

REFERENCES

- Aniroh, K., Hanum, L., & Ariyanto, A. A. G. (2018). The Effectiveness of YouTube Live Streaming as Digital Learning Media in Tourism and Guiding
- Ahmed, M. K. (2014). Issues in ESP (English for Specific Purposes). *International Journal for Teacher of English* , 4 (1), 1-59.
- Akinfolarin, C. A., & Alimi, O. S. (2011). The training and development of housekeepers in Nigerian Universities. *International Journal of Psychology and Counselling* , 3 (6), 101-105.
- Alshehri, A. (2016). Textbook Evaluation: Teachers' Perspectives on Cutting Edge. *International Journal of English Language Education* , 4 (2), 91-106.
- Baharul Islam Md et. al. 2014. Child Education through Animation: An Experimental Study. *International Journal of Computer Graphics & Animation (IJCGA)* Vol.4, No.4.
- Basturkmen, H. (2006). *Ideas and Options in English for Specific Purposes*. London: Lawrence Erlbaum Associates, Publishers.
- Batinic, I. (2015). Organization of Business in Hotel Housekeeping. *Journal of Process Management – New Technologies, International* , 3 (1), 51-54.
- Carter, R., & Nunan, D. (2001). *The Cambridge Guide to: Teaching English to Speakers of Other Languages*. Cambridge: Cambridge University Press.
- Carver, D. (1983). Some propositions about ESP. *ESP Journal* , 2 (2), 131-137.
- Chanda, D. H., Phiri, S. N. A., Nkossa, D. C. & Tambulukani, G. (2001). *UNESCO Basic Education Capacity Building Project: Teaching and learning materials analysis and development in basic education (Zambia); training kits for local NGOs. theme 3*. Retrieved September 31, 2018, from UNESCO Digital Library: <http://www.unesdoc.unesco.org/ark:/48223/pf0000132019>
- Day, J., & Krzanowski, M. (2011). *Teaching English for Specific Purposes: An Introduction*. Cambridge: Cambridge University Press.
- Dudley-Evan, T., & St. John, M. J. (2008). *Developments in English for Specific Purposes: A Multi-Disciplinary Approach*. Cambridge: Cambridge University Press.
- Gholami, R., Noordin, N., & Rafik-Galea, S. (2017). A Thorough Scrutiny of ELT Textbook Evaluations: A Review Inquiry. *International Journal of Education & Literacy Studies* , 5 (3), 82-91.

- Greg, K., & Lynch, W. (1996). Structural Issues in Distance Education. *Journal Education of Business* , 71 (4), 191-195.
- Habler, B., Blair, J., Geest, E. D., Knight, J., & Odame, B. S. (2016). *Teaching and Learning Materials: Professional Development Guide for Student Teachers*. Ghana: Ministry of Education.
- Hannafin, M. J., & Peck, L. L. (2014). The Design Development and Education of Instructional Software. In M. Tegeh, I. N. Jampel, & K. Pudjawan, *Model Penelitian Pengembangan* . Yogyakarta: Graha Ilmu.
- Hans, A., & Hans, E. (2015). A Comparative Study of English for Specific Purposes (ESP) and English as a Second Language (ESL) Programs. *International Journal on Studies in English Language and Literature* , 3 (11), 26-31.
- Huh, S. (2006). A Task-Based Need Analysis for a Business English Course. *Second Language Studies* , 24 (2), 1-64.
- Hutchinson, T., & Waters, A. (2008). *English for Specific Purposes: A Learning Centered Approach*. Cambridge: Cambridge University Press.
- Hyland, K. (2006). *English for Academic Purposes: An advanced resource book*. London: Taylor & Francis.
- Johnson, E. B. (2002). *Contextual teaching and learning: What it is and why it's here to stay*. Corwin Press.
- Khalaf Jassim Amel. (2018). The Effectiveness of Using Internet in TEFL Learning. Theory and practice in Language Studies, Vol. 8, No 9. pp 1114-1121. ISSN 1799-2591.
- Kasumajaya, I. D. M. B., Budasi, I. G., & Padmadewi, N. N. (2015). *Developing English Materials for Front Office Course for the Students of Hotel Accommodation of PPLP Dhyana Pura*. Ganesha University of Education.
- Khan, T. M., Ghulamullah, Mohsin, M. N., & Dogar, A. H. (2011). Needs Analysis of English for Occupational and Specific Purposes. *International Journal of Social Sciences and Education* , 1 (4), 632-643.
- Kurniadi, N., Nitiasih, P. K., & Batan, G. (2018). Developing E-Learning English for Housekeeping Material for the Hotel Accommodation Department Students of Grade Eleven at SMKN 2 Singaraja. *E-Journal Universitas Pendidikan Ganesha* .
- Kusumoto, Y. (2008). Need Analysis: Developing a Teacher Training Program for Elementary School Homeroom Teachers in Japan. *Second Language Studies* , 26 (2), 1-44.

- Laurillard, D. (2002). Rethinking teaching for the knowledge society. *EDUCAUSE review*, 37, 16-27
- Lamri, C. E. (2016). *An Introduction to English for Specific Purposes (ESP)*. University of Abou Bekr Belkaid Tlicem, Faculty of Arts and Language Department of English.
- Laaser, W., & Toloza, E. A. (2017). The changing role of the educational video in higher distance education. *The International Review of Research in Open and Distributed Learning*, 18(2).
- Lestari, D. A. M., Budasi, I. G. & Putra, I. N. A. J. (2017). *Developing Supplementary English Materials for Housekeeping Course at Liberty International College*. Ganesha University of Education.
- Liton, H. A. (2015). ESP Learners' Needs Related Learning for the Workplace: A Pragmatic Study for Business School. *International Journal of Instruction* , 8 (2), 3-16.
- Litz, D. R. (2005). Textbook Evaluation and ELT Management: A South Korean Case Study. *Asian EFL Journal* , 6 (4), 1-53.
- Maci, S. M., Sala, M., & Godnič Vičič, Š. (2018). The language of tourism: An introduction to the topical issue. *Scripta Manent*, 1-5.
- Martins, H. F. (2017). Revising Needs Analysis: A Cornerstone for Business English Course. *International Journal of English Language & Translations Studies* , 5 (1), 57-63.
- Menteri Tenaga Kerja dan Transmigrasi Republik Indonesia. (2010). *Keputusan Menteri Tenaga Kerja dan Transmigrasi Republik Indonesia No. 21 Tahun 2014 tentang Penetapan SKKNI Sektor Jasa Pendidikan Bidang Bahasa Inggris* . Retrieved May 28, 2017, from Info Kursus Web site: <http://www.infokursus.net/download/140213133BahasaInggrisuntukbar.pdf>
- Miles, M. B., & Huberman, A. M. (2014). *Qualitative Data Analysis: A Methods Sourcebook*. London: SAGE Publishing.
- Mohammadzadeh, S., Barati, T., & Fatemi, M. A. (2015). An Investigation into The English Language Needs of Bank Employees of Saderat Bank In Mashhad. *Theories and Practice in Language Studies* , 5 (8), 1695-1702.
- Mukundan, J., Nimehchisalem, V., & Hajimohammadi, R. (2011). Developing an English Language Textbook Evaluation Checklist: A Focus Group Study. *International Journal of Humanities and Social Science* , 1 (12), 100-106.
- Nunan, D. (1988). *Syllabus Design*. Oxford: Oxford University Press.

- Nurkencana, W., & Sunartana, P. (2011). *Evaluasi Hasil Belajar*. Surabaya: Usaha Nasional.
- Owodave, 2015. Using Electronic Media to Teach ESL Learners in Nigeria.
- Oyedele, Victoria. 2013. Using Educational Media and Technology² In Teaching And Learning Processes: A Case Of Trainee Teachers At Africa University. *Academic Research International Journal*, Vol.4, No.1.
- Panahi, M. (2016). Evaluation of an ESP Textbook for the Students of Preschool and Primary Education. *International Journal of Linguistics and Communication* , 4 (2), 69-78.
- Pongsiri, K. (2012). Housekeeping, Human Resources: Competency Service. *International Journal of e-Education, e-Business, e-Management and e-Learning* , 2 (5), 343-348.
- Ranjit, S. (n.d.). ACCU Publications. Retrieved November 3, 2018, from <http://www.accu.or.jp/litdbase/pub/dlperson/pdf0106/rpp2.pdf>
- Rahman, M. (2015). English for Specific Purposes (ESP): A Holistic Review. *Universal Journal of Educational Research* , 3 (1), 24-31.
- Robinson, P. C. (1980). *ESP (English for Specific Purposes): the present position*. Oxford: Pergamon Press.
- Robinson, P. C. (1991). *ESP today: A practitioner's guide*. Hemel Hempstead: Prentice Hall.
- Saputri, T. S. (2014). *Developing Learning English Module for Mount Mearpi Lava Tour Guides in Desa Wisata Kembang Arum Donokerto Turi Sleman*. Yogyakarta: Yogyakarta State University.
- Saragih, E. (2014). Designing ESP Materials for Nursing Students Based on Need Analysis. *International Journal of Linguistics* , 6 (4), 59-70.
- Songhori, M. H. (2008). Introduction to Need Analysis. *English for Specific Purposes World* (4), 1-25.
- Statistics of Bali Province. (2018). *Number of people aged 15 years and over working by business line and gender, 2004-2018*. Retrieved October 28, 2018, from <https://bali.bps.go.id/dynamictable/2018/02/28/256/penduduk-usia-15-tahun-ke-atas-yang-bekerja-menurut-lapangan-usaha-dan-jenis-kelamin-di-provinsi-bali-2004-2018.html>
- Statistics of Bali Province. (2018). *Statistics: The number of foreign tourists' arrival to Bali by month, 1982-2018*. Retrieved October 28, 2018, from <https://bali.bps.go.id/statictable/2018/02/09/21/jumlah-wisatawan-asing-ke-bali-menurut-bulan-1982-2018.html>

Tomlinson, B. (2009). *Materials Development in Language Teaching*. Cambridge: Cambridge University Press.

Vicic, P. (2011). Preparing materials for ESP teaching. *Inter Alia 2* , 107-120.

White, Tony. 2009. *How to Make Animated Films: Tony White's Complete Master class on the Traditional Principles of Animation*. United Kingdom. Focal Press.

Wardhani, Z. C., & Sadtono, E. (2014). Designing The Syllabus of English for Tourism 1 Subject. *International Journal of English and Education* , 3 (4), 121-132.

Zahedpisheh, N., Bakar, Z. B., & Saffari, N. (2017). English for Tourism and Hospitality Purposes (ETP). *English Language Teaching* , 10 (9), 86-94.

