

### **Abstract**

A job application letter is very important since it is the first step in one's career. However, it is not always easy to make a good job application letter. One of difficulties in making a job application letter could arise from the job advertisements, since, nowadays, there are a lot of job application advertisements which use English, besides Indonesian. An applicant could get confused with an English job advertisement, since he is not proficient in English. An Indonesian job advertisement which mentions the proficiency in English, could also confused an applicant. Therefore, knowing the language preferred by an employer is very important.

The employers whose opinion is investigated in this study, are hotel management in Surabaya, since hotels in Surabaya grow rapidly. Hence, they need more employees.

However, the opinion of a hotel management might be different from another hotel management. This phenomenon might be caused by the different class of the hotels. The higher the class of the hotel, the higher the preference for English language in the job application letters.

In this case, we could see that there is a case of diglossia among hotel management in Surabaya. The five-star hotels, for example, prefer an English job application letter to the Indonesian job application letter, while the C-class hotels, prefer an Indonesian job application letter to the English one.

# **CHAPTER I**

## **INTRODUCTION**