

CHAPTER 2 – LITERATURE REVIEW

In this chapter the writer discuss about theories and literatures related to the title of this final report. There are hospitality, hotel and fictions.

2.1 Hospitality

Definition of Hospitality According to Ardy (2018) hospitality is services and forms of services intended for the community, whether using lodging facilities or who simply use the services or certain production of the hotel. Taqui (2015) stated hospitality is the activities related to service and entertainment for the guests and in Oxford Dictionary (2008,208) defines word ‘hospitality’ is friendly and kind behaviour towards guests, food, drink or services provided by an organization for guests, customers, etc. Sugiarto and Sulartiningrum (2008,p4) stated hospitality is tourism and hotel. Ariffin (2012,p191) hospitality especially in hotel can be explained by five dimensions namely personalization, warm welcoming, special relationship, straight from the heart and comfort. According to Barrows and Powers (2009,p4) hospitality is service that make a guest, visitors, or strangers to feel welcome and entertaint them with liberality and good will. Furthermore according to Lashley and Morrison (2000), hospitality is to make the guest to feel that the host was being hospitable through feelings of generosity, a desire to please and a genuine regard for the guest as an individual.

2.1.1 The Necessity of Introducing Hospitality

According to (Star4hire, 2017) hospitality need to be introduce. Firstly to straighten that hospitalityis not hotel or tourism only, becausehospitality it is so large, almost every sector of any field or industry now is used the hospitality. Secondly, hospitality is often misinterpreted as a hospital. Although the hospital is one of the industry thatapply hospitality. According to Barrows and Powers (2009,p1) hospitality should to be introduced and applied in every kinds of work and social life, because hospitality has a value that same with good attitudes performed among human beings.

Based on statment above the writer could concluded that the term of hospitality is still foreign to some people, ofcourse except for those who are engaged in the world hospitality

industry. Through this research the writer would like to introduce the term of hospitality through a work of fiction that is short story. The point is that the term of hospitality must be introduced to the general people and they should apply the hospitality in daily life, because hospitality itself includes attitude, politeness, tenderness, friendliness, warmth, sociability, that is needed in socializing in our environment and besides those reasons, the main purpose of this research is to straighten out that hospitality is not a hospital and not just hotel and tourism. According to Oxford Dictionary (2008,208) stated the industry of hospitality are hotel, restaurants, etc.

2.1.2 Hospitality Industry

Sugiarto and Sulartiningrum (2008,p4) stated hospitality industry is the biggest industry in the world and significantly become the one of the factor that improving global economics. Furthermore Sugiarto and Sulartiningrum (2008,p4) state industry in hospitality industry are travel agent and transportation, accommodation bussines, culinary bussines etc. From Taqui (2015) statement, hospitality industry is the industry that using hospitality, there are extensive and varied, including in the following areas: Hotel, Apartment, Restaurant, MICE (Meeting, Incentive, Conference, Events), Flight & Cruises (Cruise Ship), Travel & Tourism etc (S. Taqui, 2015). Based on Mr Taqui statement hotel is the one of industry in hospitality industry so from that this research limits its study and explained hotel only.

2.3 Hotel

Hotel is a building, that provides accommodation, food and beverage and other service facilities where all services are intended for the general public, whether they are staying at the hotel or those who only use certain facilities owned by hotel Bagus (2009). Based on the explanation above, it can be concluded that a hotel is accommodation which provide rooms, food and beverage to the guest and other support facilities. A hotel is very important for people who go far away from home or people that doing travelling.

2.4 Departements in Hotel

There are several departements in Hotel (Pangestu, Dani, and Wijaya, 2017) they are:

1. Accounting Department

2. Engineering Department
3. Food and Beverage Department
4. Front Office Department
5. Housekeeping Department
6. Human Resources Department
7. Sales and Marketing Department
8. security department.

In this research the writer limits its study and explained only some of department that mentioned above. They are:

2.4.1 Food and Beverage Department

The food and beverage department has responsibilities to prepare, to cook, and to serve food and beverages ordered by the hotel guests. The food and beverage department is a crucial job because it supports the satisfaction of the guests when staying in the hotel. For this reason, food and beverage department is divided into two sections, food and beverage product and food and beverage service.

2.4.1.1 Food and Beverage Production

Food and beverage product section is responsible for preparing and processing the food ordered by the guest. The area of the job is the hotel kitchen. The staff of food and beverage product must be able to make the raw ingredient to be a delicious and eye-catching food when presented. When there is an event that requires the meal activities, the food and beverage product section controls the meal activities beside of cooking the food.

2.4.1.2 Food and Beverage Service

Food and beverage service section is mainly responsible for serving the food and beverage to the guest. Beside those main jobs, staffs of food and beverage service are responsible for writing down the order, and serve it to the guest's room upon guest's request. It is called room service.

2.4.2 Front Office Department

The front office department is divided into several sections, they are concierge, guest relation officer, driver, telephone operator, reception, and cashier to support the activities in front office. They are all responsible for:

- Welcoming the guests.
- Receiving the check-in and checkout process.
- Handling the reservation.
- Handling the call service for the guests.
- Counting all the transaction of the guest.
- Collecting the money of the transaction.

In this research the writer limits its study and explained only two department in hotel they are food and beverage department, front office department because of those two department were relating with the contents of writer's fictions.

2.5 Fictions

There are some definitions of Fiction from some dictionaries. Word 'Fiction' means writing that is invented or not true, writing that describes invented people and events, not real ones (Oxford Dictionary New Edition 2008,159). Based on Oxford Dictionary by Honrby (2003,317) Fiction is invented or imagined (contrasted with truth)

According to Hakim (2018) Fiction is literary work that contains a fictional story or is based on wishful thinking (fantasy) and not based on real events, only by the writer imagination. Furthermore Hakim explained writer imagination is based on experience, insight, views, interpretations, his judgment on events, both real and imaginary events. There are three types of fictional stories, according to his explanation there are (1) novel, which is a written prose and narrative fiction, (2) Short story, which is a narrative form of narrative fiction that tends to be solid and direct on its purpose and the last is (3) romance. So in this research the writer was choose to make short story which is the one of the type in fictional story.

2.5.1 Short Story

Sugeng (2015) said that short story is a form of fictitious narrative prose. The short story tends to be short, dense, and straight forward to its purpose compared to other longer fictional works, such as novels. According to Anas (2018) statement, short story is a literary work of text in the form of prose and fictitious in which the contents describe the daily life of a character and problems and situations that occur along with the solution at the end of the story.

2.5.1.1 The Characteristic of Short Story

According to Sugeng (2015) the characteristic of Short Story:

1. The story is shorter than the novel.
2. A short story contains of no more than 10.000 words.
3. The story usually content of the story comes from daily life.
4. Short story does not describe all the story of the characters it is because in short story only describe the essence.
5. The character in the short story is described as having a problem or a conflict until the completion stage.
6. Short story uses of simple words and easily known to the reader.
7. Short story has a single storyline and straight.
8. Characterization in the short story is very simple, not deep and short.

2.5.1.2 Intrinsic Elements in Short Story

According to S. Alfari (2018) intrinsic elements in short story are:

1. Theme, theme is the principal or main idea of a short story.
2. Characters and characterizations, the character is the actor in a story.
3. Background, background is distinguished into place background, time background, and atmosphere background.
4. Plot is a chronological sequence of events. The grooves are distinguished into forward grooves, backward grooves, and groove blends.
5. The point of view, the point of view contains the author's view of the short story, the author may be the first person or third person.

6. The mandate, mandate is a moral message conveyed by the author to the reader through a short story.
7. The style of the language, the style of the language has the function to give more interesting impression by using figure of speech.

2.5.1.3 Extrinsic Elements in Short Story

According to Bukhori extrinsic elements in short story are:

1. Community Background is the first extrinsic element in short story, who is the background of society, because it is the factor that moves the author to compose a short story. It can be shaped like the circumstances of the environment and the atmosphere experienced by the author or the situation of society.
2. Background Author, background author is also one of the factors that encourage a author to compile a short story. The background of the author consists of several factors, including the condition of the author's psychology and the penchant of a author.
3. Values Contained in the Short story, This factor is the value to be conveyed by the author to a particular people. Submitted by the author through a essay (short story) he wrote. The value of short story has several factors in it, as follows: Religion Value, Social Value, Moral Value and Cultural Value.

2.5.1.4 The Types of Short Story

According to Bukhori (2017) Although only a short, it turns out the short story also has some types. But the difference between the types of one with the other type is only in the short length of the story. Here some types of short stories based on the number of words :

1. Short story: Can also be called flash, is a short story that the number of words is only 750 - 1,000 words.
2. Ideal Short story: That is a short story that the number of words between 3000-4000 words.
3. Long short story: It is a short story who has word counts between 4,000-10,000 words.

2.6 Writing Short Story Collection Book

To write short story collection book the writer should have minimum two short story and better more, after that the story will collecting together as a short story collection book (E.D. Putri, personal communication, July 17, 2018). Furthermore, Mubarok (2013) stated, to made short story collection book, the writer should considered about :

1. Book Identity, book identity includes title, writer name, publisher name, place and year of publication, print, and book thickness.
2. Opener, opener can be done by quoting paragraphs in the book. This quote is the basis for thinking. The writer also can put the theme of the book briefly equipped with a description of the contents of the book.
3. Organization Stories, organization includes the relationship between one part of the story with the other.

2.7 Characteristic of Good Short Story Collection Book

According to Malik (2017) the characteristic of good short story collection book are :

1. Interesting cover.
2. Interesting title.
3. Interesting theme.