SILABUS

I. IDENTITAS MATA KULIAH

Program Studi   : Diploma 2
Jurusan   : Front Office
Mata Kuliah   : **Front Office Knowledge**
Kode   :
Semester   : 1 (Ganjil)
Sks/Js   : 2/2
Prasyarat   : --
Dosen Pengampu :

II. CAPAIAN PEMBELAJARAN (CP) MATA KULIAH

A. Capaian Pembelajaran (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 rasa tanggungjawab 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 bertanggungjawab atas pekerjaan di bidang keahliannya secara mandiri.

10. Mempunyai ketulusan, komitmen, dan kesungguhan hati untuk mengembangkan sikap, nilai dan kemampuan peserta didik.

11. Menunjukkan perilaku berdasarkan nilai moral luhur, bersikap empatik dan menghargai perbedaan, dan menjunjung tinggi nilai kemanusiaan melalui pembentukan kepribadian dan interaksi sosial yang humanis.

12. Menunjukkan sikap dan perilaku yang bertanggung jawab, beretika serta menghargai pendapat dan temuan orisinil orang lain.

13. Memiliki kepribadian dan interaksi sosial yang berempatik dan humanis.

14. Menunjukkan sikap mental profesi dan perilaku taat hukum yang bertanggungjawab atas pekerjaan di bidang keahliannya dengan selalu mengutamakan peningkatan mutu kehidupan bermasyarakat dan berbangsa.

B. Capaian Pembelajaran (CP) Pengetahuan:

1 Menguasai konsep dasar teoretik dan memiliki kemampuan profesional dalam bidang Front Office.

2 Menguasai beberapa prinsip dasar pada bidang Front Office.

3 Memiliki kemampuan untuk melaksanakan dan menilai proses yang inspiratif, inovatif dan menyenangkan di bidang Front Office.

4 Mampu menyelaraskan dan mengkaji fenomena atau permasalahan yang terjadi di area hotel terutama yang berkaitan dengan departemen Front Office secara teoretis maupun empiris.

5 Mampu menyusun laporan tertulis di bidang Front Office dengan menggunakan logika berpikir ilmiah untuk memberikan alternatif penyelesaian masalah.

6 Mampu menerapkan pemikiran dan perilaku sistematis, kreatif, inovatif dan bertanggung jawab di bidang Front Office baik secara teori maupun praktek.

C. Capaian Pembelajaran (CP) Keterampilan Umum

1   Mampu merencanakan kariernya sendiri (*career and personal development*) di bidang Front Office baik dalam tataran pendidikan formal maupun nonformal.

2   Mampu menjalin hubungan profesional dan interpersonal secara konstruktif dan bertanggung jawab untuk membantu menyelesaikan persoalan pembelajaran Front Office.

3   Mampu menjalin jaringan kerja dengan teman sejawat, dosen, pembimbing, baik di lingkungan Apollonia Hotel School maupun universitas lain di dalam dan luar negeri dengan memanfaatkan teknologi informasi.

4   Mampu menggunakan ilmu pengetahuan tentang Front Office dalam komunikasi lisan dan tulisan sesuai dengan tuntuta n konteks komunikasi dan menciptakan komunikasi interpersonal dan professional yang efektif dan produktif.

D. Capaian Pembelajaran (CP) Keterampilan Khusus

1.   Mampu berkomunikasi secara lisan dan tertulis tentang Front Office, serta membangun hubungan interpersonal yang produktif.

2.   Mampu melaksanakan dan mengevaluasi kinerja dalam bidang Front Office yang inspiratif, kreatif, inovatif dan menyenangkan.

3.   Mampu menyelaraskan, mengkaji, menganalisa dan memecahkan masalah-masalah dalam pembelajaran bahasa Inggris dalam rangka meningkatkan kualitas proses pembelajaran tentang Front Office.

4.   Mampu menguasai beberapa prinsip dasar pada bidang teknologi informasi dan memanfaatkan serta mengembangkan perangkat teknologi informasi dan komunikasi untuk mendukung kinerja di bidang Front Office.

III. DESKRIPSI MATA KULIAH

The front office is the nerve center of a hotel. It's the department that makes the first and the last impression on the guests, and the place that guests approach for information and service throughout their stays. This department has three main functions, they are selling room, maintaining balanced guest account, providing service and information to the guest. There are five aspects which

consist in this department as follows; (1) Front Office Department Organisation Chart, (2) Duties of Key Position, (3) Steps in Recording Reservation Details, (4) Phonetic Alphabet, (5) Guest Cylce of Service.

IV. GARIS BESAR RENCANA PEMBELAJARAN

No	Capaian Pembelajaran	Indikator Pencapaian (kemampuan akhir yg diharapkan)	Bahan Kajian/Materi Pokok
(1)	(2)	(3)	(4)
1	A1 – A14 B 1,2,3,4,5,6 C 1,2,3,4 D 1,2,3,4	Mahasiswa mampu memahami dan menjelaskan konsep teori umum kajian Front Office dan Jenis – jenis Kamar di Hotel.	Introduction to Front Office The front office is the nerve center of a hotel. This department makes the first and the last impression on the guests.
2	A1 – A14 B 1,2,3,4,5,6 C 1,2,3,4 D 1,2,3,4	Mahasiswa mampu memahami Struktur Organisasi dari departemen Front Office dan salam. .	Duties of Key Position Front Office Manager (FOM), the main duty is to enhance guest services by constantly developing services to meet the needs of guests
3	A1 – A14 B 1,2,3,4,5,6 C 1,2,3,4 D 1,2,3,4	Mahasiswa mampu memahami cara penyambutan dan mengeja dengan Phonetic Alphabet.	The NATO phonetic alphabet is a Spelling Alphabet, a set of words used instead of letters in oral communication over the phone or directly in hotel. Each word stands for its initial letter.
4	A1 – A14 B 1,2,3,4,5,6 C 1,2,3,4 D 1,2,3,4	Mahasiswa memahami dan menerapkan konsep dan teori dari Reservasi.	Reservation The reservation manager makes decisions or whether room reservations should be accepted when the hotel is fully booked. That is, to stop taking reservations or to allow overbooking of rooms.
5	A1 – A14 B 1,2,3,4,5,6	Mahasiswa mampu memahami tentang telephone courtesy.	Telephone always plays a significant role in hospitality industry. People from all round the world call for making

			booking or asking information or transferring message to the guest or for various other purposes. If you are a hotelier then you may have to answer telephone calls.
			UTS
6	**A1 – A14** **B 1,2,3,4,5,6** **C 1,2,3,4** **D 1,2,3,4**	Mahasiswa mampu memahami dan menjelaskan tentang preferences.	Expressing Preference is an expression which tell about the fact that you like something more than another thing. This expression can be used for telling something such as a things, persons, place, animal, etc.
7	**A1 – A14** **B 1,2,3,4,5,6** **C 1,2,3,4** **D 1,2,3,4**	Mahasiswa mampu memahami dan menjelaskan tentang tamu pada fase Pre-Arrival di hotel.	Guest Cycle of Service When the guest ask the information about the hotel. The guests book their room when they are still in their countries. Or they can visit the hotel to see the hotel room first or showing room.
8	**A1 – A14** **B 1,2,3,4,5,6** **C 1,2,3,4** **D 1,2,3,4**	Mahasiswa mampu memahami dan menjelaskan tentang tamu pada fase Arrival di hotel.	Guest Cycle of Service When the guests arrive at hotel. In this phase, the hotel will give their service such as shuttle from the airport, handling check in, giving room key and room number, etc.
9	**A1 – A14** **B 1,2,3,4,5,6** **C 1,2,3,4** **D 1,2,3,4**	Mahasiswa mampu memahami dan menjelaskan tentang tamu pada fase Occupancy Procedure di hotel.	Guest Cycle of Service When the guests stay in hotel. In this phase the guests will get the service and the facilities in the hotel that has been dealt in reservation before.
10	**A1 – A14** **B 1,2,3,4,5,6** **C 1,2,3,4** **D 1,2,3,4**	Mahasiswa mampu memahami dan menjelaskan tentang asking and giving suggestion di hotel.	In the hospitality, the guest in foreign countries and unfamiliar cultures, may need some advice or suggestions in certain situations. It is only natural that they would seek assistance for the hotel staff.
11	**A1 – A14** **B 1,2,3,4,5,6** **C 1,2,3,4**	Mahasiswa mampu memahami dan menjelaskan tentang tamu pada fase Departure Procedure di hotel.	Front Office Relatonship to other Departments The front office is the center of guest transactions in a hotel and so often acts as the center for collection and distribution

			of guest information. Such information may help other departments in providing the best service to the guests throughout the different stages of the guest cycle.
D 1,2,3,4			
12	**A1 – A14** **B 1,2,3,4,5,6** **C 1,2,3,4** **D 1,2,3,4**	Mahasiswa mampu memahami tantang pendapatan dan indikator penjualan pada hotel.	Room sales normally contribute to the majority of hotel's revenue, followed by sales in the food & beverage sections. Variations of revenue contribution of different units occur in different types of hotels.
	UAS		
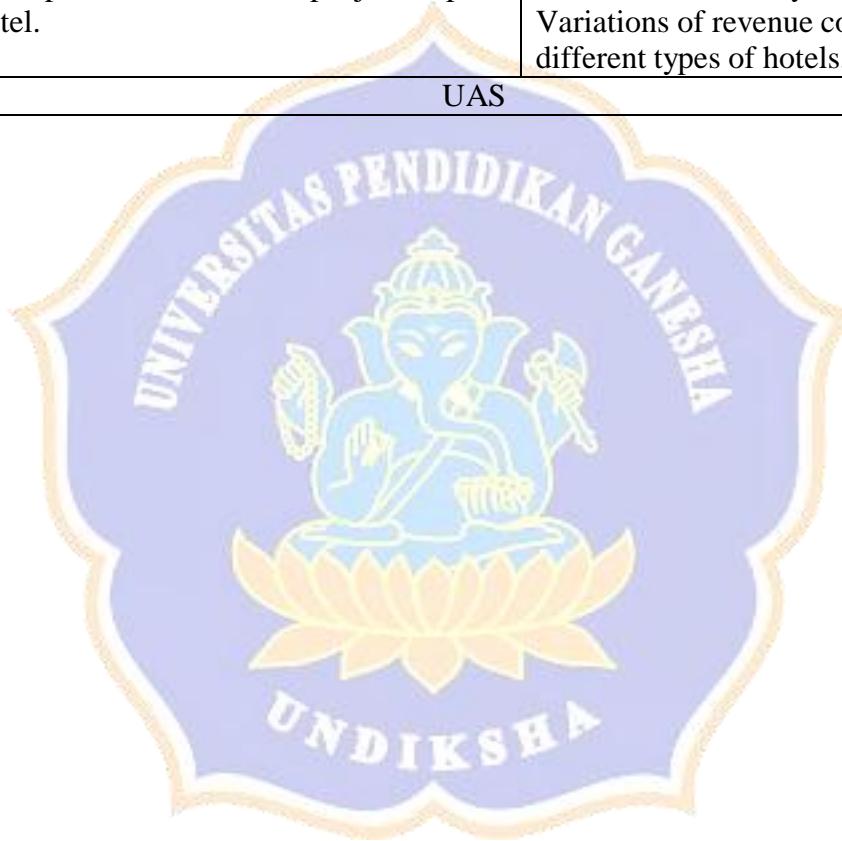
KUESIONER ANALISIS KEBUTUHAN

Kuesioner ini adalah sebuah instrumen yang digunakan untuk mengumpulkan data kebutuhan Bahasa Inggris mahasiswa semester pertama jurusan Kantor Depan di Apollonia Hotel School. Kuesioner ini digunakan untuk memenuhi karya tulis tesis mahasiswa pasca sarjana UNDIKSHA. Terima kasih atas partisipasi Anda.

Petunjuk: Lengkapilah kuesioner di bawah ini dengan benar dengan menandai centang (√) pada salah satu jawaban!

BAGIAN I. INFORMASI PRIBADI DAN KEMAMPUAN BAHASA INGGRIS
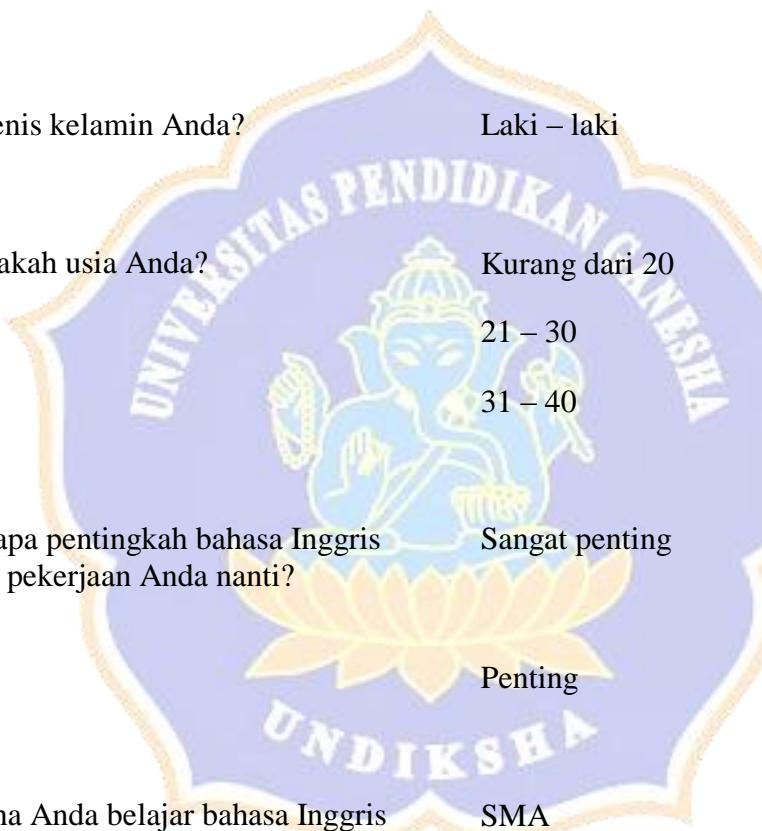
1.	Apa jenis kelamin Anda?	Laki – laki	Perempuan
2.	Berapakah usia Anda?	Kurang dari 20	41 – 50
		21 – 30	51 – 60
		31 – 40	
3.	Seberapa pentingkah bahasa Inggris dalam pekerjaan Anda nanti?	Sangat penting	Cukup penting
		Penting	Kurang penting
4.	Dimana Anda belajar bahasa Inggris sebelumnya?	SMA	Perguruan Tinggi/Lembaga Pendidikan
5.	Apakah Anda mencoba untuk memperbaiki bahasa Inggris Anda?	Ya	Tidak
6.	Berapa jam Anda berlatih bahasa	Tidak sama sekali	3 – 5 jam

Inggris diluar kampus Anda?   1 – 2 jam

7. Bagaimana Anda menilai kemampuan dalam bahasa Inggris Anda sesuai dengan pilihan
   dibawah ini?

a. Mendengarkan	Sangat lemah	Lemah	Cukup	Bagus	Sangat bagus
b. Membaca	Sangat lemah	Lemah	Cukup	Bagus	Sangat bagus
c. Berbicara	Sangat lemah	Lemah	Cukup	Bagus	Sangat bagus
d. Menulis	Sangat lemah	Lemah	Cukup	Bagus	Sangat bagus

8. Seberapa perlukah keterampilan berikut dalam pekerjaan Anda?

a. Mendengarkan	Kurang perlu	Cukup perlu	Perlu	Sangat perlu
b. Membaca	Kurang perlu	Cukup perlu	Perlu	Sangat perlu
c. Berbicara	Kurang perlu	Cukup perlu	Perlu	Sangat perlu
d. Menulis	Kurang perlu	Cukup perlu	Perlu	Sangat perlu

9a. Bagaimana kosa kata bahasa Inggris Anda?	Sangat lemah	Lemah	Cukup	Bagus	Sangat bagus

9b. Beri tanda centang (√) pada kosa kata di bawah ini yang Anda ketahui artinya!

Evening	*Deluxe*	*Banquet*	*Sauna*	*Accommodation*
Greet	*Suite*	*Staff*	*Spa*	*Maintenance*
Meet	*Adjoining*	*Mini-bar*	*Laundry*	*Air conditioner*
Introduce	*Quality*	*Nightclub*	*Pool*	*Time*
Someone	*Room*	*Restaurant*	*Shower*	*Day*
Work	*Lamp*	*Basement*	*Contact*	*Stay*
Telephone	*Twin Room*	*Corridor*	*Listen*	*Date*

Television	*Double*	*Elevator*	*Ring*	*Guest*
Collect	*Ground*	*Floor*	*Smile*	*Reserve*
Remove	*Second*	*Hall*	*Speak*	*Pay*
Uniform	*First*	*Lift*	*Accept*	*Type*
Check	*View*	*Lobby*	*Hang on*	*Bed*
Single	*Longue*	*Stairs*	*Broken*	*Apologize*
Service	*Balcony*	*Upstairs*	*Dusty*	*Hold on*
Suit	*Laundry*	*Across*	*Mistake*	*Pick up*
Direction	*Top*	*Right*	*Solve*	*Speak up*
Left	*Front*	*Street*	*Stain*	*Complaint*
Lost	*Back*	*Problem*	*Unclean*	*Request*
Near	*Damage*	*Solve*	*Voice*	*Form*
Honest	*Mistake*	*Sorry*	*Wash*	*Walk*

10. Bagaimana pengucapan dan pelafalan Anda dalam bahasa Inggris?

Sangat lemah   Lemah   Cukup   Bagus   Sangat bagus

11. Bagaimana Anda menilai tata bahasa (grammar) Inggris Anda?

Sangat lemah   Lemah   Cukup   Bagus   Sangat bagus

12. Kegiatan apa saja yang Anda suka dalam belajar bahasa Inggris?

a. Bekerja berpasangan   Ya   Tidak

b. Seluruh kelas   Ya   Tidak

c. Bekerja kelompok   Ya   Tidak

d. Bekerja diluar kelas   Ya   Tidak

e. Bekerja individu   Ya   Tidak

BAGIAN II. TOPIK YANG DIBUTUHKAN OLEH MAHASISWA KANTOR DEPAN (FRONT OFFICE)

Pilihlah topik sesuai dengan kebutuhan Anda yang menurut Anda berguna nantinya saat Anda bekerja sebagai housekeeper! Pilih 'Ya' jika topik tersebut dibutuhkan dan pilih 'Tidak' jika tidak dibutuhkan.

13. Topik 1. Pengetahuan tentang Front Office   Ya   Tidak

14. Topik 2. Struktur Organisasi Front Office dan Salam   Ya   Tidak

15. Topik 3. Meyambut Tamu dan Mengeja Nama   Ya   Tidak

16. Topik 4. Reservasi.   Ya   Tidak

17. Topik 5. Kesopanan dalam Menelpon   Ya   Tidak

18. Topik 6. Meyatakan Pilihan   Ya   Tidak

19. Topik 7. Pre-Arrival   Ya   Tidak

20. Topik 8. Arrival dan Prosedur Check In   Ya   Tidak

21. Topik 9. Occupancy   Ya   Tidak

22. Topik 10. Bertanya dan Memberi Saran   Ya   Tidak

23. Topik 11. Prosedur Check-Out   Ya   Tidak

24. Topik 12. Pendapatan dan Indikator Penjualan.   Ya   Tidak

BAGIAN III. KEBUTUHAN UMUM MAHASISWA TATA GRAHA (*HOUSEKEEPING*) DALAM PEMBELAJARAN BAHASA INGGRIS

25. Mengapa Anda perlu belajar bahasa Inggris?

a. untuk belajar   ☐ Ya   ☐ Tidak

b. untuk bekerja   ☐ Ya   ☐ Tidak

c. untuk pelatihan   ☐ Ya   ☐ Tidak

d. untuk tujuan lainnya   ☐ Ya   ☐ Tidak

26. Keterampilan bahasa Inggris apa yang Anda butuhkan di tempat Anda bekerja nanti?

a. Mendengarkan   ☐ Ya   ☐ Tidak

b. Membaca   ☐ Ya   ☐ Tidak

c. Berbicara   ☐ Ya   ☐ Tidak

d. Menulis   ☐ Ya   ☐ Tidak

27. Bagaimana bahasa Inggris Anda akan digunakan?

a. dalam bertatap muka   ☐ Ya   ☐ Tidak

b. di telepon   ☐ Ya   ☐ Tidak

c. dalam percakapan tidak resmi   ☐ Ya   ☐ Tidak

d. dalam manual teknis   ☐ Ya   ☐ Tidak

28. Dengan siapa Anda akan berbicara bahasa Inggris?

a. manajer hotel   ☐ Ya   ☐ Tidak

b. rekan kerja   ☐ Ya   ☐ Tidak

c. tamu   ☐ Ya   ☐ Tidak

d. penutur asing   ☐ Ya   ☐ Tidak

e. bukan penutur asing   ☐ Ya   ☐ Tidak

29. Dimanakah Anda akan berbicara bahasa Inggris?

a. di hotel   ☐ Ya   ☐ Tidak

b. dalam pertemuan   ☐ Ya   ☐ Tidak

c. dalam demonstrasi   ☐ Ya   ☐ Tidak

d. di telepon   ☐ Ya   ☐ Tidak

e. di dalam negeri   ☐ Ya   ☐ Tidak

f. di luar negeri   ☐ Ya   ☐ Tidak

30. Kapan Anda akan menggunakan bahasa Inggris?

a. setelah perkuliahan   ☐ Ya   ☐ Tidak

b. saat ini   ☐ Ya   ☐ Tidak

c. sering   ☐ Ya   ☐ Tidak

d. jarang   ☐ Ya   ☐ Tidak

31. Menurut Anda, topik apa yang Anda butuhkan dalam menunjang pekerjaan Anda nanti sebagai staff *Front Office* selain yang telah disebutkan diatas?

………………………………………………………………………………………………………
………………………………………………………………………………………………………
………………………………………………………………………………………………………
………………………………………………………………………………………………………
………………………………………………………………………………………………………
………………………………………………………………………………………………………
………………………………………………………………………………………………………
………………………………………………………………………………………………………
………………………………………………………………………
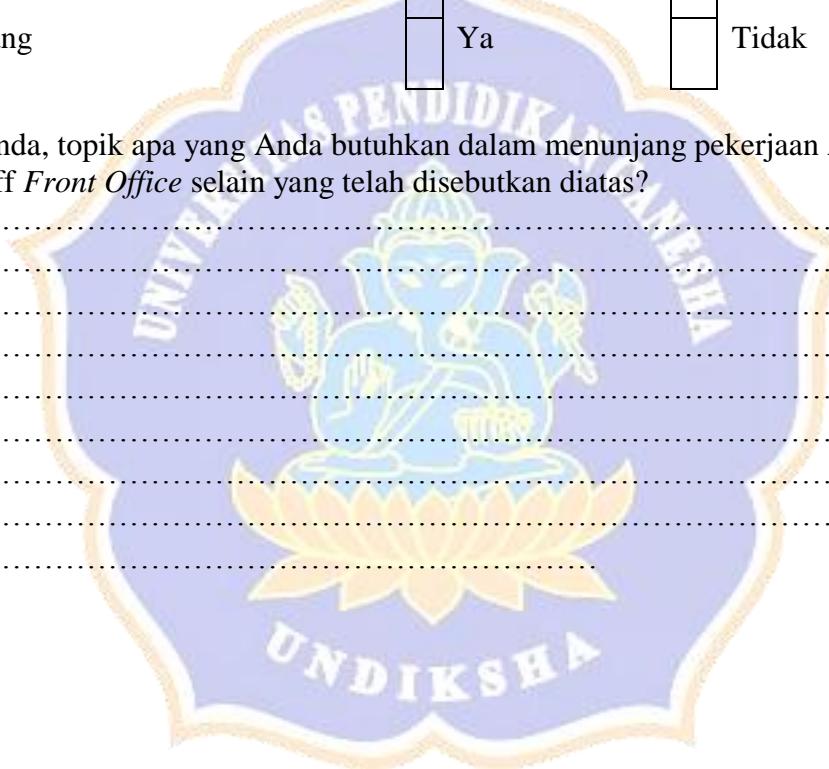
Appendix 4f. The Result of Interview Guide for the Stakeholder of Apollonia Hotel School Denpasar

Researcher : Could we start, sir?

Stakeholder : Yes, Please

Researcher : So, the first question, may I know how old are you sir ?

Stakeholder : I'm 38 years old.

Researcher : What is the name of your company sir? And Please describe your company!

Stakeholder : so, is it means about background of my job? Do we start from my first backgroundof frommy training?

Researcher : you can start from your training.

Stakeholder : I had my first training at Sanur Beach Hotel for 3 months and then I worked at Bali Massari. I've been there for a year. In 2002 I've joined the cruise laneat MBC cruises it was about 6 years and I was as Restaurant Supervisor, and then in 2008 I decided to stop from that and I moved to Grand Bali Institute I was as Operation Manager until 2012. Since 2012 I worked at Home Sweet Home Villa as a Villa Manager and then since 2014 until now I am at Apollonia Hotel School as Operation Director but, in the agency division I am as Recruiting Manager until now.

Researcher :Hmmso, you are handling the agency division too.

Stakeholder   :We have agencies fisrt from foundation and the agency is PT Pyramid. There are 2 companies in a building.

Researcher   : It was the question about the department, kind of company and how long you have working or experiences. Now, the question is, do you use/speak English while you are working?

Stakeholder   :it depends on the situation, when we talk about the agency of course I speak English because I am at the recruiting my job is to interview with English. if I am in the institution, if I am needed to teach in the classroom I will combine Bahasa and English to get the students used to where the students are able to comprehend what English is because They are in hospitality.

Researcher   :How important is using English in your job?

Stakeholder   :It is very important. Now we are in hospitality we talk about main destination Bali is tourism destination without English it might be very difficult we get a proper job that is appropriate with our field and study. If we talk about hospitality absolutely it is very important but, if we talk about the others those are important in this millennial era almost everything need English included social media and so on. It's about 5 years later English will not only as a requirement to find a job anymore but English can be the same as gadget. 10 years ago gadget was something amazing become capable to operate it but, the childrens are capabale to do it.

Researcher   :Ok, if you can give advice to the people who are preparing themselves to work. What do you want to recommend to them for preparing their English?

Stakeholder   :well, actually if we talk about English, the important thing is practice because, sometimes most of them based on their knowledge, They understand about English how the correspondent is but, when they are facing the real situation they have a lot of difficulties when they are practicing so that is why in my opinion practice is important. A lot of the people are frightening when they speak English. Everyone knows that English is not our mother tongue. Mungkinsemua orang tau yaa English is not our mother tounge. If we want to speak English correctly we have to pass the process first it means of course we must make mistakes.

Researcher   :What is your most important assignment in applying English?

Stakeholder   :The most importantant assignment is how we prepare them to become a professional crew. Competence is the main requirement. They can work at cruise lane they have to be able to speak English although I don't push them to be as good as the native speakers but of course for joining they have to understand the English. because the standard used is that English is used for daily activity, before they leave they will provide training based on their job desk that they will do when they work on the ship

Researcher   :This is the last question

Stakeholder   :Okay

Researcher   :so, what is the most difficult job that you had about English?

Stakeholder   : the most difficult task is to get rid of their fear of speech sometimes they understand what we are saying but say it they are difficult to build their confidence may be difficult in my opinion. This is what needs to be improved and improved by practicing more often speaking; I believe that in such a way they will be more fluent in speaking even if they are not experts.

Appendix 4b. The Transcript of Interview with the ESP Instructor at Apollonia Hotel School.

Researcher   : How many years have you been teaching?

ESP Instructor : I have been teaching for 2 years at Apollonia Hotel School.

Researcher   : What grade or department do you currently teach and how many students?

ESP Instructor : I teach English for specific purpose at Front Office Department and teach around 40 students.

Researcher   : What is your goal in teaching ESP at Apollonia Hotel School?

ESP Instructor : My goal is teaching the ESP materials to my students and they can reach our objectives of learning.

Researcher   : What are ESP materials that your students need in Front Office Department?

ESP Instructor : Introducing self, greeting, welcoming the guest, explain types of room, handling telephone, asking and giving suggestion, and for more details you can ask my hand out for Front Office Department at the administration.

Researcher   : What are activities that you want to conduct in your ESP lesson to help your students learn more effectively?

ESP Instructor : I often use role playing technique in my classroom to make my students learn more effectively. I give them certain situations in the hotel, and then, they play certain characters in these situations.

Researcher   : What difficulties did you encounter in your teaching?

ESP Instructor : Time. Our time is limited here to teach ESP. Then, in my teaching, I emphasize more practice than theory such as grammar, preposition. They already learned them in matriculation class.

Researcher : What difficulties did your students encounter when you were teaching?

ESP Instructor : Most of the students are still shy to practice their speaking in English. Their pronunciation and vocabulary are needed to be considered.

Researcher : Is there any ESP textbook for Front Office?

ESP Instructor : Yes, we have.

Researcher : Do you need English e-media for Front Office Department?

ESP Instructor : Yes, of course.

Researcher : Can you describe what kind of English e-media for Front Office of you and your students need?

ESP Instructor : I hope the developed material would be applicable for my students. I hope it will provide them some examples of language expressions, list of vocabulary, situations because they need some situations to role play. They also need some pictures on the developed material to make them get better understanding.
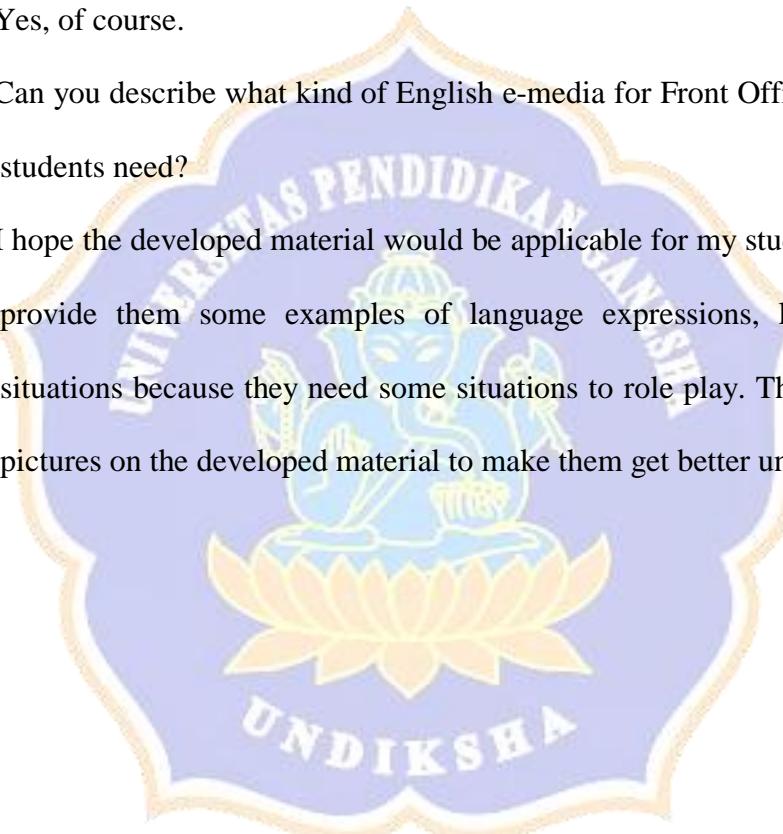
Appendix 4d. The Transcript of Interview with the Front Office Students at Apollonia Hotel School.

Researcher : Why do you study English?

Front Office Student : I study English because I need it for my job in the future. I want to work in a hotel so that I need to improve my English in order to communicate with English-speaking tourists fluently.

Researcher : Where do you expect to use English in the future (ex. what context or situation)?

Front Office Student : I will use English to speak with English-speaking tourist when the guests arrive in hotel, handling guest check in, handling guests during they stay in hotel, handling guests' complaint, and handling guest check out.

Researcher : Order the following language skills from 1 (important) to 6 (unimportant)!

Front Office Student : The first is speaking, the second is listening, the third is vocabulary, the fourth is grammar, and the next are reading and writing.

Researcher : What percentage (%) of class time do you think should be spent on each skill?

Front Office Student : For reading, it is 70% and then, 90% for listening,75% for vocabulary, 60% for writing, 100% for speaking and 85% for grammar.

Researcher : What do you expect to learn from this class?

Front Office Student	:	I expect to be able to speak English fluently and listen carefully and improve my English grammar and enrich my vocabulary.
Researcher	:	What are your language strengths and weaknesses?
Front Office Student	:	My strength is I can understand the meaning on English reading passages but I have difficulties in speaking and listening.
Researcher	:	Do you prefer to learn individually, in pairs or in a group?
Front Office Student	:	I prefer to study pairs or in group because we can share what is the difficulties that we faced and solve it together, it will make us easier in learning.
Researcher	:	Do you like using a textbook? Why or why not?
Front Office Student	:	Honestly, I don't really like to use a textbook. I think it is boring and uninteresting. There is no English for Housekeeping book.
Researcher	:	Do you need English e-media for Front Office?
Front Office Student	:	Yes, I do need it to my future job.
Researcher	:	What do you expect from the developed material?
Front Office Student	:	I expect the developed material will interesting, interactive for the students, provide some pictures to give the students clearer understanding because it's easy to remember. It's full color to attract the students to read. I also hope that the vocabulary used is not really complicated so that it's easy to be understood.

The Product Evaluation Checklist for Expert Judges

Instruction: Please give response to the statements below by putting a tick (√) in the responses column. There are five levels of quality:

5 – Excellent

4 – Good

3 – Average

2 – Below Average

1 – Poor

Dimension	No.	Item	5	4	3	2	1	Comments/ Suggestions
Layout and Design	1.	The e-media includes a detailed overview of the functions, structures and vocabulary that will be taught in each unit.						
	2.	The layout and design are appropriate and clear.						
	3.	The e-media is organized effectively.						
	4.	The e-media provides a vocabulary list.						
	5.	The e-media provides review section.						
	6.	The e-media provides clear objectives.						
Activities	7.	The e-media provides a balance of activities.						
	8.	The activities encourage sufficient communicative and meaningful practice.						
	9.	The activities incorporate an individual, pairs and group work.						
	10.	The grammar points and vocabulary items are introduced in motivating and realistic contexts.						
	11.	The activities promote creative, original and independent responses.						
Skill	12.	The materials include and focus on the skills that students need to practice.						
	13.	The materials provide an appropriate balance of the						

		four language skills.						
	14.	The e-media pays attention to sub-skills - i.e. listening for gist, note-taking, skimming for information, etc.						
	15.	The practice of individual skill is integrated into practice of other skills.						
Language Type	16.	The language used in the e-media is authentic, that is, like real-life English.						
	17.	The language used is at the right level for students' current English ability.						
	18.	The progression of grammar points and vocabulary items is appropriate.						
	19.	The grammar points are presented with brief and easy examples and explanations.						
	20.	The language functions exemplify English that I/my students will be likely to use in the future.						
Subject and Content	21.	The subject and contents of the e-media are relevant to students' needs as an English language learner(s),						
	22.	The subject and contents of the e-media are generally realistic.						
	23.	The subject and contents of the e-media are interesting, challenging and motivating.						
	24.	There are sufficient varieties in the subject and content of the e-media.						
	25.	The materials are not culturally biased and they do not portray any negative Stereotypes.						

Denpasar, _____

The Expert

_____

NIP-

Appendix 6. The Content Validity of Need Analysis Questionnaires

Instruction : Please give response to the statement below by putting tick (√) in the response column. R – Relevant, NR – Not Relevant.

NO	ITEM	R	NR
1	Item 1		
2	Item 2		
3	Item 3		
4	Item 4		
5	Item 5		
6	Item 6		
7	Item 7		
8	Item 8		
9	Item 9		
10	Item 10		
11	Item 11		
12	Item 12		
13	Item 13		
14	Item 14		
15	Item 15		
16	Item 16		
17	Item 17		
18	Item 18		
19	Item 19		
20	Item 20		
21	Item 21		
22	Item 22		
23	Item 23		
24	Item 24		
25	Item 25		
26	Item 26		
27	Item 27		
28	Item 28		
29	Item 29		
30	Item 30		
31	Item 31		

Expert
Judges,

Appendix 6. The Content Validity of Material Evaluation Checklist

Instruction : Please give response to the statement below by putting tick (√) in the response column. R – Relevant, NR – Not Relevant.

NO	ITEM	R	NR
1	Item 1		
2	Item 2		
3	Item 3		
4	Item 4		
5	Item 5		
6	Item 6		
7	Item 7		
8	Item 8		
9	Item 9		
10	Item 10		
11	Item 11		
12	Item 12		
13	Item 13		
14	Item 14		
15	Item 15		
16	Item 16		
17	Item 17		
18	Item 18		
19	Item 19		
20	Item 20		
21	Item 21		
22	Item 22		
23	Item 23		
24	Item 24		
25	Item 25		

Expert
Judges,

_____
_____