



Appendix 1. Letter Of Acceptance

THESIS SUPERVISOR APPROVAL LETTER

The undersigned below

Name : Dr. Ni Putu Era Marsakawati, S.Pd., M.Pd. (as the 1st prospective supervisor)

NIP : 198303142008122002

Name : Rima Andriani Sari, S.Pd., M.Hum. (as the 2nd prospective supervisor)

NIP : 197605292005012003

confirm that we approve to guide the thesis submitted by:

Name : Fuji Dewanthi

NIM : 2012021066

Class : 7C

A Thesis title : DEVELOPMENT OF FLIPPED BOOK BASED ON TEXT-BASED
LANGUAGE TEACHING FOR ENGLISH FOR GUEST RELATION OFFICER COURSES

We hope this letter can be used as the basis of thesis supervisor assignment by the department.

1st Prospective supervisor,



Dr. Ni Putu Era Marsakawati, S.Pd., M.Pd.

NIP. 198303142008122002

2nd Prospective supervisor



Rima Andriani Sari, S.Pd., M.Hum

NIP. 197605292005012003

Appendix 2. The Result Of Material Expert Judgment By Judges 1

MATERIAL EXPERT JUDGMENT THE QUALITY OF FLIPBOOK FOR ENGLISH FOR GUEST RELATION OFFICER

No	Statement	Relevant	Irrelevant
1	The learning materials are in line with the curriculum	✓	
2	The learning materials encompass education objectives for vocational students	✓	
3	The topics of the materials are relevant to the vocational students	✓	
4	The topics of the flipbook are relevant to social practices in the Hotel Industry	✓	
5	The vocabulary in the flipbook are relevant to be used by the students as practitioners in the hotel industry	✓	
6	The language level that is used in the flipbook is relevant to the student's ability in the English for guest relations officer	✓	
7	The flipbook uses communicative language	✓	
8	The flipbook has structured learning activities	✓	
9	The learning activities encourage students to be active in social interaction	✓	
10	The learning activities encourage students to think critically	✓	
11	The learning activities encourage students to increase their multimodal literacy	✓	
12	The learning activities in the form of text can help students to reflect their knowledge	✓	
13	The learning material with clear instruction	✓	
14	The Learning materials provide scaffolding before starting to the main topics	✓	
15	The learning materials give feedback/ reflection	✓	
16	The learning materials provide four skills in English (speaking, reading, listening, and writing)	✓	

Singaraja, April 3rd 2024

Material Expert Judges



Dr. Ni Putu Era Marsakawati, S.Pd.,M.Pd.

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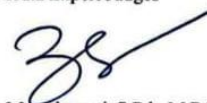
Appendix 3. The Result Of Media Expert Judgment By Judges 1

MEDIA EXPERT JUDGMENT
THE QUALITY OF FLIPBOOK FOR ENGLISH FOR GUEST RELATIONS OFFICER

No	Statement	Relevant	Irrelevant
1	The flipbook uses relevant layout	✓	
2	The flipbook uses a relevant font	✓	
3	The flipbook uses relevant writing	✓	
4	The flipbook uses interesting color	✓	
5	The video in the Flipbook has a clear audiovisual and good picture quality	✓	
6	The video has attractive image	✓	
7	The flipbook is easy to use on PC and Handphone	✓	
8	The flipbook is easy to access	✓	

Singaraja, April 3rd 2024

Media Expert Judges



Dr. Ni Putu Era Marsakawati, S.Pd., M.Pd

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Appendix 4. The Result Of Material Expert Judgment By Judges 2

MATERIAL EXPERT JUDGMENT THE QUALITY OF FLIPBOOK FOR ENGLISH FOR GUEST RELATIONS OFFICER

No	Statement	Relevant	Irrelevant
1	The learning materials are in line with the curriculum	✓	
2	The learning materials encompass education objectives for vocational students	✓	
3	The topics of the materials are relevant to the vocational students	✓	
4	The topics of the flipbook are relevant to social practices in the Hotel Industry	✓	
5	The vocabulary in the flipbook are relevant to be used by the students as practitioners in the hotel industry	✓	
6	The language level that is used in the flipbook is relevant to the student's ability in the English for guest relations officer	✓	
7	The flipbook uses communicative language	✓	
8	The flipbook has structured learning activities	✓	
9	The learning activities encourage students to be active in social interaction	✓	
10	The learning activities encourage students to think critically	✓	
11	The learning activities encourage students to increase their multimodal literacy	✓	
12	The learning activities in the form of text can help students to reflect their knowledge	✓	
13	The learning material with clear instruction	✓	
14	The Learning materials provide scaffolding before starting to the main topics	✓	
15	The learning materials give feedback/ reflection	✓	
16	The learning materials provide four skills in English (speaking, reading, listening, and writing)	✓	

Singaraja, April 3rd 2024

Material Expert Judges



Rima Andriani Sari, S.Pd., M.Hum

NIP. 197605292005012003

Appendix 5. The Result Of Media Expert Judgment By Judges 2

MEDIA EXPERT JUDGMENT
THE QUALITY OF THE FLIPBOOK FOR ENGLISH FOR GUEST RELATIONS OFFICER

No	Statement	Relevant	Irrelevant
1	The flipbook uses relevant layout	✓	
2	The flipbook uses a relevant font	✓	
3	The flipbook uses relevant writing	✓	
4	The flipbook uses interesting color	✓	
5	The video in the Flipbook has a clear audiovisual and good picture quality	✓	
6	The video has an attractive image	✓	
7	The flipbook is easy to use on PC and Handphone	✓	
8	The flipbook is easy to access	✓	

Singaraja, April 3rd 2024

Media Expert Judges



Rima Andriani Sari, S.Pd., M.Hum

NIP. 197605292005012003

Appendix 6. Syllabus

SILABUS

I. IDENTITAS MATA KULIAH

Program Studi	: D4 Bahasa Inggris untuk Komunikasi Bisnis dan Profesional
Mata Kuliah	: English for Front Office
Kode	: ING1610
Semester	: 4
Sks	: 2
Prasyarat	: -
Dosen Pengampu	: Dr. Ni Putu Era Marsakawati, S.Pd., M.Pd.

II. CAPAIAN PEMBELAJARAN (CP) MATA KULIAH

A. CP. Sikap

1. Bertaqwa kepada Tuhan Yang Maha Esa dan mampu menunjukkan sikap religius.
2. Menjunjung tinggi nilai kemanusiaan dalam menjalankan tugas berdasarkan agama, moral, dan etika.
3. berkontribusi dalam peningkatan mutu kehidupan bermasyarakat, berbangsa, bernegara, dan peradaban berdasarkan Pancasila.
4. Berperan sebagai warga negara yang bangga dan cinta tanah air, memiliki nasionalisme serta tanggung jawab pada negara dan bangsa.
5. Menghargai keanekaragaman budaya, pandangan, agama, dan kepercayaan, serta pendapat atau temuan orisinal orang lain.
6. Bekerja sama dan memiliki kepekaan sosial serta kepedulian terhadap masyarakat dan lingkungan.
7. Taat hukum dan disiplin dalam kehidupan bermasyarakat dan bernegara;
8. Menginternalisasi nilai, norma, dan etika akademik.
9. Menunjukkan sikap bertanggung jawab atas pekerjaan di bidang keahliannya secara mandiri.
10. Menginternalisasi semangat kemandirian, kejuangan, dan kewirausahaan.
11. Mengintegrasikan nilai-nilai ketakwaan/ketuhanan dalam semua proses pembelajaran termasuk dalam kegiatan magang dan pelaksanaan penelitian/pembuatan tugas akhir.
12. Mengintegrasikan nilai-nilai harmoni sosial dalam semua proses pembelajaran termasuk kegiatan magang dan penelitian/pembuatan tugas akhir.
13. Mengintegrasikan nilai-nilai peduli lingkungan dalam semua proses pembelajaran termasuk kegiatan magang dan penelitian/pembuatan tugas akhir.

B. CP. Pengetahuan

1. Menguasai konsep dan strategi komunikasi berbahasa inggris untuk komunikasi bisnis dan profesional dalam bidang bidang pariwisata.
2. Menguasai konsep dasar bisnis pariwisata.
3. Menguasai konsep dasar tentang berkomunikasi antar budaya dengan Bahasa Inggris secara lisan maupun tertulis.
4. Menguasai etika profesional dalam bidang komunikasi bisnis dan profesional.

5. Menguasai konsep, kosakata, dan ekspresi bahasa yang digunakan dalam bidang *FB services* secara lisan dan tertulis.
6. Menguasai konsep, kosakata, dan ekspresi bahasa yang digunakan dalam bidang *Tour and Travel* secara lisan dan tertulis.
7. Menguasai konsep, kosakata, dan ekspresi bahasa yang digunakan dalam bidang *Front Office* secara lisan dan tertulis.
8. Menguasai konsep, kosakata, dan ekspresi bahasa yang digunakan dalam bidang *Customer Service* secara lisan dan tertulis.
9. Menguasai konsep, kosakata, dan ekspresi bahasa yang digunakan dalam bidang *Sales and Marketing* secara lisan dan tertulis.
10. Menguasai konsep melakukan dan melaporkan penelitian di bidang bahasa Inggris untuk komunikasi bisnis dan profesional.
11. Menguasai konsep dan teknik dalam mengembangkan produk dalam bidang bisnis pariwisata.
12. Menguasai konsep dan strategi dalam mengelola konflik.
13. Menguasai konsep dan teknik dalam melakukan penerjemahan dan interpreting.
14. Menguasai konsep dan strategi penyelenggaraan *MICE*.

C. CP. Keterampilan Umum

1. Mampu menerapkan pemikiran logis, kritis, inovatif, bermutu, dan terukur dalam melakukan pekerjaan yang spesifik di bidang keahliannya serta sesuai standar kompetensi kerja yang bersangkutan.
2. Mampu menunjukkan kinerja mandiri, bermutu dan terukur.
3. Mampu mampu mengkaji kasus penerapan ilmu pengetahuan dan teknologi yang memperhatikan dan menerapkan nilai humaniora sesuai dengan bidang keahliannya dalam rangka menghasilkan prototype, prosedur baku, desain atau karya seni, menyusun hasil kajiannya dalam bentuk kertas kerja, spesifikasi desain, atau esai seni, dan mengunggahnya dalam laman perguruan tinggi.
4. Mampu menyusun hasil kajian tersebut di atas dalam bentuk kertas kerja, spesifikasi desain, atau esai seni, dan mengunggahnya dalam laman perguruan tinggi.
5. Mampu mengambil keputusan secara tepat berdasarkan prosedur baku, spesifikasi desain, persyaratan keselamatan dan keamanan kerja dalam melakukan supervisi dan evaluasi pada pekerjaannya.
6. Mampu memelihara dan mengembangkan jaringan kerja sama dan hasil kerja sama di dalam maupun di luar lembaganya.
7. Mampu bertanggung jawab atas pencapaian hasil kerja kelompok dan melakukan supervisi dan evaluasi terhadap penyelesaian pekerjaan yang ditugaskan kepada pekerja yang berada di bawah tanggungjawabnya.
8. Mampu melakukan proses evaluasi diri terhadap kelompok kerja yang berada di bawah tanggung jawabnya, dan mampu mengelola pembelajaran secara mandiri.
9. Mampu mendokumentasikan, menyimpan, mengamankan, dan menemukan kembali data untuk menjamin kesahihan dan mencegah plagiasi.

D. CP. Keterampilan Khusus

1. Mampu menerapkan kemampuan bahasa Inggris untuk komunikasi bisnis dan profesional pada bidang kepariwisataan seperti menangani tamu check in, reservasi, presentasi bisnis kepariwisataan, menyelenggarakan suatu event, memimpin tour.



	B6, C1-C7, D1-D5	2. Dapat berkomunikasi secara lisan dengan menggunakan <i>English expressions used to handle telephone messages</i>	
8	A1, A2, A4, A5, B7, C1-C7, D1-D5	1. Dapat mengidentifikasi prosedur untuk <i>handling check in</i> 2. Dapat berkomunikasi lisan dengan menggunakan <i>English expressions used to handle check in</i>	Handling check in
9	A1, A2, A4, A5,	1. Dapat mengidentifikasi tentang prosedur untuk <i>escorting guests to</i>	Escorting guests to the

Mengetahui :

Ketua Program Studi

Singaraja,

Dosen Pengasuh Mata Kuliah,

I Made Aryawan Adijaya, S.Pd., M.Pd.
NIP. 197712162002121002

Dr. Ni Putu Era Marsakawati, S.Pd., M.Pd.
NIP.198303142008122002

 Dipindai dengan CamScanner

menggunakan struktur presentasi ilmiah dan kaidah bahasa lisan yang efektif.

9. Mampu melaksanakan tugas-tugas pada divisi-divisi yang berbeda sesuai dengan prosedur operasional standar yang ada di IDUKA.

10. Mampu mengkaji fenomena penggunaan bahasa Inggris untuk komunikasi bisnis dan profesional pada IDUKA dengan menggunakan pendekatan saintifik.

 Dipindai dengan CamScanner

Appendix 7. The Result Of Questionnaire By Hotel Staff

Researcher : Fuji Dewanthi

Practitioner : Kadek Tari (Staff at Hotel Aventus Kuta)

Job Description	Procedure	Answer
1. Giving hotel information	<ol style="list-style-type: none"> 1. As a front office officer, do you provide hotel information to guests? 2. What information do guests usually ask for and what do you provide to guests? 3. What procedures do you follow when providing hotel information? 4. What English expressions do you use when you provide hotel information to guests? (Authentic example of conversation) 5. What non-language forms (posture, hand movements, gestures, facial expressions) do you use when providing hotel information to guests? 6. What difficulties do you encounter when providing information to guests? 7. How do you solve this problem? 	<ol style="list-style-type: none"> 1. Yes 2. Hotel facilities, tourist attractions & facilities around the hotel, benefits from reservations chosen by guests 3. Ask for time permission from the guest if providing information only takes a short time in language that is communicative and easy to understand 4. Authentic light conversation with clear and informative language so that guests understand what is being said 5. A non-language form that is friendly, straightforward, fast and informative so that it is easy for guests to understand

		<p>6. Guests are in a hurry so the information given is not conveyed clearly</p> <p>7. Ask guests for permission that the information conveyed is important and does not take up a long time</p>
<p>10. Recommending hotel facilities/services to the guests</p>	<p>1. As a front office officer, do you recommend hotel facilities/services to guests?</p> <p>2. In what situations do you recommend hotel facilities/services to guests?</p> <p>11. What procedures do you follow when recommending hotel facilities/services to guests?</p> <p>12. What English expressions do you use when you recommend hotel facilities/services to guests? (Authentic example of conversation)</p> <p>13. Non-language forms (posture,</p>	<p>1. Yes</p> <p>2. If the situation and condition of the guest is deemed capable of listening to the provision of facilities & services</p> <p>3. If the guest's situation and conditions allow for the delivery of related information and don't forget to ask for permission if providing the information does not take a long time</p> <p>4. Simple conversation with friendly, communicative and fast expressions</p>

	<p>hand movement, gesture, facial expression) when recommending hotel facilities/services to guests?</p> <p>14. What difficulties do you encounter when recommending hotel facilities/services to guests?</p> <p>15. How do you solve this problem?</p>	<p>5. Polite hand gestures in showing direction, something, and holding hands after conveying information after it has been conveyed</p> <p>6. Difficulty in language variations other than Bahasa and English</p> <p>7. Coordinate with a team that is capable of speaking other than Bahasa and English, but if there isn't one then they will use Google Translate as a translator</p>
<p>3. Advising guests where to go</p>	<p>1. As a front office officer, do you suggest places/tourism spots that guests can visit?</p> <p>2. In what situations do you suggest places/tourism spots that guests can visit?</p> <p>3. What procedures do you follow when suggesting places/tourism spots that guests can visit?</p> <p>4. What English</p>	<p>1. Yes</p> <p>2. When the situation and conditions make it possible to convey information to guests so that the information can be conveyed well</p> <p>3. Based on guest needs at that time. If supporting media is provided (brochures, business cards, etc.), then it can be given to guests so that it can help</p>

	<p>expressions do you use when you suggest places/tourism spots that guests can visit? (Authentic example of conversation)</p> <p>5. What non-language forms (posture, hand movements, gestures, facial expressions) do you use when suggesting places/tourism spots that guests can visit?</p> <p>6. What difficulties do you encounter when suggesting places/tourism spots that guests can visit?</p> <p>7. How do you solve this problem?</p>	<p>with the problems that guests have.</p> <p>4. Which is easy for guests to understand with clear delivery. It can also be supported with polite hand gestures / body language</p> <p>5. Non-language forms (posture, hand movements, gestures, facial expressions) are polite and easy for guests to understand</p> <p>6. Language variations, situations and conditions that make it less possible for information to be conveyed clearly</p> <p>7. Ask guests to wait directly in the room and will be followed up immediately either directly or via courtesy call</p>
4. Handling complaints	<p>1. As a front office officer, do you handle guest complaints?</p> <p>2. What guest complaints do you usually handle?</p>	<p>1. Yes</p> <p>2. Room readiness, room availability, room condition after guests check in, images included on the online platform do not</p>

	<p>6 What procedures do you follow when handling guest complaints?</p> <p>7 What English expressions do you use when you handle guest complaints? (Authentic example of conversation)</p> <p>8 What non-language forms (posture, hand movements, gestures, facial expressions) do you use when handling guest complaints?</p> <p>9 What difficulties do you encounter when handling guest complaints?</p> <p>10 How do you solve this problem?</p>	<p>match guests' wishes</p> <p>3. Listen to every guest complaint patiently, apologize to the guest, immediately find a solution to the ongoing complaint, then coordinate with the manager regarding the existing complaint</p> <p>4. Expressions and conversations that feel empathetic and care about existing complaints and remain polite</p> <p>5. Polite non-language forms (posture, hand movements, gestures, facial expressions).</p> <p>6. If the guest's emotions and patience have reached the limit and there is no superior in charge when the complaint occurs</p>
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		<p>7. Give guests the opportunity to convey existing complaints and then listen to what the guest's complaints are. After that, apologize for the complaint that occurred and forward the guest's concerns regarding complaints to superiors and management</p>
<p>5. Multimodality</p>	<p>1. In your opinion, is mastery of non-verbal language important for front office staff to have? Why? 2. What non-verbal forms do you use when you communicate with guests?</p>	<p>1. Importantly, if there are guests who do not really master language or English, then using clear and correct non-verbal language, communication between the receptionist and the guest can occur.</p> <p>2. Facial expressions, gestures, body language, which of course are conveyed clearly and politely to guests</p>

Appendix 8. Author's Life History



Fuji Dewanthi, lahir di Singaraja pada tanggal 6 Februari 2003 sebagai putri pertama dari pasangan Nyoman Sudarsa dan Nyoman Endang Pujawati. Penulis adalah warga negara Indonesia, dan menganut Agama Hindu. Saat ini penulis bertempat di Desa Menyali, Kabupaten Buleleng, Provinsi Bali. Riwayat pendidikan penulis dapat dijabarkan sebagai berikut. Penulis

menamatkan bangku Pendidikan Sekolah Dasar di SD 2 Menyali lulus pada tahun 2013. Setelah itu, penulis melanjutkan pendidikan ke bangku Sekolah Menengah Pertama di SMP Negeri 1 Sawan dan lulus pada tahun 2017. Kemudian penulis melanjutkan ke bangku Sekolah Menengah Kejuruan di SMK Negeri 1 Sawan dengan mengambil jurusan Perhotelan dan lulus pada tahun 2020. Setelah itu, penulis melanjutkan pendidikan ke Perguruan Tinggi Negeri di Universitas Pendidikan Ganesha dengan mengambil program studi Pendidikan Bahasa Inggris.

