

**THE DEVELOPMENT OF A TEACHING ENGLISH LESSON  
PLAN BASED ON MARRIOTT STANDARDS FOR THE FRONT  
OFFICE DEPARTMENT AT SMA KARYA WISATA**

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**ABSTRACT**

This study aims to develop an English teaching lesson plan based on Marriott Standards for eleventh-grade students of SMA Karya Wisata Penarukan in response to the gap between general English materials and the specific communicative needs of the hospitality industry, particularly in the Front Office department. The study employed an English for Specific Purposes (ESP) approach integrated with authentic Front Office Standard Operating Procedures (SOPs) from Marriott International and applied the Design and Development (D&D) model proposed by Richey and Klein (2007), consisting of analysis, design, development, and evaluation stages. A needs analysis was conducted through classroom observations, document analysis, and interviews with the English teacher to identify students' learning needs and challenges. Based on the findings, an ESP-based English teaching Lesson Plan was developed covering key Front Office topics, including reservations, check-in and check-out procedures, guest complaint handling using the LEARN model, and courtesy calls. The Lesson Plan was validated by two experts in ESP and hospitality education, resulting in an overall mean score of 4.55, categorized as excellent, indicating high relevance, instructional quality, practicality, and alignment with Marriott Standards. The findings suggest that the developed Lesson Plan is feasible and effective in enhancing students' professional communication skills in Front Office contexts.

**Keywords:** English for Specific Purposes, Teaching Lesson Plan Development, Front Office, Marriott Standard, Hospitality Education.



**PENGEMBANGAN RENCANA PELAKSANAAN PEMBELAJARAN  
(RPP) BAHASA INGGRIS UNTUK DEPARTEMEN FRONT OFFICE DI  
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**ABSTRAK**

Penelitian ini bertujuan untuk mengembangkan Modul pengajaran Bahasa Inggris berdasarkan Standar Marriott untuk siswa kelas sebelas SMA Karya Wisata Penarukan sebagai respons terhadap kesenjangan antara materi Bahasa Inggris umum dan kebutuhan komunikatif spesifik industri perhotelan, khususnya di departemen Front Office. Penelitian ini menggunakan pendekatan Bahasa Inggris untuk Tujuan Khusus (English for Specific Purposes/ESP) yang terintegrasi dengan Prosedur Operasi Standar (Standard Operating Procedures/SOP) Front Office otentik dari Marriott International dan menerapkan model Desain dan Pengembangan (Design and Development/D&D) yang diusulkan oleh Richey dan Klein (2007), yang terdiri dari tahap analisis, desain, pengembangan, dan evaluasi. Analisis kebutuhan dilakukan melalui observasi kelas, analisis dokumen, dan wawancara dengan guru Bahasa Inggris untuk mengidentifikasi kebutuhan dan tantangan belajar siswa. Berdasarkan temuan tersebut, dikembangkan modul pengajaran Bahasa Inggris berbasis ESP yang mencakup topik-topik utama Front Office, termasuk reservasi, prosedur check-in dan check-out, penanganan keluhan tamu menggunakan model LEARN, dan panggilan sopan santun. Modul ini divalidasi oleh dua ahli di bidang ESP (English for Specific Purposes) dan pendidikan perhotelan, menghasilkan skor rata-rata keseluruhan 4,55 yang dikategorikan sebagai sangat baik, menunjukkan relevansi tinggi, kualitas pengajaran, kepraktisan, dan keselarasan dengan Standar Marriott.