

ABSTRACT

GedeSudanaPraptono (2019) Developing English Learning Materials for Food and Beverage Service in Singaraja Hotel School. Thesis, English Language Education, Post Graduate Study Program, Ganesha University of Education.

This thesis has been supervised and approved by supervisor I : Prof.Dra. LuhPutuArtini M.A.,Ph.D. and Supervisor II: Drs. I Wayan Suarnajaya,MA.,Ph.D.

Keywords: Research and Development, English learning materials, 4D model,F&B services

This research aimed at developing English learning material for Food and Beverage service in Singaraja Hotel School for D1 program. The research design followed 4D model proposed by Thagarajan, Dorothy S. Semmel.(1974).The steps of this study were: (1)Define,(2) Design, (3)Develop, and (4)Disseminate.In the “Define” step, there were two questionnaires employed in the research: (1) Needanalysis questionnaires (2) Expert judgment questionnaires. The data from the need analysis questionnaires were analyzed using frequency and percentage and the results were then used as the basis to design and develop the materials, while the data from the expert judgment questionnaire were analyzed by using descriptive statistics. Based on the result of the need analysis there are eleven topics in the learning materials, they are taking reservation, setting table, welcoming and seating the guest, giving the menu, food order, serving guest, clearing table, presenting bill, handling complaints, job description the good waiters. The materials needed are the English learning materials consisting of various activities and examples for Food and Beverage Service course. The activities of the materials were in the form of dialogues, detailed explanation, illustration, and additional information related to food and beverage service course.Based on the data process that was calculated by using Candiasa’s formula (2010), it was found that the score of the product quality was 256 which fall under the good materials category. Based on the criteria made, it can be concluded that the quality of the product was categorized as good material. It means that the materials can be used in learning process.

ABSTRAK

Gede SudanaPraptono (2019), *Pengembangan materi pelajaran bahasa Inggris untuk Food and Beverage Service di Singaraja Hotel School*. Tesis, Pendidikan Bahasa Inggris, Program Pascasarjana, Universitas Pendidikan Ganesha.

Tesis ini sudah disetujui dan diperiksa oleh pembimbing I: Prof. Dra. Luh Putu Artini M.A.,PhD. Dan Pembimbing II: Drs. I Wayan Suarnajaya,MA.,Ph.D.

Kata kunci: *Penelitian dan Pengembangan, materi bahasa Inggris, Model 4 D*

Penelitian ini bertujuan untuk mengembangkan materi pembelajaran bahasa Inggris untuk mahasiswa food and beverage service di Singaraja Hotel School. Jenis penelitian ini adalah model penelitian dan pengembangan atau yang disebut dengan RnD model dengan menggunakan 4D model oleh Dorothy S Semmel. Langkah-langkah untuk 4D model yaitu: *Define, Design, Develop dan Disseminate*. Pada tahap *Define*, penulis menggunakan dua kuisionaire untuk mendapatkan data. Kuisionaire digunakan pada tahap analisis kebutuhan dan experts judgment. Data dari kuisioner analisa kebutuhan dianalisis menggunakan frekuensi dan persentase dan hasilnya kemudian digunakan sebagai dasar untuk merancang dan mengembangkan materi ajar. Sementara data dari kuisioner expert judgment dianalisis menggunakan deskriptif statistik. Materi ajar yang dibutuhkan adalah materi pembelajaran bahasa Inggris terdiri dari penjelasan yang rinci dan ilustrasi contoh untuk food and beverage service. Topik materi dikaitkan langsung dengan kebutuhan kerja. Total poin yang diberikan oleh dua ahli untuk evaluasi materi adalah 278 poin. Berdasarkan penghitungan statistik diperoleh skor produk adalah 256. Berdasarkan kriteria yang telah dibuat, dapat disimpulkan bahwa kualitas produk adalah baik.