

FINAL REPORT

ORAL ENGLISH COMMUNICATION BARRIERS FACED BY RECEPTIONISTS AT IBIS PALEMBANG SANGGAR HOTEL



**To fulfill one of the graduation requirements for the D-III English Study Program
Politeknik Negeri Sriwijaya**

Prepared By:

Theresia Yuriandani
NPM 062230901783

Advisors:

Dra. Sri Endah Kusmartini, M.Pd.
NIP 196612191991032002

Herman, S.Pd., M.Pd.
NIP 197107012002121001

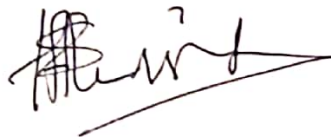
**D-III ENGLISH STUDY PROGRAM
POLITEKNIK NEGERI SRIWIJAYA
2025**

APPROVAL PAGE

The Final Report titled:

**ORAL ENGLISH COMMUNICATION BARRIERS FACED BY
RECEPTIONISTS AT IBIS PALEMBANG SANGGAR HOTEL** prepared
by **Theresia Yuriandani (NPM 062230901783)** has been approved by the
advisors for defense in the **Final Report Examination**.

Advisor 1



Dra. Sri Endah Kusmartini, M.Pd.
NIP 196612191991032002

Advisor 2

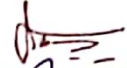
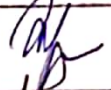
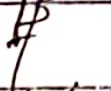



Herman, S.Pd., M.Pd.
NIP 197107012002121001

VALIDATION PAGE

The Final Report titled:

**ORAL ENGLISH COMMUNICATION BARRIERS FACED BY
RECEPTIONISTS AT IBIS PALEMBANG SANGGAR HOTEL** prepared
by **Theresia Yuriandani (NPM 062230901783)** has been defended in the Final
Report Examination before the Examination Committee on **Tuesday, 15th July
2025.**

	Examination Committee	Signature
Chairperson	Drs. Zakaria, M.Pd. NIP 196408122000031002	
Member 1	Eli Yeny, S.Pd., M.Pd. NIP 197305072000122001	
Member 2	Munaja Rahma, S.Pd., M.Pd. NIP 197405162002122001	
Member 3	Beni Wijaya, S.Pd., M.Pd. NIP 199009292019091001	

Acknowledged By:

Head of the Department of Language and Tourism
Politeknik Negeri Sriwijaya


Dr. Welly Ardiansyah, S.S., M.Pd.
NIP 197408172006041001

PLAGIARISM-FREE DECLARATION

I the undersigned,

Name : Theresia Yuriandani

NPM : 062230901783

Year of Enrollment : 2022

Study Program : DIII English Study Program

Declare that this scientific document Final Report does not contain any parts of other scientific works that have been submitted to obtain an academic degree at any Higher Education Institution. Additionally, there are no works or opinions written or published by others/institutions, except those properly cited and listed in the references.

I hereby declare that this scientific document is free from any elements of plagiarism. Should this Final Report later be proven to be plagiarism of another author's work and/or deliberately submit others' work or opinions as my own, I am willing to accept academic and/or legal sanctions in accordance with applicable regulations.

Palembang, 30th June 2025

A yellow rectangular stamp with a red border. On the left, it says 'STAMP KIRI ALPION' vertically. In the center, there is a red circular emblem with a Garuda. To the right of the emblem, it says 'METERAI TEMPEL'. Below the emblem, the alphanumeric code 'A008CAMX406396960' is printed. A handwritten signature in black ink is written over the stamp.

Theresia Yuriandani

NPM 062230901783

PREFACE

First, the writer would like to express gratitude to the Lord Jesus Christ for all the numerous blessings, love, and grace that have continually manifested during the preparation of this final report. It is solely through His grace that the writer has been able to complete the final report titled "Oral English Communication Barriers Faced by Receptionists at Ibis Palembang Sanggar Hotel," which is a requirement for obtaining a Diploma III from the English Department Study Program at the State Polytechnic of Sriwijaya.

Additionally, the writer wishes to express gratitude to all individuals who contributed to the completion of this final report. The writer acknowledges that errors are unavoidable in this document, given the limited experience, capability, and knowledge possessed. The writer welcomes suggestions and constructive criticism from readers and future researchers. Ultimately, the writer hopes that this report will serve as a valuable reference and source of ideas for future researchers, particularly students in the Language and Tourism Department preparing their final reports.

Theresia Yuriandani

ABSTRACT

This research examines the oral English communication barriers faced by receptionists at the Ibis Palembang Sanggar Hotel. Adopting a qualitative research methodology, data were collected through interviews and direct observations with five informants who were purposively selected. The results identified four main categories of communication barriers: personal, cultural, physical, and environmental. Personal barriers included limited vocabulary, convoluted speech, and difficulties in understanding rapid speech. Cultural barriers were primarily associated with guests from Russia, India, and China. Physical barriers involved issues such as distance and inadequate audibility during interactions. Environmental barriers, including background noise and interruptions, further hindered effective communication. To mitigate these barriers, receptionists utilized strategies such as active listening, clarification requests, and the employment of translation tools like Google Translate. These results underscore the importance of enhancing English proficiency and cultural awareness among front office personnel to improve service quality and guest satisfaction. The study provides valuable insights for hotel management to develop targeted training programs that strengthen staff communication skills. Additionally, it contributes to the broader field of hospitality research by emphasizing the importance of addressing real-time oral communication challenges in multicultural service environments.

Keywords: Oral English communication, Communication barriers, English proficiency, Hotel receptionist, Intercultural communication

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In this opportunity, the writer would like to thank Lord Jesus Christ, who has given grace, blessings, and strength to write and develop this final report. Without His help and wisdom, the writer would not have been able to complete it.

The writer would also like to express her deepest gratitude to all the significant individuals in her life.

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- My esteemed classmate, BA Jaya, I extend my gratitude to my sixteen closest friends who have consistently offered advice and constructive criticism during our studies. I am sincerely thankful for the three years we have shared with all of you.
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- To my second family, Persekutuan Doa Oikumene and GSJA, I express my gratitude for providing a platform for my spiritual growth and development. Through PDO and GSJA, I have gained a deeper understanding of God, enriched my faith, and cultivated a more personal and intimate prayer life with Him.
- Most importantly, I would like to express my gratitude to myself for perseverance, resilience, and unwavering belief in my capabilities. I trust that this accomplishment will catalyze greater opportunities and significant contributions in the future.

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- Appendix 6: Final Report Exam Revision
- Appendix 7: Implementation of Final Report Revision