

**DEVELOPING ENGLISH LEARNING MATERIALS OF FRONT OFFICE
FOR ELEVENTH GRADE STUDENTS IN HOSPITALITY MAJOR AT
SMK NEGERI 1 AMLAPURA**

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ABSTRACT

This study aims to develop Front Office English learning materials that suit the needs of eleventh grade students majoring in hospitality at SMK Negeri 1 Amlapura. This learning material is designed to help students improve their understanding of terms, phrases, and communication situations related to Front Office parts of the hospitality industry. This study involved several stages of material development, including analysis of students' needs, identification of English language competencies relevant to the Front Office, collection and selection of material sources, designing learning structures, developing activities and exercises, as well as validation by experts and students. The learning materials developed are based on the applicable curriculum and English language teaching guidelines, with an emphasis on content that fits the needs of students in the Front Office field. This material includes learning modules, reading materials, listening, speaking, reading, and writing exercises, as well as relevant assignments and projects. The results of this study are expected to provide positive things in teaching English at SMK Negeri 1 Amlapura, especially in the context of the hospitality expertise major. The developed learning materials can help students understand the English concepts and skills needed to work in the Front Office of the hospitality industry.

Keywords: Development of English materials, Front Office, hospitality, SMK Negeri 1 Amlapura, eleventh grade students.

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ABSTRAK

Penelitian ini bertujuan untuk mengembangkan materi pembelajaran Bahasa Inggris Front Office yang sesuai dengan kebutuhan siswa kelas sebelas jurusan perhotelan di SMK Negeri 1 Amlapura. Materi pembelajaran ini dirancang untuk membantu siswa meningkatkan pemahaman mereka tentang istilah, frasa, dan situasi komunikasi yang terkait dengan bagian Front Office di industri perhotelan. Penelitian ini melibatkan beberapa tahap pengembangan materi, termasuk analisis kebutuhan siswa, identifikasi kompetensi Bahasa Inggris yang relevan dengan Front Office, pengumpulan dan seleksi sumber materi, perancangan struktur pembelajaran, pengembangan aktivitas dan latihan, serta validasi oleh para ahli dan siswa. Materi pembelajaran yang dikembangkan didasarkan pada kurikulum yang berlaku dan pedoman pengajaran Bahasa Inggris, dengan penekanan pada konten yang sesuai dengan kebutuhan siswa di bidang Front Office. Materi ini meliputi modul pembelajaran, bahan bacaan, latihan listening, speaking, reading, dan writing, serta tugas dan proyek yang relevan. Hasil dari penelitian ini diharapkan dapat memberikan hal positif dalam pengajaran Bahasa Inggris di SMK Negeri 1 Amlapura, khususnya dalam konteks jurusan keahlian perhotelan. Materi pembelajaran yang dikembangkan dapat membantu siswa memahami konsep dan keterampilan Bahasa Inggris yang diperlukan untuk bekerja di bagian Front Office industri perhotelan.

Kata Kunci: Pengembangan materi Bahasa Inggris, Front Office, perhotelan, SMK Negeri 1 Amlapura, siswa kelas sebelas.