

ABSTRACT

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The aim of the study was to find out whether English is required in Hotel and what English material that is appropriate for students to be a hotel staffs. This study was conducted by applying descriptive qualitative research. The data were collected by using interview technique, and the interview was conducted to a receptionist, waitress, and housekeeper of Grand Orri Hotel. After the interview has been conducted, the data were transcribed and analyzed based on the theory of Tom Hutchinson (1987) in order to find out the needs of communicative skills of the students who take hospitality major and the suitable material to be provided for them. As a result, it is found that English is required to be a hotel staff and there are several communicative skills that should be mastered. The receptionist must cover the communicative skills of: (1) Handling reservations; (2) Checking in; (3) Checking out; (4) Providing information; and (5) Dealing with complaint. The waitress is required to have communicative skills which involve: (6) Taking a telephone order; and (7) Welcoming and guiding restaurant guests; and (8) Providing guests' needs. Meanwhile a housekeeper requires to have the least English communicative skills, which are: (9) Offering housekeeping and room service; and (10) Delivering guests' orders. Furthermore, the language features (vocabulary and grammar) were identified and they become the guidance of arranging the English material.

Keywords: *Hotel Staffs, Receptionist, Waitress, Housekeeper, Communicative skills.*

