

## ENGLISH LANGUAGE NEEDS OF RESTAURANT WAITERS & BARS AT MAMA'S GERMAN RESTAURANT: TARGET SITUATION ANALYSIS

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### ABSTRACT

*The aim of this this research was to find out about English needs to waiter and bartender in bar at restaurant. English specific purpose is a tool to learn about English related with needs and interest to learner. English needs could be used to workers especially to waiter and bartender in restaurant. This research is qualitative research used observation and in depth-interview. The subject of this research was waiter and bar staff at Mama's German Restaurant-Legian with the object of this research was English needs to waiter and bartender staff. Finding of this research was to find out English needs staff waiter and bar at restaurant and after finding their needs this restaurant has done for English course to improve speaking ability of waiter and bar staff.*

**Keywords:** English Specific Purpose, Waiter & Bar, Target Situation

### INTRODUCTION

English is International language and still using for communication nowadays. English has taken a role in economic, technology and also related in tourism industry. Related with tourism sector, English is still using to communicate with tourist that has been visited to Bali looking for beautiful island, enjoy the culture and also local foods. In tourism area especially in restaurant, for the workers in restaurant still finding difficult to speaking English to communicate with guest that come to restaurant enjoying foods and drinks, also they were looking for free wifi. According to Wardhaugh (1992) stated that communication is defined as the process of transmitting information from the source.

Wardhaugh stated that communication is a process to deliver the information from source to the receiver. Communication could be a problem if not known about needs and wants from others. Communication is also important in tourism field especially in restaurant. As a waiter and bartender in restaurant, the mistake of communication to the guest should be prevented. The foreign guest who enters to the restaurant and comes from the other country and follows other cultural or their ways to communicate, it is caused or finding difficult for waiter and bartender to communicate to foreign guest.

In this case also making the waiters and bartenders that work in the restaurant need to lean about ESP (English Specific Purpose) because of their ability English speaking on general is not enough to communicate to the foreign guest that comes from the other country. To fulfill needs for waiter and bartender that work in the restaurant, they need to learn ESP to support their English. According to Hutchinson and Waters (1987) stated that ESP is an approach to language learning and it is based on learners' need. Based on Hutchinson and Waters statement related with ESP is an approach English learning and set to the particular needs. Related to ESP, ESP is needed to each sector work related in English and about their profession. Therefore, it is needed to make ESP research to waiter and bartender in restaurant in Legian, Bali. This research is done to see the phenomenon that was happened to English needs in the restaurant.

Based on the phenomenon happened, it is interested to make a research with the title: English Language Needs of Restaurant Waiters & Bars at Mama's German

Restaurant Legian: Target Situation Analysis. Related to problems that found in this research there were 2 problems that discussed, as follows: what is an English need that the waiter and bar required in Mama's German Restaurant, Legian and what is the obstacle that the waiter and bar found in their restaurant. The aims of this research are to find out English needs to waiter and bar in Mama's German Restaurant and the obstacles that they found in their restaurant.

## **METHODS**

This research is done by qualitative method. According to Susanto (2015) qualitative research is has purposed to describe a process of teaching activity and has the basic what was happened in the field as the study material to finding the weakness and lack of it so it can be the improvement effort, analysis fact, tendency and act of study that happened in the field, arrange the hypothesis that concern to principal and education to data and information that happened in the field.

This research has done to the workers in waiter/waitress and bartender position in Mama's Germn Restaurant and for the address in Legian street, Legian, Kuta, Badung, Bali and to see about the English needs for worker and obstacles that they faced related to ESP.

Method of data analysis is done by interview process. For the first of process was choosing and selecting worker appropriates on the ability in English speaking after that doing the interview. After that, taking notes related with questions that have been asked. Next, doing the obstacle analysis that face to worker especially in waiter/waitress and bartender.

Method of collecting data to the research is used descriptive analysis method by doing the interview process to the workers especially in waiter/waitress and bartender in restaurant. The process of collecting data is done by observation and documentation to support of the research process. For the documentation is done by taking audio records and some pictures. The process of interview is done by preparing the questions related to language needs of workers.

## **FINDINGS AND DISCUSSIONS**

To discuss problem number 1, it has done by depth-interview to the staff and supervisor to find out the needs of Mama's German Restaurant staff. The interview process was carried out and in the interview process 13 questions were asked to the waiter and bartender staff.

The following are some questions that raised up or asked to the waiter and bar staff. In this finding, in case only some questions that will be discussed or important related to English Specific Purpose.

1. Is it necessary to use English in your work? If any, please explain.

One of the Bar Waitress in the name of Fitri answered (00:16) Fitri said that is needed to use English.

Audio transcript: "Yes, of course English needs, because of we meet to foreign guest and almost of our job using English"

Supervisor staff with name Mrs. Ida answered (00:55) she said really important using English because the guest comes from abroad.

Audio transcript: "...Using English is really important in our job because most of the guests come from abroad..."

2. What kind of activity requires the use of English in your field of your work?

Fitri answered every activity in every communication (00:33)

Audio transcript: "Almost every aspect ya... when we are talking, when we are taking order, and communication also..."

Supervisor Staff Mrs. Ida answered to doing communication with customer (01:30)

- Audio transcript: "...Using English for communication..."
3. What use of English that more appropriate to use in your work? (Reading, writing, listening and speaking).  
Rika as a Bar Waitress said (01:46) is dominant or more appropriate in speaking and listening.  
Transcript audio: "I am dominant in speaking and listening"  
Supervisor staff Mrs. Ida answered is dominant Listening and Speaking (02:08)  
Audio transcript: "...we dominant in listening and speaking..."
4. Is there a specific standard for using English from restaurants if you speak to foreign guests?  
Mr. Ketut Putra as the head waiter said (02:11) there is standar using grammar and the language is politeness.  
Transcript audio: "There is a standard sir; using grammar and polite language... get the briefing used polite language..."  
Supervisor staff Mrs. Ida answered (03:01) standard always giving to the staff when briefing.  
Audio transcript: "...our standard is always in briefing to staff..."
5. What obstacles do you face when you handle foreign guests?  
Mr. Ketut Putra said (02:39) The obstacle that I face if the guest complaint for example: Complaint to foods.  
Transcript audio: "...All this time ... the obstacle I faced as a waiter was when a guest complained about food and drinks ... for example, a guest eating a steak ... if the steak was hard the guest must be complaining ... he said why the steak was hard like this ... we answered the steak from the supplier ... specifically in the restaurant here if the guest complains he doesn't eat the food we ordered is void Sir, the guest doesn't pay for foods... we give the guest for food is free ..."  
Supervisor staff Mrs. Ida answered (04:01) the obstacle when handling guest that sometimes couldn't speak English, fro example: Russian guest.  
Audio transcript: "...there was a guest could speak English or not example Russian guest sometimes couldn't speak English so that's obstacle..."
6. Is different country caused different difficulties for you to use English?  
Yudi answered yes, there was different country for the guest coming to the restaurant (04:36)  
Transcript audo: "It's different, like before... German guests usually I think can speak English... but there are some who can't speak English... here the guest thinks we can speak German also... he speaks German also... but sometimes it's embarrassing too, is it right sir.. this how come the German restaurant doesn't speak German ... it's not speaking well for German language, it's just a little but for English we can speak."  
Supervisor staf Mrs. Ida answered yes; there was different (05:01)  
Audio transcript: "...yes...characterisc appereance and style of speaking..."
7. Have you got miscommunication when you are speaking with foreign guest?  
Fitri answered Yes she had and explain about her problem (03:28)  
Audio transcript: I had miscommunication from China's guest and the guest did not know what was pork and pig, but his guests still did not understand... I searched on Google what was pig and pork... then the guest understood... so that there was an obstacle sometimes...  
Supervisor staff Mrs. Ida answered that she had miscommunication (06:07)  
Audio transcript: "...when handled from the staff likes the guest was complaint of food and situation...probably the staff lacks of understand what the guest want..."
8. Does the restaurant provide special English course for restaurant employees? and to what extent is this English language learning? And how far English learning to do in this restaurant?

Dika as a waiter answered yes provide about English course, this far is good because of this management concern about quality of their staffs (07:12)

Audio transcript: yes there is... as far was good, because this company concerns to the quality of job and staff also that English course every Saturday although several hours but it's important and useful.

Supervisor staff Mrs. Ida answered yes, there was English course, this restaurant giving English course to the staff (07:35)

Audio transcript: "...this restaurant giving English course every Saturday... 1 hour for English course..."

9. What needs to be added in the process of learning English in this restaurant?

Dika answered for the needs is timing of English course. (07:57)

Audio transcript: "...the time because 1 hours that short for studying..."

Supervisor Staff Mrs Ida answered it's about time that need to be added because this restaurant opens 24 hours.

Audio transcript: "...time..we have constrained with open 24 hours..."

(Figure 1)



Figure 1. Mama's German Restaurant with Supervisor Operational

In the process of depth-interview found that communication in English was really needed to the staffs that works in Mama's German Restaurant. Communication that needed was speaking and listening. At the last of interview the staff and supervisor answered their needs in English course.

Related with obstacle that faced to waiter/waitress and bartender staff answered from interview was the guest entered to restaurant and ate the foods the the guest complaint with their order, using foreign language especially for English then for the other solution is used by body language, there was a vocabulary that doesn't understand by the waiter and bar staff so that they encounter difficulties and are sometimes assisted by supervisors or managers, sometimes they don't understand what the guest is talking about related to what the guest needs, and also the guests who come to the restaurant speak English too fast so they need to repeat the speech related to the guest's needs.

Also related to the analysis of the needs of the waiter and bar staff at Mama's German Restaurant-Legian, analyzed the needs of the wants and lacks as a frame in the research process.

In the process of needs, they are more dominant to the process of learning English, the waiter and bar staff more dominant choose to speak and listen to English to make their communication better to guests.

In the case of lacks that occur in the waiter and bar staff, some guests who come to visit from different countries, these guests bring different accents or speaking styles. Also when guests want to say or ask something if you do not understand the intentions of desire, guests use other methods by showing pictures on the menu or by



gestures. In this case, the lacks experienced by the waiter and bar staff in the speaking and listening skills.

In the process of wants which is expected by the waiter and bar staff related to their lacks, the management of restaurant has responded by providing special English course in the speaking skill. The management of restaurant tried to respond to the staff's wants by providing English language course which is held every Saturday with a duration of 1 hour (at the time of the interview all staff have said things about English course) but according to restaurant staff there is still less time learning English because of their busy working time because this restaurant is open 24 hours (Figure 2)



Figure 2. English Course with Staff

## Conclusion

The conclusion of this research, as follows:

1. Based on the results of depth-interviews with the waiter and bar staff, English communication or speaking that they need to say in terms of speaking to guests who come to the restaurant.
2. Differences in the style of speech or accent of guests who come from different countries cause them difficulty understanding what guests need when coming to the restaurant.
3. The restaurant management tried to fulfill the wants of the staf by providing special English course for waiter and bar staff in restaurant.

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