guest. Based on the observation conducted, it emerged when Student 3 assisted the guest to do the check-in process. To start the process, Student 3 first mentioned her name to offer help. Then, she asked about personal information related to the name of the guest and where he come from. Answering Student 3's question, the guest gave the two information needed about his name and his country. From the dialogue conducted, the function of speaking which is exchanging personal information was seen. It was spotted when the Student 3 mentioned her name at first and the guest also gave his name and address to the Student 3.

b. Expressing Future Intentions

The second function of speaking which is expressing future intentions was also found in the dialogue between Student 3 and the guest. The dialogue is cited as follows:

[5] Student 3 : Yes, Sir. Can I help you, please?
Guest : Ehhmm. . . I just wanna know about events around this city. Probably conducted this week.
Student 3 : This week *ya*. Ehhh, I think there will be a ceremony, *Kebo-Keboan*. *Kebo-Keboan* Festival.
Guest : What's that?

From the fifth citation above, it can be highlighted that the guest tried to ask for information about the event that would be held nearly in the future. To answer the question, Student 3 shared the information about *Kebo-Keboan* Festival, one of the traditional events conducted annually in Banyuwangi, that was planned to be celebrated next week. The previous citation shows that one of the functions of speaking is to express future intentions.

c. Giving Directions

The next function of speaking is giving direction. To prove the existence of the third function, a dialogue involving Student 2 and the guest is copied below:

[6] Student 2 : Good morning. This is Becky speaking. May I assist you?
Guest : Morning. Can I have info for Ijen Crater?
Student 2 : Yes, of course Sir, of course. What kind of information you need?
Guest : How far from here?

Student 2 : Very close, Sir. Kawah Ijen close from here. Around one hour from here to there.

The above dialogue happened while Student 2 picked up the phone calling from the room. Based on the dialogue between Student 2 and the guest coded by [6], it can be seen that Student 2 tried to explain how to get to one of the tourism destinations called *Kawah Ijen* as known as Ijen Crater by mentioning the distance and the time to get the place. In this case, the function of speaking which is giving direction was used.

d. Giving advice and making suggestions

The next function of speaking found in the recording is giving advice and making suggestions. It was cited in the dialogue [7] below:

[7] Student 1 : We have three swimming pools here. One for kids, one for adult and one for kids and adult.
Guest : Okay. I want quiet environment.
Student 1 : The one on the east, Mam. That surround by coconout.
Guest : Okay. On the east part.
Student 1 : Yes, Mam. The swimming pool is nice too.

From the above dialogue, the guest tried to find information about the pool facilities provided by the hotel. As was mentioned by Student 1, there are three pools available. To suit the need of the guest, Student 1 gave a suggestion on which pool suggested be visited. By performing the dialogue, the function of speaking which is giving advice and making the suggestion was spotted.

e. Describing

One of the functions of speaking is describing. During the dialogue recorded, it was found that Student 1 used that function as cited as follows:

[8] Student 1 : Good morning, Becky is speaking. Anything I can help?
Guest : Yes. What do you have for breakfast?
Student 1 : For breakfast, we have two menus. One is traditional and two is western. For traditional, we have Indonesian food like *pecel*. For western, we have toast, cereals, milk and etc.
Guest : What did you mention before? *Pecel*?
Student 1 : *Pecel*. Traditional food. Spicy, Sir.

Having confirmed through the interview, at that time, Student 1 explained about the hotel service, breakfast. By phone call, the guest wanted to know about the deeper information about what is *pecel*. To deal with the guest's question, Student 1 tried to describe that *pecel* is considered an Indonesian traditional food that has a spicy flavor.

f. Interacting in social situations

The last function of speaking practiced by the students who served as trainees hotel receptionists is interacting in social situations. Having compared with the previous function, this function was the most function used by the students. One of the examples of it is provided below:

[8] Student 2 : Thank you. Thank you for visit us. I hope your stay is memorable.
Guest : Nice. Glad to be here.

Cited in [8], Student 2 delivered her thank to the guest for her staying at the hotel. By expressing her gratitude to the guest, it became one way to maintain social interaction in social situations between the hotel and the guest.

Discussion

To have a comprehended discussion, this part is divided into two main sections based on the findings found which are: 1) types of speaking and 2) functions of speaking.

Types of Speaking

From the three examples taken from the three students placed as trainee hotel receptionists above coded in [1], [2], and [3], it can be seen that only one type of speaking was found which is dialogue. As it is stated by Astuti, Ginaya, & Sadguna (2018), one of the duties of the hotel receptionist is to assist the customer. While the guest asked for information about the kinds of hotel facilities, the way to make a room reservation, and the way to make a horse riding reservation, the students assisted the guest by giving specific explanations related to the needed information only in a short time. Other unrelated information should not be given. In line with it, Wahyuni (2016) cited in Farizi & Herwiana (2022) mentioned that, unlike a monologue that offers lots of time for the students to explain the whole thing, the dialogue used by the students was shorter. By choosing to use dialogue, the three students were able to answer the guests' questions in an effective time.

Then, related to the second type of speaking which is a monologue, its existence was not seen in the transcription of the audio recording. While this phenomenon was confirmed by the three students, the same information was mentioned. They never use monologue during their serving as a trainee hotel receptionist. This fact may happen

because the use of monologue would not help them to cope with the situation. If the students perform a monologue, they would need a longer time to perform it. The use of monologue is also unnecessary since it would not be able to give direct and specific information needed by the guest. Supporting the previous facts, Wahyuni (2016) cited in Farizi & Herwiana (2022) believes that the use of monologue is more suitable for other occasions just like when the students as speakers giving speeches or presentations.

From the previous findings, it can be concluded that there was only one type of speaking which is dialogue used by the three students while completing their duty as trainee hotel receptionists. In contrast, the use of another type of speaking which is monologue was never spotted.

Functions of Speaking

Based on the findings revealed in the second part related to functions of speaking used by the trainee hotel receptionist, it can be highlighted that there were six of them were recorded. Those functions are exchanging personal information, expressing future intentions, giving directions, giving advice & making suggestions, describing, and interacting in social situations.

As it is mentioned in the previous part, exchanging information was found in dialogue [4] while the trainee hotel receptionist asked for information about the guest's name and country. In line with Torky (2006), this function of speaking is usually found when there is a dialogue happens between speakers while they are looking for information related to expressing personal details, habits, and routines. Then, the second function, expressing future intentions cited in [5] is commonly found when the speaker is expressing a plan, predicting the future, and expressing a fixed arrangement. While the student was involved in the dialogue [5], she was able to give information about events covered what and when it would be conducted in the town. In this case, she tried to predict the future. Then, the third function is giving direction. According to the same expert, this function can be spotted while the speaker telling the way to get to a certain place. Represented in the dialogue [6], the trainee hotel receptionist directed the guest to get to Ijen Crater. Then, Torky (2006) also mentioned the function of speaking which is describing can be used to describe people and things. Based on the dialogue cited in [7], the trainee hotel receptionist tried to describe *pecel* which is considered as describing

thing by mentioning the type of food and the taste of it. Last, the function of interacting in social situations covers thanking and apologizing. In [8], it is seen that the trainee hotel receptionist used it to express her thanks to the guest for using the hotel service.

Furthermore, according to Dornyei and Thurrell (1994) and Rose (1994) all the above functions of speaking mentioned in the findings can be included in the functional competence of speaking. This competence deals with the communication purposes of a language. It relates to the duty of the trainee hotel receptionist that has the main role to be able to bridge the communication by assisting the guest through performing good communication (Astuti, et al., 2018).

CONCLUSIONS AND SUGGESTIONS

Conclusions

From the previous explanation, it can be concluded that there are two important findings in relation to the use of the trainees' speaking skill. Firstly, dialogue is found to be the most frequently used types of speaking used by the three trainees hotel receptionists. Secondly, it can be identified that there are six functions of speaking found which are exchanging personal information, expressing future intentions, giving directions, giving advice & making suggestions, describing, and interacting in social situations. By performing the types and functions of speaking mentioned, the students were able to demonstrate the functional competence of speaking to meet their duty as hotel receptionists which is bridging good communication between the hotel and the guest.

Suggestions

Among the two types of speaking, only one of them was spotted in this study. Also, among the eight functions of speaking, two of them were not used by the trainee as the hotel receptionist. To have more comprehension results, it is suggested for the future study to have more recordings so that the existence of the missing type and function may appear.

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