

# **DEVELOPING ENGLISH FRONT OFFICE MATERIALS FOR TWELVE GRADE STUDENTS IN SECOND SEMESTER AT SMK N 2 SINGARAJA**

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## **ABSTRAK**

Proses pembelajaran dipengaruhi oleh berbagai faktor. Salah satu faktor penting adalah materi belajar sebagai pendukung proses pembelajaran khususnya pembelajaran pada mata pelajaran ESP. Penelitian ini bertujuan untuk mengembangkan materi Bahasa Inggris untuk Front Office berdasarkan analisis kebutuhan siswa. Subjek penelitian ini adalah guru di SMK Negeri 2 Singaraja selaku kepala front office di sekolah tersebut, para siswa pada semester II kelas 12 AP2 SMK Negeri 2 Singaraja, dan staf front office yang bekerja di Hotel Kutabex. Instrumen penelitian ini menggunakan kuesioner dan checklist. Metode penelitian ini menggunakan model Design and Development (D&D). Data telah dianalisis dengan penelitian kualitatif deskriptif. Hasil penelitian menunjukkan ada tiga temuan, (1) penelitian ini mengembangkan tiga topik yaitu penanganan group guest check-in, penanganan group guest check out, dan transaksi keuangan berdasarkan kebutuhan siswa, (2) Desain materi bahasa Inggris berisi input, content focus, language focus, dan tugas. Dalam design task berisi empat kemampuan dasar bahasa Inggris yaitu mendengarkan, berbicara, membaca dan menulis. (3) Kualitas produk termasuk kualitas yang sangat baik berdasarkan hasil dari penilaian dua juri ahli.

Kata Kunci: Metode D&D, ESP, Bahasa Inggris untuk FO.

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## **ABSTRACT**

The learning process is influenced by various factors. One of the important factors is the learning material as a supporter of the learning process, especially in learning ESP subjects. This study aimed to developed English materials for Front Office based on student's need analyses. The subjects of this research were one teacher at SMK Negeri 2 Singaraja as the head of the front office at the school, 35 students in the second semester in class 12 AP2 of SMK Negeri 2 Singaraja, and one of front office staff who worked at Kutabex Hotel. A questionnaire and a checklist used as the instruments to obtaining the data in this study. The method of this research used the Design and Development (D&D) model. The data has been analyzed with descriptive qualitative research. The result shows that the findings are (1) the study was developed three topics, namely: handling group guest check-in, handling group guest check out, and financial transaction based on the student's need. (2) The design of English materials contains input, content focus, language focus, and task. In the task, the design included four English basic skills, namely: listening, speaking, reading, and writing. (3) The quality of the product belongs to very good quality based on the result of two expert judges.

Keywords: D&D method, ESP, English for Front Office

**UNDIKSHA**