NEEDS ANALYSIS OF ENGLISH SKILLS FOR
FRONT LINE OFFICERS
AT NOVOTEL HOTEL

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ABSTRACT

The rapid development in English language, especially in the globalization era causes the emergence of the needs of English in many aspects of life and profession.

The needs analysis was conducted twenty front line officers at Novotel Hotel. There are some purposes in doing this research. Firstly, to know whether the front line officers at Novotel Hotel need to or do not need to improve their English. Secondly, to find out the English skills which are needed to improve by the front line officers at Novotel Hotel.

The investigation is conducted by distributing questionnaire. The analysis is done by quantitative method. The results of the analysis show that almost all of the language skills which need to be improved by the front line officers at Novotel Hotel. They are considered important, only some of them need to be improved. The four types of language skills are equally needed by the front line officers at Novotel Hotel as they are suitable for their jobs and careers.
ABSTRAK

Perkembangan bahasa Inggris yang cepat, khususnya di era globalisasi mengakibatkan munculnya kebutuhan akan bahasa Inggris dalam berbagai aspek kehidupan dan profesi.

Analisis ketrampilan dilakukan dua puluh staf front line di Hotel Novotel. Ada beberapa tujuan dalam melakukan penelitian ini. Pertama, untuk mengetahui staf front line di Novotel Hotel harus atau tidak harus meningkatkan bahasa Inggris mereka. Kedua, untuk mengetahui ketrampilan bahasa Inggris yang harus ditingkatkan oleh staf front line di Novotel Hotel.

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