

REFERENCES

- Ahmed, S. (2017). Authentic ELT Materials in the Language Classroom: An Overview. *Journal of Applied Linguistics and Language Research*, 4(2), 181–202.
- Al Fraidan, A. (2012). Evaluation of two ESP textbooks. *English Language Teaching*, 5(6), 43–47. <https://doi.org/10.5539/elt.v5n6p43>
- Aprianto, E.(2018). Need Analysis of English Skills in Front Office Departement of Hotel Industry.
- Bandung, M. (2017). the Effectiveness of Contextual Teaching and Learning Method in Teaching Speaking. *Proceedings Education and Language ...*, 516–532. <http://jurnal.unissula.ac.id/index.php/ELIC/article/view/1268>
- Bashir, M., Azeem, M., & Dogar, A. H. (2016). Factor Effecting Students ' English Speaking Skills. *British Journal of Arts and Social Sciences*, 2(January 2011), 35–50.
- Beshaj, L. (2015). The Growing Importance of English for Specific Purposes (ESP) In Albanian Higher Education. *International Journal on Studies in English Language and Literature (IJSELLL)*, 3(6), 10–13. www.arcjournals.org
- Bhure, M., Welu, F., See, S., & Ota, M. K. (2021). The effort to enhance pupils cognitive learning achievement using contextual teaching and learning approach. *Journal of Research in Instructional*, 1(1), 13–22. <https://doi.org/10.30862/jri.v1i1.3>
- Carvalho, José Luís & Luengo-González, Ricardo & García, Luis Manuel & Cubero, Javier. (2019). What Is Better to Study: The Printed Book or the Digital Book?: An Exploratory Study of Qualitative Nature: New Trends on Qualitative Research. 10.1007/978-3-030-01406-3_4.
- Denzin, N. (2010). *An Introduction to Triangulation*.
- Dewi, K. P., Wedhanti, N. K., Dewi, K. S., & Budasi, I. G. (2021). Developing English For Front Office Material for XII Grade Students at SMK N 2 Singaraja. *The Art of Teaching English as a Foreign Language*, 2(1), 24–38. <https://doi.org/10.36663/tatefl.v2i1.99>
- Donesch-Jezo, E. (2012). English for Specific Purposes: What does it mean and why is it different from teaching General English. *Confluence*, 1-7.
- EF English Proficiency Index. (2021)
- Front Office Management. (2016). *Tutorial Point Pvt. Ltd.*
- Hai-yan. K., & Baum, T. (2006). Skills and work in the hospitality sector: The

- case of hotel front office employees in China. *International Journal of Contemporary Hospitality Management*, 18(6), 509–518. <https://doi.org/10.1108/09596110610681548>
- Hariyadi, A., & Yanti, D. R. (2019). The Importance of Needs Analysis in Materials Development. *Jurnal Ilmiah Profesi Pendidikan*, 4(2), 94–99. <https://jipp.unram.ac.id/index.php/jipp/article/view/88>
- Harsono, Y. M. (2015). Developing Learning Materials for Specific Purposes. *TEFLIN Journal - A Publication on the Teaching and Learning of English*, 18(2), 169. <https://doi.org/10.15639/teflinjournal.v18i2/169-179>
- Hutchinson, T. & Waters, T. (1987). *English for Specific Purposes: A Learning-centered Approach*. Cambridge University Press
- Indrasari, N. (2016). English for Specific Purposes: A Need Analysis at The Second Semester of Physics Education Students of IAIN Raden Intan Lampung in The Academic Year of 2015/2016. *English Education: Jurnal Tadris Bahasa Inggris*, 9(1), 161–172.
- Johan, R. S. & Harlan, J. (2015). The Effect of English Fluency Upon Job Seeking. *International Journal of English and Literature (IJEL)*, 5(3), 29–34. http://www.tjprc.org/view-archives.php?year=2015_26_2&id=40&jtype=2&page=3
- Johnson, E. B. (2002). *Contextual teaching and learning: What it is and why it's here to stay*. Corwin Press.
- Kouis, D. & Konstantinou, N. (2014). Electronic textbooks advantages and challenges for the Hellenic higher education and publishing community. *Library Review*. 63. 531-543. [10.1108/LR-06-2014-0074](https://doi.org/10.1108/LR-06-2014-0074).
- Kuśnierek, A. (2015). Developing students' speaking skills through role-play. *World Scientific News*, 7(1), 73–111. www.worldscientificnews.com
- Kusuma, H. A., & Apriyanto, S. (2018). Strategy on developing english learning material for specific purposes. *IJECA (International Journal of Education and Curriculum Application)*, 1(3), 39-48. <https://doi.org/10.31764/ijeca.v1i3.2144>
- Leong, L. M., & Ahmadi, S. M. (2017). An Analysis of Factors Influencing Learners' English Speaking Skill. *International Journal of Research in English Education*.
- Litz, D. (2005). Textbook Evaluation and ELT Management: a South Korean Case Study. *Asian EFL Journal*, 1-53.
- Mariati, N. K. S., Wedhanti, N. K., & Dewi, K. S. (2021). Developing English Materials for Front Office of the Xii Grade Students of Smk N 2 Singaraja a R T I C L E I N F O. *Language and Education Journal Undiksha*, 4(2), 65–73. <https://ejournal.undiksha.ac.id/index.php/JJPBI>

- Mohammed, A. S. E., & Nur, H. S. M. (2018). Needs Analysis in English for Academic Purposes: The Case of Teaching Assistants at the University of Khartoum. *How*, 25(2), 49–68. <https://doi.org/10.19183/how.25.2.409>
- Muliani, M., & Sumarsono, D. (2019). Contextual Teaching Learning (Ctl) Approach in Speaking Materials for Students' 21St Century Skill: Does It Have Any Effect? *Jo-ELT (Journal of English Language Teaching) Fakultas Pendidikan Bahasa & Seni Prodi Pendidikan Bahasa Inggris IKIP*, 6(2), 99. <https://doi.org/10.33394/jo-elt.v6i2.2362>
- Muntiningsih, R. (2015). The Need of ESP Course in Communicative Speaking Skill. *Journal of English Language and Learning*, 2(2), 283-293.
- Rahman, M. (2015). English for Specific Purposes (ESP): A Holistic Review. *Universal Journal of Educational Research*, 3(1), 24–31. <https://doi.org/10.13189/ujer.2015.030104>
- Rao, P. S. (2019). The Importance of Speaking Skills in English Classrooms. *Alford Council of International English & Literature Journal (ACIELJ)*, 2(2), 6- 18.
- Reddy, R. S. (2013). Supplementary Materials To Enhance Language Skills of Learners. *International Journal of Social Science & Interdisciplinary Research*, 2(9), 143–150.
- Richey, R C., & Klein, J D. (2007). Design and development research methods, strategies, and issues. Lawrence Erlbaum Associates, Inc.
- Romero, B., N. (2009). Improving Speaking Skills. *Encuentro: Revista de Investigación e Innovación En La Clase de Idiomas*, 18, 86–90.
- Samsibar, S., & Naro, W. (2018). the Effectiveness of Role Play Method Toward Students' Motivation in English Conversation. *ETERNAL (English, Teaching, Learning and Research Journal)*, 4(1), 107–116. <https://doi.org/10.24252/eternal.v4i1.2018.a8>
- Susilowaty, S. (2019). Textbook Evaluation: Target Needs Analysis of Vocational Students Majoring in Hospitality. *Esensi Lingua*, 1(1), 25–41.
- Suwithi, N. W. & Boham, C. E. *Akomodasi Perhotelan*. 2008.
- Tomlinson, B. (2013). *Developing Materials for Language Teaching*. Newyork: Bloomsburry.
- Ulfah, B., Petrus, I., & Mirizon, S. (2021). ESP Needs-Based Course Design for the Employees of Government Protocol Department. *English Language in Focus (ELIF)*, 3(2), 143–158.
- Umam, A. (2016). The importance of needs analysis in curriculum development for ESL/EFL classroom. *English Journal*, 19(2), 17–27.
- Wibawa, I. G.P. S., Wedhanti, N. K., Dewi, K. D., & Budasi, I. G. (2021).

Developing English Front Office Materials for Eleventh Grade Students in Second Semester at SMK N 2 Singaraja. *The Art of Teaching English as a Foreign Language*, pp. 53-64

Ziafar, M., Toughiry, N., & Sadat Havaeji, Z. (2014). the Relationship Between Teaching Conversation Through Role Play and the Students' Speaking Development. *International Journal of Language Learning and Applied Linguistics World*, 5(547), 2289–2737.

