

English Language Needs for Receptionists in Raja Hotel Kuta Mandalika Lombok

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INTRODUCTION

English has established itself as the dominant global language, playing a crucial role in various aspects of global interaction, including the tourism industry. In the hospitality sector, English-language proficiency is a vital asset for employees, especially receptionists, who serve as the primary point of contact for international guests (Crystal, 2003). Effective verbal exchange skills in English no longer only enhance the visitor's experience but also toughen the inn's expert picture within the international market (Kim & Park, 2017).

Lombok, that's identified as one of the leading tourist locations in Indonesia, continues to revel in a large boom in global vacationer arrivals. Kuta Mandalika, supported via big infrastructure development and a globally renowned MotoGP circuit, has emerged as a new focal point and appeal for traffic around the arena (Indonesia Tour, 2023).

As a result, the demand for a exceedingly able hospitality staff, especially with English verbal exchange abilities, is becoming increasingly crucial inside the region. The speedy increase of Kuta Mandalika as one of the leading visitor locations in Indonesia has expanded the call for for tourism personnel, especially receptionists, to speak effectively in English while serving global guests. A needs evaluation conducted in the identified area revealed the core language abilities required, including greeting visitors, introducing oneself, explaining local tourist attractions, and promoting tourism services and products. Those talents are vital to allow frontline employees, including hotel receptionists, to carry out their obligations professionally and improve the overall visitor's experience (Safitri, 2023).

The growing variety of foreign travelers travelling Mandalika demands an development in the great of infrastructure and human assets (HR), specifically inside the resort sector. The hospitality enterprise, specifically, is an important helping element inside the fulfillment of tourism in Indonesia and Mandalika, as it serves as one of the first and

Abstract: This study aims to identify and analyze the English language needs of receptionists at Raja Hotel Kuta Mandalika Lombok, one of Indonesia's super-priority tourism destinations, where receptionists play a crucial role as the first and last point of contact for international guests. Using a mixed-method approach through questionnaires, observations, and semi-structured interviews with six receptionists and four front-office staff members, the study found that all English language skills listening and speaking are highly important, particularly for handling reservations, greeting guests, providing information, and managing complaints. Although receptionists generally demonstrate good English proficiency, especially in greeting, reservation handling, and telephone communication, weaknesses remain in explaining hotel facilities, delivering tourist information, and handling guest complaints empathetically. Key challenges include communication with guests who have limited English proficiency, such as Chinese and Korean visitors, and reliance on translation tools. Therefore, the study recommends regular micro-trainings, role-play simulations, bilingual service scripts, and collaboration between hotels and educational institutions to develop ESP-based English training programs tailored to real workplace needs.

Keywords: English Language Needs, Receptionists, Raja Hotel Kuta Mandalika Lombok.

remaining factors of touch for visitors. One of the most crucial elements in a lodge is the the front office workforce, especially the receptionist, who acts as the public face of the lodge. Receptionists are expected to be no longer most effective well mannered and efficient but also have professional English communication competencies, as English serves because the lingua franca of worldwide tourism (Kijpooonphol & Linh, 2020).

In the hospitality enterprise, the position of the receptionist is key in shaping the primary and ultimate impressions of the visitor's experience. The receptionist is a frontliner who greets, serves, and resolves guest issues. Consequently, conversation abilities in English aren't just an brought price, however have turn out to be a fundamental competency, especially in international tourist locations which include Mandalika (Hossain, 2013).

Regrettably, some studies have proven that the English language capabilities of lodge group of workers in Indonesia, in particular in the role of receptionists, are still below the expected wellknown. In line with Juliantari et al. (2023) many receptionists in Indonesian traveller areas nevertheless have trouble understanding visitors' foreign accents, deciding on the proper formal language, and coping with complex two-manner communication. A study by Malini et al. (2022) in Bali also discovered that to be had English language education applications are frequently too widespread, too theoretical, and fail to satisfy the precise demands of the place of job. This trouble is often exacerbated by using English language training programs which are nevertheless ordinary and not adapted to a specific work context.

Such training substances tend to be beside the point and can't be applied to actual workplace situations. Consequently, the English for unique purposes (ESP) method is considered greater appropriate, because it aligns mastering content material with the real demands of the process, consisting of explaining inn centers, providing directions, handling guest

complaints, and making reservations using well mannered and professional language (Nazira & Syaifei, 2023)

Raja hotel Kuta Mandalika, as one of the resorts placed inside the significant region of this priority tourist region, unavoidably will become a part of the globalization of tourism. Mandalika, which has been distinct as an exceptional precedence vacation spot with the aid of the Indonesian government, maintains to attract worldwide travelers, thereby increasing the demand for hospitality services (Ministry of Tourism and Innovative Economy, 2023; Ahyar et al., 2022).

The usage of transactional English requires more than simply vocabulary mastery; confidence, fluency, and understanding are also important to keep away from conversation boundaries when serving clients. Therefore, improving English communicate capabilities amongst front workplace workforce at Raja resort Kuta Mandalika is vital to attain excessive requirements of international hospitality offerings (Sujana, 2023).

Because the wide variety and expectations of international visitors increase, the capability of hotel team of workers, mainly receptionists, to communicate professionally in English has turn out to be crucial. English communication capabilities aren't simplest essential to greet and serve guests, but also in managing lawsuits, explaining hotel facilities, and building a expert image of the organization they represent. In line with Malini et al. (2022), low English talent among resort workforce can notably reduce visitor pride and harm a motel's recognition.

Moreover, Pham (2023) highlights that receptionists regularly war to recognize numerous English accents and hold effective -way communication due to a loss of contextually suitable English language schooling. Primarily based on the issues stated above, this observe ambitions to explore the English language wishes of receptionists, given their essential function in shaping the first and last impressions of visitors. The receptionist acts as a frontline representative who welcomes, helps, and addresses guests' worries.

Therefore, their proficiency in English is not always most effective a treasured asset however also a fundamental skill, mainly in international tourism hotspots inclusive of Mandalika. However, many receptionists in visitor areas across Indonesia nonetheless face challenges in expertise diverse accents, using appropriate formal expressions, and attractive in powerful two-manner verbal exchange (Malini et al., 2022).

Primarily based on studies by Malini et al. (2022) on resort and eating place people in Nusa Lembongan, it is concluded that speaking and listening skills are top priorities in every day interactions with foreign travelers. Constrained vocabulary, pronunciation and knowledge of foreign accents are the primary demanding situations.

Studies by using Aprigianto (2020) at a hotel and lodge in Malang city shows that speakme abilities are the most dominant used by front workplace team of workers. Those findings affirm the need for an ESP curriculum that emphasizes real oral verbal exchange practices within the context of motels.

In addition, Pham (2023) in a have a look at in Vietnam said that despite the fact that all four language competencies are important, inn receptionists rely closely on speakme and listening abilities to recognize nonnative visitors, specially whilst responding to special requests or go-cultural emergency situations. However, research in Indonesia at the unique

English language requirement for hotel receptionists in worldwide tourism areas such as Kuta Mandalika remains very limited. This limits the understanding of the styles of language competencies which can be sincerely wished in dynamic and multicultural running situations.

Although English plays a crucial role in hotel reception services, limited research has examined the specific language needs of receptionists in the Mandalika tourism area. Receptionists at hotels in Kuta Mandalika perform a range of communicative tasks, including welcoming international guests, providing information about hotel facilities and local attractions, responding to inquiries and complaints, and promoting tourism services. Without a systematic analysis of these workplace communication demands, English training programs are likely to remain generic and may not adequately address the language competencies required in authentic hospitality settings.

Preliminary observations and informal discussions with hotel staff indicated that receptionists continue to encounter difficulties in using English during workplace interactions, particularly when explaining hotel services, responding to guest complaints, and giving directions to local tourist attractions. These communication challenges may reduce service quality and negatively influence guests' overall experience. Therefore, identifying the actual English language needs of hotel receptionists is essential for designing training programs that are aligned with workplace requirements. Previous needs analysis studies in Indonesian tourism contexts, such as those conducted in Sikka and Nusa Lembongan, have similarly reported a mismatch between the English skills taught in training programs and the communicative competencies required in the workplace, particularly in terms of fluency, confidence, and handling authentic interactions with international visitors.

Findings from similar areas such as Sikka and Nusa Lembongan show that there is a gap between the language functions taught and those required by staff. For example, some receptionists may have mastered basic grammar, but lack fluency, confidence, and the ability to handle a variety of accents.

Therefore, the principle problems that need to be examined are: what unique English abilities are wanted through the receptionist at Raja resort Kuta Mandalika, what is the space among modern abilities and the actual needs inside the field, and how to design a powerful and contextual ESP schooling application to shut the gap.

RESEARCH METHODS

This study employed a simple mixed-method design that integrated a qualitative descriptive approach supported by quantitative data. The qualitative component was used to investigate the English language demands of receptionists through direct observation, semi-structured interviews, and document analysis, while quantitative data obtained from questionnaires were used to strengthen and validate the qualitative findings. All stages of data collection and analysis were conducted in authentic workplace settings to ensure that the findings accurately reflected real communicative practices in the hospitality industry.

The research was conducted at the Front Office of Raja Hotel Kuta Mandalika Lombok over a period of one to two months. The participants consisted of six receptionists and four Front Office managers. The receptionists served as the

primary participants, while the managers provided additional perspectives regarding institutional standards, competency benchmarks, and service expectations. Participants were selected based on their availability during the data collection period, and all provided informed consent prior to participation. Data collection activities were carried out during regular working hours to capture natural receptionist–guest interactions and obtain representative evidence of workplace communication practices.

The data collected focused on three major components: target needs, learning needs, and present situation. Target needs referred to the English competencies required by the hotel based on job descriptions, Standard Operating Procedures (SOPs), and managerial expectations. Learning needs concerned receptionists' perceptions of their difficulties and priorities in learning English. The present situation described the current level of English proficiency among receptionists as identified through questionnaires and interviews. Data were gathered using multiple instruments. An observation checklist was employed to record authentic interactions at the front desk, including frequently used expressions, communication patterns, response styles, and interactional contexts involving foreign guests. Observational data enhanced ecological validity by providing behavioral evidence that could be compared with questionnaire and interview findings (Yusra, 2023). Questionnaires were distributed to all receptionists to measure the perceived importance and difficulty of English skills, particularly speaking and listening. As noted by Apgrianto (2023), questionnaires are effective tools in needs analysis because they allow researchers to capture general tendencies efficiently. The instrument generated quantitative data through Likert-scale ratings as well as qualitative insights from open-ended responses. Semi-structured interviews were conducted with both receptionists and Front Office managers to obtain in-depth information regarding communication challenges, training expectations, and workplace language requirements. This method enabled participants to elaborate on their experiences beyond structured survey responses (Nilashi et al., 2020). In addition, document analysis was carried out by reviewing institutional materials such as SOPs, training modules, and communication guidelines to ensure alignment between identified needs and formal workplace standards, consistent with Stein et al. (2018).

Data analysis was performed through both quantitative and qualitative procedures. Questionnaire responses were scored using a five-point Likert scale, and mean scores and percentages were calculated to determine the level of need and difficulty for each language skill. The results were presented in descriptive statistical formats to rank priority competencies and identify areas of difficulty. Interview data were transcribed verbatim, reduced to relevant information, categorized into thematic areas such as communication needs, skill gaps, and training recommendations, and interpreted to validate and enrich the quantitative findings. Observation data were analyzed by calculating indicator scores, comparing observational results with participants' perceptions, and identifying patterns of English use in front-office interactions. The integration of these analyses produced a comprehensive mapping of receptionists' English language needs, identified gaps between existing competencies and job demands, and generated practical recommendations for the development of a needs-based English for Specific Purposes (ESP) training

program tailored to the communication requirements of receptionists at Raja Hotel Kuta Mandalika Lombok.

FINDINGS AND DISCUSSION

Findings

Table 1: Respondent Identify (Receptionist).

No	Code	Education	Length of work (Year)
1.	DIT	Praya 1 Vocational School Hospitality	2.5
2.	NUR	S1 Bachelor of Islamic Banking	2
3.	MIR	D1 Hospitality	3
4.	ANG	D1 Hospitality	1
5.	ZAI	D3 Hospitality	0.5
6.	AMS	Praya 1 Vocational School Hospitality	1

Based on Table 1, we received biographical information from six receptionists. Each respondent was assigned a unique code (DIT, NUR, MIR, ANG, ZAI, AMS) to protect the confidentiality of personal information. This table contains information about the backgrounds of education final respondents, including Praya 1 Vocational School Hospitality, S1 Sharia Banking, D1, and D3 Hospitality, as well as their term of service in the unit year.

The majority of respondents, five out of six, had vocational, D1, or D3 hospitality education backgrounds. Only one respondent has a bachelor's degree in Islamic banking. Their employment experience ranges between 0.5 and 3 years. This length of employment shows that the majority of respondents have gained enough practical experience to develop the skills required for the receptionist profession. Generally the following table gives a short description about diversity education and experience work respondents who became object of research, which will can later be analyzed more carry on in relation with variables of the study.

Language Needs of the Receptionist

Regarding this question, there are two data sources used: questioner the data for this study question were gathered using a questionnaire and interviews with receptionists and the Human Resource Development Division. The following are the findings based on the questionnaire.

Table 2. Score Results Questionnaire Need Speaking English

No	Communication Situations in English	English Language Needs					Score
		1	2	3	4	5	
1	Welcoming foreign guests (greeting and welcoming)	-	-	-	-	6	30
2	Handling reservations (booking and check-in)	-	-	-	-	6	30
3	Explaining hotel facilities	-	-	-	-	6	30
4	Provide information about local attractions	-	-	-	-	6	30
5	Handling guest complaints (complaint handling)	-	-	-	-	6	30
6	Having a telephone conversation with a foreign guest	-	-	-	-	6	30
7	Write an email or reservation confirmation	-	-	-	-	6	30
8	Explaining hotel rules or policies	-	-	-	-	6	30
Total		-	-	-	-	48	240

Note:

1 = Not Important at all

- 2 = Not Important
- 3 = Neutral
- 4 = Important
- 5 = Very Important

From the table show that all respondents answer very important in every question. So, the total score = 6x8x 5 = 240.

$$\text{Average score} = \frac{240}{6 \times 8} = \frac{240}{48} = 5.0$$

Average	Category Value:
4.21 – 5.00	Very Important
3.41 – 4.20	Important
2.61 – 3.40	Sufficiently Important
1.81 – 2.60	Not Important
1.0 – 1.80	Not Important at all

Analysis Results

Based on Table 2, all situations communication in the English language are rated as highly significant by respondents. Every situation communication, from greeting foreign visitors to handling reservations, explaining hotel facilities, providing information object tours, handling complaints from guests, conducting phone conversations with foreign visitors, writing emails or confirmation reservations, and explaining rules or hotel policies, all receive the highest score (score 6) for the category need Language English.

With a total score of 240 and an average of 5.00, we can infer that all 6 receptionists have the same perception of all skills. Language English in the instrument questionnaire is very crucial. The answer for support duties and obligations is Raja Hotel Kuta Mandalika. Meaning: No. There is an aspect. Language English is regarded as insufficiently important. Receptionist evaluates that mastery. Hotels must retain and improve their capacity to communicate in English, which is a core competency. English staff receive tailored training (ESP for Hospitality).

Table 3: Score Results Questionnaire Difficulty Speaking English

No	English Skills	1	2	3	4	5	Score
1	Listening (understanding foreign guests)	-	-	-	-	6	30
2	Speaking (speaking fluently)	-	-	-	-	6	30
3	Reading (reading documents)	-	-	-	-	6	30
4	Writing (writing emails/reservations)	-	-	-	-	6	30
Total							120

- Note:
- 1 = Very Difficult
 - 2 = Difficult
 - 3 = Fair Difficult
 - 4 = Easy
 - 5 = Very Easy

Based on results questionnaire six receptionists at Raja Hotel Kuta Mandalika filled out the Learning Needs part, which received a total score of 120 with an average value of 5.00, placing it in the "Very" category of Easy."This result demonstrates that all respondents have the same view that speaking English skills, including listening, speaking, reading, and writing, are extremely easily applied to daily tasks. Based on the findings, it can be stated that the receptionists of Raja Hotel Kuta Mandalika speak good English, particularly when talking with foreign visitors. However, management can still provide advanced English training to help employees enhance their fluency and accuracy. This story demonstrates the importance of strengthening English language abilities in the hotel receptionist work environment in order to deliver the

finest service to foreign customers and maintain the hotel's image on a global scale.

The Gap between the Staff's Current Language Skills and the Required Skills

Table 4: Observation Receptionists' Use of English in Serving Foreign Guests

No	Observed Aspects	Observation I					Observation II						
		D	N	M	A	Z	A	D	N	M	A	Z	A
1	Greeting & Welcoming	5	5	5	5	5	5	5	5	5	5	5	5
2	Handling Reservations (Check-in/Check-out)	5	5	5	5	5	5	5	5	5	5	5	5
3	Explaining Hotel Facilities	4	5	4	5	5	5	5	4	5	4	4	4
4	Providing Tourist Information	3	4	5	3	3	4	4	4	5	4	5	3
5	Handling Complaints	5	3	5	5	4	5	5	5	5	5	5	5
6	Telephone Communication	5	3	5	4	3	5	4	5	5	5	5	5
7	Professionalism (Body Language & Tone)	5	5	5	5	3	5	5	5	5	5	5	5
Total		3	3	3	3	2	3	3	3	3	3	3	3
		2	0	4	2	8	3	3	4	4	4	4	2

- Notes:
- Respondents:
1. DIT
 2. NUR
 3. MIR
 4. ANG
 5. ZAI
 6. AMS
- Score
- 1 = Very Poor,
 - 2 = Poor,
 - 3 = Adequate,
 - 4 = Good,
 - 5 = Very Good.

Information table;

Interpretation of the results in Table 4. Observation of Receptionists' Use of English in Serving Foreign Guests (scale 1–5); 5 = very good; maximum per observation = 35)

Overview per Respondent (TOTAL)

Table 5. Individual Participants' Pre-Test and Post-Test Speaking Performance Scores and Score Changes

Participant	Pre-test	Post-test	Change	Interpretation
MIR	34	34	0	Performance remained consistent across both assessments. Continued practice is recommended to maintain proficiency, particularly in explaining hotel facilities and handling guest complaints.
ANG	32	34	+2	Demonstrated overall improvement, particularly in reservation

				handling and telephone communication.
NUR	30	34	+4	Showed marked improvement, especially in greeting guests, explaining hotel facilities, and providing tourist information.
DIT	32	33	+1	Displayed slight improvement; however, greater consistency is needed, particularly in handling guest complaints and providing tourist information.
ZAI	28	34	+6	Achieved the greatest improvement, progressing from a fair to a good level of performance. Further development of front-office technical vocabulary is recommended.
AMS	33	32	-1	Demonstrated a slight decline in overall performance. Additional practice is needed, particularly in explaining hotel facilities and improving grammatical accuracy.

This story demonstrates the importance of strengthening English language abilities in the hotel receptionist work environment in order to deliver the finest service to foreign customers and maintain the hotel's image on a global scale.

Recommendation for Developing the Staff's Language Skills

The data to answer this research question were taken from the interviews with the receptionists and the Human Resource Development Division.

Interview Results

1. Respondent DIT

According to DIT, English is the most often spoken language while communicating with foreigners, particularly at MOTOGP racing events. Since receptionists usually interact directly with tourists, DIT

believes that speaking English is the most important skill to learn. According to DIT, the most difficult aspect of serving foreign guests is engaging with those who do not understand English, particularly those from China and Korea. DIT reported that after graduating from vocational school, they received three months of English education, which enhanced their skills. DIT recommended direct communication with visitors to increase English skills, with a focus on practicing pronunciation

2. Respondent NUR

NUR added that she regularly utilizes English when people arrive to check in and out. For her, pronunciation is the most important ability because it influences guest understanding. She frequently encounters the issue of serving clients from non-English-speaking nations such as Korea and China. NUR attends English Corner instruction on Thursdays. She advises English Corner as an effective technique to gradually increase English skills.

3. Respondent MIR

MIR usually speaks English with hotel guests. He sees pronunciation as the most crucial quality of English to master. He frequently has difficulty when dealing with Korean or Chinese guests who do not speak English. MIR stated that he had never participated in any English training previously. He proposes that receptionists improve their skills by learning English on a daily basis.

4. Respondent ANG

ANG mostly employs English to handle guest issues during check-in and check-out. He claimed that vocabulary is the most important English skill when dealing with overseas guests. The difficulty he encounters is learning new words when guests complain. He has never had any English training. ANG proposes implementing frequent training sessions, such as a training corner, to help receptionists improve their English skills.

5. Respondent ZAI

ZAI noted that he spoke English during hotel check-in and check-out. He feels that all English skills, including pronunciation, are valuable. Misunderstandings between him and foreign guests are a typical difficulty he faces. In 2008, while attending vocational school, he took English classes. To improve service quality, ZAI promotes strengthening listening and vocabulary skills.

6. Respondent AMS

According to AMS, while communicating with overseas guests, they use English. He views speaking to be the most crucial ability because it is the primary means of communicating with guests. When guests do not speak English, he frequently uses Google Translate. He has been to English Corner training. AMS recommends that receptionists practice communicating with customers with different accents, particularly British accents, in order to enhance their English

Based on the interview results shown in the table, it is possible to conclude that the use of English in the hotel receptionist work environment is closely related to interactions with foreign guests, particularly during international events such as Moto races, check-in and check-out processes, and

communicating with international guests. According to respondents, the most crucial English language abilities are speaking, pronunciation, and direct connection with international guests.

The most significant challenge that receptionists confront while serving foreign guests is a lack of English abilities, particularly for clients from China and Korea. Miscommunication is another issue, prompting some receptionists to employ Google Translate to facilitate talks. Some hotels have provided English language training programs, such as English Corners or vocational school instruction, although their effectiveness is deemed inadequate. Respondents suggested improving English skills through direct communication training, pronunciation development, vocabulary enrichment, listening practice, and speaking practice with diverse foreign accents, particularly British accents.

Discussion

Language Needs of the Receptionists

According to the questionnaire results, the findings of this study indicate both parallels and differences when compared to past studies on English language needs in the hospitality industry. Similarly to previous studies, receptionists at Raja Hotel Kuta Mandalika rated all English communication situations as extremely important, including greeting guests, handling reservations, explaining facilities, providing tourist information, managing complaints, phone conversations, writing emails, and explaining hotel policies. This is consistent with the findings of Safitri (2023), Malini et al. (2022), and Pham (2023), who all reported that English is required for effective front-office performance. Similarly, the belief that all four English skills (listening, speaking, reading, and writing) are vital is consistent with earlier research demonstrating that hotel employees need a diverse mix of language skills to communicate with international clients.

However, this study differs significantly from previous research. While many prior studies found that hotel personnel lacked confidence in their English abilities and struggled with vocabulary, pronunciation, and complex interactions, receptionists in this study evaluated all English skills as "very easy." This suggests a higher level of self-confidence than hotel staff in tests conducted in Bali, Nusa Lembongan, and Sikka. Interestingly, this uniformly excellent self-assessment contrasts with observation data, which shows that key abilities, such as explaining amenities, providing tourist information, and dealing with guest complaints, still have significant disparities in actual performance.

This disparity between perceived ability and actual skill level has received less attention in previous research, making the findings of this study stand out. Furthermore, whereas previous research frequently stressed speaking and hearing as the most important abilities, the respondents in this survey regarded reading and writing as equally significant, indicating a greater understanding of administrative English activities such as composing emails or processing reservation papers.

In general, the questionnaire results confirm and expand on earlier research. The importance of English is recognized in previous studies, but this study stands out due to the receptionists' extraordinarily high self-confidence and homogeneous responses. This pattern implies that self-assessment alone may not adequately reflect hotel worker skill levels, necessitating independent evaluation via observation

and interviews. The contrasts highlighted in this study provide vital insight into Mandalika's unique environment as a fast emerging international tourism destination, as well as a more nuanced knowledge of English language needs in the hospitality business.

The Gap between the Staff's Current Language Skills and the Required Skills

There are significant similarities between this study and previous research, especially when it comes to showing that receptionists need to have excellent speaking and listening skills. These two skills are particularly important in hotel communication, according to Malini et al. (2022), Safitri (2023), and Pham (2023). In a similar vein, the Raja Hotel Mandalika receptionists often lack specific language and struggle to understand a variety of foreign accents, particularly when describing hotel amenities, giving tourist information, or helping clients from China or Korea who have little English proficiency. The results also show that the English Corner program and other contemporary English training programs are still too general and do not sufficiently address the real communication demands in the front office.

But this study also has important distinctions that make it unique. It begins by concentrating on Mandalika, a National Super Priority Tourism Destination that has received little attention up to this point. Because of this, demand for English is higher here than it is at other tourist locations. Second, this study allows for a more comprehensive and focused investigation because it concentrates on receptionists rather than all hotel staff.

Third, compared to research that only use one or two ways, the study uses a range of procedures, such as observations, questionnaires, interviews, and documentation, which yields more reliable data. Fourth, after two rounds of observation, it not only outlines the necessary English proficiency but also makes evident the ability gaps of the receptionists. Lastly, this study proposes useful ESP-based training techniques that have not received much attention in other studies, like role-playing, micro-training, and bilingual scripts. All things considered, this study not only confirms earlier findings but also offers fresh perspectives that can help receptionists improve their English proficiency in global travel environments.

Recommendation for Developing the Staff's Language Skills

The results of this study's interviews corroborate previous research on the use of English in the hotel industry. All receptionists stated that English is mostly used while interacting with foreign guests during check-in and check-out, managing complaints, and providing hotel information, which is consistent with the findings of Safitri (2023) and Malini et al. (2022). Additionally, respondents indicated that speaking, pronunciation, and direct verbal communication are the most important English skills in their line of work, which is consistent with earlier research that found speaking to be a fundamental skill for front-desk workers. Additionally, in line with other studies, receptionists frequently struggle to communicate with visitors from China and Korea due to language barriers and poor English proficiency, which causes misunderstandings.

The results, however, are very different from earlier studies. The receptionists in this study tended to perceive the visitors' language limitations as the main communication

obstacle, whereas previous research often concentrated on employees' lack of vocabulary, grammar mistakes, or lack of confidence. In contrast to other studies carried out in Bali and Nusa Lembongan, which discovered that hotel employees were frequently unprepared to use English, some respondents even expressed comparatively high confidence in their English proficiency. Additionally, the interview data reveals that receptionists' experiences with English training varied: some had never received formal teaching, while others attended English Corner sessions or vocational school programs. This is in contrast to earlier studies that discovered limited access to language instruction.

The improvement strategies that respondents suggested also differ. The receptionists in this study recommended more pragmatic approaches, including as daily speaking practice with guests, handling a variety of accents, enhancing pronunciation, expanding vocabulary, and improving listening skills, in contrast to previous studies that often recommended classroom-based ESP training. These suggestions show a preference for workplace-based and experience learning over conventional teaching. Overall, the results corroborate earlier research on the function and significance of English in hotel service, but they also provide fresh perspectives on hotel receptionists' confidence levels, perceived communication difficulties, and preferred learning methods in Mandalika's quickly expanding tourism sector.

CONCLUSION

According to the answers of the questionnaire, every one of the six receptionists at the Raja Hotel Kuta Mandalika believes that being able to communicate in English is crucial for their day-to-day duties. The results show that the receptionists are highly competent and confident in their ability to communicate with foreign visitors in English. The results indicate that even though their level of proficiency is already high, management could still offer advanced or specialized English training, like ESP for Hospitality, to improve their accuracy, fluency, and professional communication in a variety of service scenarios

They still need to do a better job of explaining hotel amenities and responding to complaints, even if the majority of them show generally good ability when serving foreign customers, such as when they carry out the essential service jobs like welcoming guests, handling reservations, and maintaining professional demeanor.

Attending the hotel's training sessions consistently is one of the suggestions made to enhance the staff members' language proficiency. To improve their English skills, they are advised to practice pronunciation, vocabulary development, listening techniques, and exposure to various accents on a daily basis. To put it briefly, they need ongoing English language training to improve the quality of communication in the hotel setting.

Although the use of translation tools may be encouraged, appropriate supervision is necessary to avoid becoming overly dependent on them. Additionally, listening exercises that feature a variety of foreign dialects are crucial for enhancing comprehension. In order to guarantee continual language growth, the hotel is also urged to support continuing self-learning by organizing English Corner activities and granting access to online learning materials.

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