

**AN ANALYSIS OF STUDENTS' SPEAKING PERFORMANCE
IN TAKING RESERVATION AT CLASS XI HOSPITALITY OF
SMK KARTINI SINTANG**

THESIS

Submitted as a Partial Fulfillment of the Requirement for the Attainment of
Sarjana Pendidikan degree in English Language Education Study Program



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STATEMENT OF WORKS' ORIGINALITY

Except where references is made in the text of the thesis, this thesis contains no Material published elsewhere or extracted in whole or in part from a thesis or any other degree or diploma.

No other person's work has been used without due acknowledgement in the main text in the thesis.

This thesis has not been submitted for the award of any degree of diploma in any other tertiary institution.

All research procedures reported in this thesis were approved by the researcher's advisors and did not break any faculty or university research ethics.



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MOTTO AND DEDICATION

MOTTO

You can be the greatest, you can be the best
You can be the King Kong bangin' on your chest
You can beat the world, you can win the war
You can talk to God, go banging on his door
You can throw your hands up, you can beat the clock
You can move a mountain, you can break rocks
Some will call that practice, some will call that luck
But either way you're going to the history books
Standing in the Hall of Fame
And the world's gonna know your name

(The Script.2012)

DEDICATION

This thesis is lovingly dedicated to my beloved parents, whose endless prayers, unwavering support, and countless sacrifices have been the foundation of my journey. It is also dedicated to myself for the silent battles fought, the tears endured, the strength discovered, and for never giving up despite the challenges along the way. This is proof that perseverance and faith can lead to accomplishment.

ABSTRACT

Gressela. 2025. An Analysis of Students' Speaking Performance In Taking Reservation at Class XI Hospitality of SMK Kartini Sintang. Thesis, English Language Education Study Program STKIP Persada Khatulistiwa Sintang. Advisor I: Ilinawati, M.Pd. Advisor II: Henry Elisa, M.Pd.

Keywords : speaking performance, hospitality students, reservation, vocational education

English is important for global communication and is part of the Indonesian vocational high school curriculum. This study analyzes Grade XI Hospitality students' speaking ability in taking reservation at SMK Kartini Sintang. Using a descriptive qualitative method, data came from 17 students via documentation and interviews, including role-play videos. The study results show that students' speaking ability in taking reservation is good. Most performed fluently in grammar, fluency, and comprehension, but struggled with vocabulary and pronunciation. Interviews confirmed that most had trouble remembering terms and pronouncing them during reservation practice. In conclusion, students' speaking ability in taking reservation is good but limited by vocabulary and pronunciation. Teachers should focus on speaking practice and role-plays to build students' confidence and job readiness in hospitality.

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The researcher has tried to complete this thesis, but the researcher hopes for constructive criticism and suggestions for the improvement and refinement of the process. Hopefully this thesis can provide benefits for readers to gain insight and mindset and creativity.

Sintang, July, 2025

Researcher

Gressela

TABLE OF CONTENTS

APPROVAL SHEET	ii
RATIFICATION SHEET	iii
STATEMENT OF WORKS' ORIGINALITY	iv
MOTTO AND DEDICATION	v
ABSTRACT	vi
ACKNOWLEDGEMENT	vii
TABLE OF CONTENTS	xi
LIST OF TABLES	xii
LIST OF APPENDICES	xiv
CHAPTER I INTRODUCTION	1
A. Research Background	1
B. Reserch Questions	5
C. Research Purposes	5
D. Research Significance	5
E. Limitation of Research	7
F. Terminology	8
CHAPTER II LITERATURE REVIEW	10
A. Speaking	10
1. Definition of Speaking	10
2. Aspects of Speaking performance	13
3. Basic Types of Speaking	20
B. Taking Reservation	21
C. Related Studies	23
CHAPTER III RESEARCH METHODOLOGY	27
A. Research Design	27
B. The Subject of the Research	37
C. Data Collection Technique And Instrumentation	38
1. Data Collection Technique	38
2. Instrumentation	43
D. Technique Of Analysis Data	50
1. Data Reduction	50
2. Data Display	51
3. Conclusion/Verification	53
CHAPTER IV FINDING AND DISCUSSION	55
A. Finding	55
B. Discussion	62
CHAPTER V CONCLUSION AND SUGGESTION	69
A. Conclusion	69

B. Suggestion.....	70
REFERENCES	76
APPENDICES	79

LIST OF TABLES

Table 1 : Scoring Rubric for Students' Speaking Performance in Taking Reservation	46
Table 2 : Level of Speaking Ability	48

LIST OF APPENDICES

Appendix 1: Documentation checklist.....	79
Appendix 2: Students' Score.....	80
Appendix 3: Interview Guideline.....	81
Appendix 4: Interview Transcript.....	82
Appendix 5: Interview Transcript.....	83
Appendix 6: Interview Transcript.....	84
Appendix 7: Interview Transcript.....	85
Appendix 8: Interview Transcript.....	86
Appendix 9: Documentation	87
Appendix 10: Link Google Classroom	89