

**DEVELOPING ENGLISH MATERIAL FOR FRONT OFFICE FOR  
ELEVEN GRADE STUDENTS IN FIRST SEMESTER AT SMK N 2  
SINGARAJA**

**By**

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**ABSTRACT**

The aimed of this study to developed materials for English for front office at SMK N 2 Singaraja as supplementary materials. The subjects of this research were one the front office teacher, 40 students of the school and one of the front office staff. The method of this research used the Design and Development (D&D) design. A questionnaire and checklist used as the instruments in collecting the data of the study. Three steps which included 1) Design, 2) Develop, and 3) Evaluation was use. The findings of this study show that there are 5 topics was developed which included (1) Handling incoming calls (2) Handling of telephone calls (3) Reservation process (4) Handling individual reservations (5), and Handling group reservations. Each units consisted of *input, content focus, language focus, and task*. The designed material was categories as a very good material.

**Keywords:** English Learning Materials, ESP, English for Front office, Need Analysis

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**ABSTRACT**

Penelitian ini bertujuan untuk mengembangkan materi Bahasa Inggris untuk Front Office di SMK N 2 Singaraja sebagai materi pelengkap. Subjek penelitian ini adalah guru front office, 40 siswa dan *staff front office*. Metode penelitian ini menggunakan Design and Development (D&D). *Questionnaire* dan *checklist* digunakan sebagai instrumen dalam pengumpulan data penelitian. Tiga langkah yang meliputi 1) Desain, 2) Mengembangkan, dan 3) Evaluasi digunakan. Temuan penelitian ini menunjukkan bahwa ada 5 topik yang dikembangkan yang meliputi (1) Penanganan panggilan masuk (2) Penanganan panggilan telepon (3) Proses reservasi (4) Penanganan reservasi individu (5), dan Penanganan reservasi kelompok. Setiap unit terdiri dari *input*, *content focus*, *language focus*, dan *task*. Materi yang dirancang termasuk dalam kategori materi sangat baik.

Kata Kunci: Materi Pembelajaran Bahasa Inggris, ESP, Bahasa Inggris untuk Front office, Analisis kebutuhan