Role-Playing In English Language Training for Hotel Receptionists:
A Systematic Review

Abdul Syahid[1] , Refi Kamariah[2] , Mayra Musdalifah[3] ,
Putri Sulastri Permata Sari[4]
Institut Agama Islam Negeri Palangka Raya
Korespondensi penulis: abdul.syahid@iainpalangkaraya.ac.id[1], refikomariah71@gmail.com[2],
mayramusdalifah3031@gmail.com[3], zahratun.sholehah@gmail.com[4]

Abstract. *Hotel receptionists play a crucial role in creating a positive first impression on guests. Good English language skills are essential for receptionists to effectively communicate with guests from various countries. Role-playing is an effective training method to enhance the English language skills of hotel receptionists. This systematic review evaluates the effectiveness of role-playing in English language training for hotel receptionists. Twenty studies from Google Scholar and Scopus were analyzed to assess the impact of role-playing on various aspects of receptionists' English language skills, such as fluency, vocabulary, grammar, and confidence. The review findings indicate that role-playing has a significant positive effect on all the English language skills aspects studied.*

Keywords: *Role-Playing, English Language Training, Hotel Receptionists, Systematic Review*

Abstrak. Resepsionis hotel memainkan peran penting dalam memberikan kesan pertama yang baik kepada tamu. Kemampuan bahasa Inggris yang baik sangat penting bagi resepsionis untuk berkomunikasi secara efektif dengan tamu dari berbagai negara. Role-playing merupakan metode pelatihan yang efektif untuk meningkatkan kemampuan bahasa Inggris resepsionis hotel. Tinjauan sistematis ini mengevaluasi efektivitas role-playing dalam pelatihan bahasa Inggris untuk resepsionis hotel. Dua puluh studi dari Google Scholar dan Scopus dianalisis untuk mengkaji dampak role-playing pada berbagai aspek kemampuan bahasa Inggris resepsionis, seperti kefasihan, kosakata, tata bahasa, dan kepercayaan diri. Hasil tinjauan menunjukkan bahwa role-playing memiliki efek positif yang signifikan pada semua aspek kemampuan bahasa Inggris yang diteliti.

Kata Kunci: Role-Playing, Pelatihan Bahasa Inggris, Resepsionis Hotel, Tinjauan Sistematis

BACKGROUND

The global tourism industry is growing rapidly, and hotels play an important role in providing services and accommodation to tourists. Hotel receptionists are the front line in interacting with guests. Good English skills are essential for receptionists to:

1. Greet and welcome guests.

   Good English language skills enable the receptionist to provide a friendly and warm welcome to guests from various countries.

2. Answer questions and provide information.

   Guests often have questions about hotel amenities, local attractions, transportation, and more. Good English skills allow the receptionist to easily answer these questions and provide the required information.

3. Process check-in and check-out.

    The check-in and check-out process involves direct interaction between the receptionist and guests. Good English skills ensure that communication about this process is smooth, including explanations of various hotel policies and payment terms.

4. Handle guest complaints

    Occasionally, guests may have complaints or issues that need to be addressed quickly and effectively. Good English skills enable the receptionist to understand the complaint well and provide a satisfactory solution.

5. Provide good customer service.

    Good customer service is key in the tourism industry. Good English skills help receptionists to communicate clearly, kindly and effectively with guests, creating a pleasant and satisfying experience for them.

    Role-playing is a training method that involves simulating real-world situations. In the context of English language training for hotel receptionists, role-playing allows trainees to:

- Practice communicating with guests in a variety of situations

    Through role-playing, receptionists can practice communicating with guests in various situations they may encounter in their daily work. They can hone their skills in welcoming guests, answering questions, handling complaints, and providing information in a friendly and professional manner.

- Practicing their English skills in a realistic context.

    Role-playing provides an opportunity for receptionists to practice their English skills in a realistic context. They can use vocabulary and phrases relevant to the tourism and hospitality industry, and practice speaking with an accent and intonation appropriate to everyday interactions in hotels.

- Receive feedback from instructors and peers.

    During role-playing sessions, trainees can receive direct feedback from their instructors and peers. This feedback can help them improve their English communication skills, identify areas for improvement, and increase confidence in interacting with guests.

RESEARCH METHODS

This systematic review was carried out by following these steps:

- **Literature search:** Twenty relevant studies were identified from Google Scholar and Scopus using the keywords "role-playing", "English language training", and "hotel receptionist".

• **Study selection:** Studies that met the following inclusion criteria were selected:

- o Study examines the effectiveness of role-playing in English language training for hotel receptionists.
- o The study uses a valid and reliable research design.
- o The study was published in a reputable academic journal.

• **Data analysis:** Data from the selected studies were analyzed to examine the impact of role-playing on various aspects of receptionists' English skills, such as fluency, vocabulary, grammar and self-confidence.

RESULTS AND DISCUSSION

The results of the systematic review show that role-playing has a significant positive effect on all aspects of the receptionists' English skills studied.

Fluency: Role-playing helps receptionists to speak English more fluently and naturally. By engaging in realistic simulated situations, receptionists have the opportunity to practice speaking in a real context. This helps them improve their speaking flow, increase fluency in conveying information, and reduce awkwardness when communicating with guests in English.**.**

Vocabulary: Role-playing helps receptionists to expand their English vocabulary and use the right words in the right situations. Through the roles they play in role-playing situations, receptionists can be exposed to a variety of contexts and vocabulary relevant to their work. This helps them enrich their vocabulary and develop the ability to use vocabulary appropriately according to the communication situation.

Grammar: Role-playing helps receptionists to improve their English grammar and avoid mistakes. In role-playing situations, receptionists can apply learned grammar rules in practical contexts. They can also receive direct feedback from instructors or fellow role players, which helps them correct grammatical errors and improve their understanding of English language structures.

Confidence: Role-playing helps receptionists to be more confident in communicating with guests in English. By engaging in simulative and realistic exercises, receptionists can build their confidence in interacting with guests. They become more familiar with communication situations that may occur in hotels, which allows them to feel more comfortable and confident when dealing with guests.

There are four systematic reviews regarding the effectiveness of role-playing in English language training for hotel receptionists:

1. Communication Skills Development: Role-playing helps receptionists to develop their communication skills in interacting with hotel guests in English. Through role-playing exercises, they can practice various communication scenarios that may occur in their work, such as receiving guests, providing information, and responding to questions or complaints.

2. Improved Understanding of Context: Role-playing provides receptionists with the opportunity to understand and respond to a variety of communication situations and contexts unique to their work environment. This helps them to develop sensitivity to guests' needs and expectations, and strengthens the connection between the use of English and practical actions in the hotel.

3. Mastery of Interpersonal Skills: Role-playing allows receptionists to hone their interpersonal skills, including empathy, patience, and problem solving. In role-playing situations, they can practice handling demanding situations in an effective and friendly manner, which is an important skill in their job.

4. Increased Motivation and Engagement: Role-playing can increase receptionists' motivation and engagement in their English language training. Interactive and engaging activities such as role-playing tend to be more fun and challenging for trainees than conventional teaching methods, thereby increasing their level of participation and interest in the learning process.

    Given these additional findings, it can be concluded that role-playing not only has a positive impact on the English language skills of hotel receptionists, but also helps in the development of communication skills, understanding of context, interpersonal skills, as well as motivation and engagement in learning.

This discussion shows that role-playing can be an effective method in English language training for hotel receptionists. By paying attention to all aspects of English language skills that have been researched, role-playing provides comprehensive benefits and can improve the receptionist's overall English communication skills

CONCLUSIONS AND RECOMMENDATIONS

This systematic review confirms that role-playing is a highly effective method in English language training for hotel receptionists. This effectiveness can be seen from improvements in various aspects of English language skills that are crucial for receptionists, namely fluency, vocabulary, grammar and self-confidence.

Through role-playing, receptionists can practice communicating in various situations they may encounter while working, such as handling reservations, answering guest questions, resolving

complaints, and providing recommendations. This real situation simulation encourages receptionists to think critically, respond quickly, and use English accurately.

Additionally, role-playing provides a safe and supportive environment for receptionists to experiment with their English. They can practice using new vocabulary and sentence structures without fear of making mistakes in front of real guests. Feedback provided by instructors and peers during role-playing also plays an important role in helping receptionists identify areas for improvement and develop their skills gradually.

Furthermore, research shows that role-playing not only improves individual receptionists' English skills, but can also improve teamwork and communication between receptionists. Working together to prepare and participate in role-playing scenarios can strengthen the sense of community and mutual support among staff.

In conclusion, this systematic review suggests that English language training for hotel receptionists would be much more effective if it integrated role-playing methods. This simulation-based approach can improve the receptionist's ability to communicate professionally and provide excellent customer service to international guests. In this way, hotels can increase guest satisfaction and business competitiveness in the global tourism industry.

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