

CHAPTER II

LITERATURE REVIEW

2.1 Opinion

According to Hura hura study (2011) Opinion is a subjective belief, and is the result of emotion or interpretation of facts. An opinion may be supported by an argument, although people may draw opposing opinions from the same set of facts. Opinions are never right or wrong, they are merely a figment of what someone believes. However it can be reasoned that one opinion is better supported by the facts than another by analysing the supporting arguments. In casual use, the term opinion may be the result of a person's perspective, understanding, particular feelings, beliefs, and desires. Furthermore, Moore (1987) stated opinion means the conclusion that is in the mind and has not been released to be debatable. An opinion that is roughly settled is sentiment and if firmly held more or less is a beliefs while views are an opinion that is somewhat colored by tendency.

In addition, opinion is a result which is in the mind and it may be supported by an argument based on beliefs, person's perspective, understanding, particular feelings, and desires.

2.2 English Camp

According to Suranaree University of Technology (2012) English camp is the English study program which make the students study English while work in the team in a fun way. At English camp the participants build confidence and self-esteem by learning and developing new skills, communicating and team working, and having the time of their lives. While, Cruise Lines Academy (2014) states that English camp is a group of students who stay for a while and do activities together using English as communication media to reach the English skill as a common goal. In addition English camp is English study program which make the students should using English as their media to communicate.

2.2.1 The Objectives of English Camp

The objectives of English camp, they are.

- a. To promote the use of English language amongst the participants.
- b. To train students to think critically and make critical judgment through the various activities they participate in.
- c. To enable students to experience the dynamic interplay between curriculum context and real-life situations.
- d. To cultivate an appreciation of English language activities such as games, creative writing as art forms with intrinsic values appealing to one's feeling.
- e. To create a positive motivation among the English language camp participants.

2.3 English Department of State Polytechnic of Sriwijaya

English Department is one of departments of State Polytechnic of Sriwijaya which concentrates in hospitality industry in terms of tourism. As it relates to the hospitality industry, English Department has vision and mission to support the achievement of hospitality industry.

2.3.1 Vision

In 2020 became a leading, innovative, and adaptive vocational education course studying the development of English as an International Language in the hospitality industry.

2.3.2 Mission

- a. Produce graduates who are competent and professional in communicating by using English in the field of hospitality industry.
- b. Produce graduates who have knowledge and skills that are able to do work and entrepreneurship in the field of hospitality industry.
- c. Develop and disseminate the results of applied research in the field of language science that supports the world of hospitality industry.
- d. Applying the results of research as a form of community service, especially related to the hospitality industry.

2.3.3 Educational Objectives

- a. Produce professional midwives capable of communicating in English both orally and in writing that support the industry.
- b. Produce professional skilled professionals capable of performing routine jobs in the hospitality industry according to national and / or international standards.
- a. Produce professional midwives capable of entrepreneurship in the hospitality industry in accordance with national and / or international standards.
- b. Develop and create new works that support the hospitality industry.
- c. Conducting services to the world community hospitality industry in the form of various forms of cooperation that support the world of hospitality.

2.3.4 Main Competency

- a. Present and promote products in the hospitality industry in English both orally and in writing.
- b. Inform and promote services in the hospitality industry in English both orally and in writing.
- c. Able to create, develop and manage various products in the field of hospitality industry.
- d. Able to develop and manage various services in the field of hospitality industry.

2.3.5 Graduate Profile

- a. Fluent in English
- b. Has knowledge of the working world of the hospitality industry.
- c. Graduates of D3 program English Language POLSRI generally able to compete in society to be:
 - Front Office Supervisor
 - Room / floor Supervisor
 - Public Area supervisor
 - Food and Beverage Product Supervisor

- Food and Beverage Service Supervisor
- Restaurant Captain
- Restaurant Supervisor
- Tour Leader
- Professional Conference organizer
- Event Organizer
- Tour Guide

2.3.6 Supporting Competency

- a. Able to operate computer as a tool to create and manage various activities of hospitality industry.
- b. Able to speak Mandarin.
- c. Able to look neat in accordance with hospitality industry service standards.
- d. Able to be highly disciplined and ethical in accordance with the profession, community norms and religion.
- e. Be able to adapt to clients who come from various cultural backgrounds.
- f. Able to provide services in accordance with the applicable minimum standard procedures.
- g. Able to make pastry products.
- h. Able to organize an event (Event Organizer).

2.3.7 Other Competencies

- a. Able to identify the tourist destination of South Sumatra.
- b. Able to self-employment in the field of hospitality industry.