

# **SPEAKING SUPPLEMENTARY MATERIALS OF FRONT OFFICE FOR 12<sup>TH</sup> GRADE STUDENTS AT SMK N 1 SERIRIT**

By:

Made Sri Ayu Magreani, 1812021007

English Language Education

## **ABSTRACT**

In ESP learning, the learning media such as textbooks play an important role in making the learning successful. However, not all of schools provide books that suit the needs of the students. Thus, the purpose of this research is to develop an English book for Front Office Material based on students' needs at SMK N 1 Seririt. The subject of this research is a front office teacher who teaches 12<sup>th</sup> grade students majoring in hospitality at SMK N 1 Seririt, Students from 12<sup>th</sup> grade majoring in Hospitality at SMK N 1 Seririt, and a front office staff who works at Intercity Hotel Dubai Jaddaf Waterfront, Dubai, UAE. This research involves instruments such as checklists and questionnaires. The model of this research is design and development. The results of the data from this study were analyzed by using descriptive qualitative, and the result of this study are; First, there are 4 topics developed consisting of handling reservations, handling check-in, handling check-out, and handling guest complaints. Second, the model in developing the material in this research is using the model from Hutchison & Waters (1987), which consists of important components, namely input, content focus, language focus, and task. In addition, the quality of the product has been assessed by two expert judges and has been categorized as good material.

Keyword: D&D, ESP, Front Office.

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Oleh:

Made Sri Ayu Magreani, 1812021007

Jurusan Pendidikan Bahasa Inggris

## **ABSTRAK**

Dalam pembelajaran ESP media belajar seperti buku teks merupakan salah satu hal yang berperan penting untuk mensukseskan pembelajaran. Namun nyatanya, tidak semua sekolah menyediakan buku yang sesuai dengan kebutuhan siswanya. Dengan demikian, tujuan dari penelitian ini yaitu mengembangkan buku Bahasa Inggris untuk materi front office dengan berdasarkan analisis kebutuhan siswa. Subjek dari penelitian ini yaitu salah satu guru pengajar materi Front Office di SMK N 1 Seririt, siswa-siswi kelas 12 jurusan perhotelan di SMK N 1 Seririt, serta Staff Front Office yang bekerja di Intercity Hotel Dubai Jaddaf Waterfront, Dubai, UAE. Penelitian ini menggunakan instrument seperti checklist dan kuesioner serta model dari penelitian ini yaitu Design and Development. hasil data dari penelitian ini dianalisis menggunakan deskriptif kualitatif, dengan hasil penelitian ini menunjukkan bahwa terdapat 4 topik yang dikembangkan yaitu handling reservations, handling check-in, handling check-out, dan handling guest complaints. Model pembuatan materi menggunakan Hutchinson & Waters (1987), yang terdiri dari 4 komponen penting, yaitu input, content focus, language focus, and task. Selain itu kualitas dari produk yang dibuat telah dinilai oleh dua juri ahli dan sudah dikategorikan sebagai materi yang baik.

Kata Kunci: *D&D, ESP, Front Office.*