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# APPENDICES

## **APPENDIX 1**

### **Angket Mahasiswa**

Angket ini disusun sebagai bagian dari penelitian tentang silabus mata pembelajaran Bahasa Inggris yang dibutuhkan oleh Mahasiswa. Karena anda akan mempelajari Hal tersebut, oleh sebab itu angket ini meminta pendapat dan harapan anda terhadap Mata Kuliah Bahasa Inggris yang akan dihadapi. Silahkan menjawab pertanyaan-pertanyaan yang diberikan secara jujur dan terbuka dengan memberikan tanda (√) pada kotak pilihan dibawah ini atau opsi yang disediakan karena ini akan menjadi panduan dalam mendesain silabus mata Kuliah Bahasa Inggris bagi jurusan anda.

#### **A. Informasi Pribadi**

Berikan Informasi tentang diri anda.

1. Jenis Kelamin :

2. Usia :

#### **B. Gambaran tentang target need pada Mata Kuliah Bahasa Inggris**

1. Hal apa yang ingin anda capai dari Pembelajaran Bahasa Inggris di jurusan Hospitality?

- a. Untuk Pembangunan Karir
  - b. Untuk berkunjung Keluar negeri
  - c. Untuk melanjutkan pendidikan
  - d. Untuk membantu keberhasilan pada pendidikan saat ini
  - e. Untuk membantu mendapatkan pekerjaan
  - f. Untuk Tujuan lain, Sebutkan .....
2. Dalam sector apa anda akan menggunakan bahasa Inggris yang anda akan pelajari nanti?
- a. Pada sektor Perhotelan
  - b. Pada jasa perjalanan wisata
  - c. Pada sektor Pariwisata
  - d. Sector lain, Sebutkan .....
3. Berdasarkan kebutuhan anda di sebagai seseorang di bidang Hospitality, seberapa pentingkah keterampilan bahasa Inggris dibawah ini?

	1	2	3	4
Keterampilan	Tidak Penting	Kurang Penting	Penting	Sangat Penting
Listening				
Reading				
Speaking				



Writing				
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4. Menurut anda seberapa pentingkah topik topik pembelajaran ahasa inggris dibawah ni saat anda nanti mempelajari ahasa inggris di kosentrasi Manajemen Hospitality?

Topik Diskusi	1	2	3	4
	Tidak Penting	Kurang Penting	Penting	Tidak Penting
Dealing with job Interview				
Writing application letter and CV				
Telling price and dealing with payment				
Dealing with problem				
Offering help and advice				
Hotel facilities and service				
Health and safety at work				
Dealing with complaints				
Job and workplace				

Describing dishes				
Dealing with request				
Taking food order				
Giving instruction				
Serving in the bar				
Taking Restaurant booking				
Giving information				
Dealing with phone calls				
Topik lain yang anda ingin rekomendasikan...				

5. Seberapa pentingkah item tata ahasa dibawah ini bagi anda untuk mengembangkan keterampilan Bahasa Inggris Anda di Departemen Hospitality?

Tata Bahasa	1	2	3	4
	Tidak Penting	Kurang Penting	Penting	Sangat Penting
Tenses				

Determiner				
Quantity				
Imperative				
Some/any, Much/Many, a little/a few				
Modal				
Active & Passive Voice				
Verb				
Adverb				
Preposition				
Degree of comparison				
Pronoun				
Wh-Questions				
Yes-No Questions				
Number				
Conditional Sentences				
Relative Clause				
Demonstrative				
Countable and Uncountable				
Affixes				
Tata Bahasa yang disarankan...				

6. Aspek mana saja yang menjadi kekurangan dan kelebihan Anda terkait tingkat kecakapan Berbahasa Inggris anda?

Aspek	1	2	3	4
	Kurang	Sedang	Baik	Sempurna
Pronunciation				
Vocabulary				
Grammar				
Writing				
Reading				
Listening				
Speaking				

Masalah (Listening)	1	2	3	4
	Tidak pernah	Jarang	Sering	Selalu
Saya Harus memahami setiap				

kata yang diucapkan				
Saya Harus mendengarkan berkali-kali agar paham				
Saya Sulit konsentrasi jika mendengarkan informasi yang sangat Panjang				
Saya Tidak mengetahui arti kata yang diucapkan				
Saya Bisa mengerti ucapan jika temponya lambat				
Lainnya....				

7. Seberapa sering anda mengalami masalah belajar pada skill skill dibawah ini?

Masalah (Speaking)	1	2	3	4
	Tidak pernah	Jarang	Sering	Selalu

Saya sulit untuk mengucapkan kata kata dalam bahasa Inggris				
Saya takut jika membuat kesalahan saat berbicara bahasa Inggris				
Saya malas untuk mendiskusikan topik yang saya tidak sukai				
Saya malu jika harus praktek bicara bahasa inggris				
Saya kurang kosa kata dan tatabahasa yang baik dan benar saat berbicara bahasa Inggris				
Lainnya....				

Masalah (Reading)	1	2	3	4
	Tidak pernah	Jarang	Sering	Selalu
Saya kurang termotivasi untuk				

membaca teks Bahasa Inggris				
Saya mendapatkan kosa kata yang sulit dipahami dan tata bahasa yang kompleks				
Saya Harus mengetahui setiap arti dari kata didalam teks bahasa Inggris				
Tidak mengetahui arti kata yang diucapkan				
Lainnya....				

Masalah (Writing)	1	2	3	4
	Tidak pernah	Jarang	Sering	Selalu
Saya memiliki kekurangan Tata Bahasa dan kosa kata				
Saya tidak menguasai cara menulis yang baik				

dan benar				
Saya memiliki masalah dalam Ejaan dan tanda baca				
Saya kurang termotivasi untuk menulis dalam Bahasa Inggris				
Lainnya....				

8. Skill bahasa inggris manakah yang paling anda ingin kuasai?

Listening	Reading	Speaking	Writing

9. Berdasarkan pilihan anda di Nomor 8, apakah anda bersedia melakukan hal hal dibawah ini untuk membantu anda menguasai skill tersebut?

Hal yang ingin dilakukan	Ya	Tidak
Melatih Konsentrasi		



Menambah Pemberdahaaran Kata		
Membiasakan untuk mendengarkan tuturan berbahasa Inggris melalui Media		
Melatih Pengucapan		
Meningkatkan rasa percaya diri		
Lebih giat membaca		
Mempelajari tata bahasa		
Berlatih menulis sesuai organisasi teks		

C. Gambaran tentang Learning need pada mata pelajaran Bahasa Inggris

10. Manfaat apa yang anda ingin capai dari mengikuti Mata kuliah Bahasa Inggris di Departemen Hospitality.

- a. Mampu berkomunikasi secara lisan/tulisan berbahasa Inggris
- b. Mampu menerjemahkan teks berbahasa Inggris dengan mudah
- c. Mampu mengerjakan soal tes berbahasa inggris dengan mudah
- d. Mampu memahami budaya orang asing dengan mudah
- e. Manfaat lainnya ....

11. Apakah anda suka belajar Bahasa Inggris dengan materi pembelajaran dibawah ini?

Materi Listening	Ya	Tidak
Menggambar objek Berdasarkan instruksi		
Memberi tanda Berdasarkan Kalimat yang didengar		
Memberi respon singkat terhadap pernyataan benar atau salah		
Memberi kesalahan dengan cara merespon pernyataan dosen		
Menebak objek Berdasarkan definisinya		
Menuliskan Kembali teks listening dengan Kalimat berbeda		
Merangkum dengan singkat transkrip listening yang didengarkan		
Mendengarkan masalah dan menyarankan solusi		
Lainnya .....		

Materi Speaking	Ya	Tidak
Memberikan deskripsi tentang sebuah gambar atau objek		
Memberikan deskripsi tentang perbedaan antara dua gambar atau objek		
Memberikan argument tentang penyelesaian suatu masalah		
Memperagakan sebuah peran		

Menjelaskan suatu prosedur tentang suatu hal		
Melakukan praktik presentasi		
Diskusi Kelompok		
Praktik debat Bahasa Inggris		
Wawancara dalam Bahasa Inggris		
Lainnya .....		

Materi Reading	Ya	Tidak
Mencari kesalahan kata dan tata Bahasa dalam teks		
Membuat perbandingan dua teks dengan topik yang sama, kemudian cari perbedaaan dan persamaannya		
Mencari kosa kata baru dalam teks Bahasa Inggris		
Membaca teks berita, kemudian menebak apa yang akan terjadi berikutnya		
Membuat kesimpulan dari sebuah cerita		
Membuat judul dari sebuah cerita yang telah dibaca		
Lainnya .....		

Materi Writing	Ya	Tidak
Menggambar objek Berdasarkan instruksi		
Memberi tanda Berdasarkan Kalimat yang didengar		
Memberi respon singkat terhadap pernyataan benar atau		

Salah		
Memberi kesalahan dengan cara merespon pernyataan dosen		
Menebak objek Berdasarkan definisinya		
Menuliskan Kembali teks listening dengan Kalimat berbeda		
Merangkum dengan singkat transkrip listening yang didengarkan		
Mendengarkan masalah dan menyarankan solusi		
Lainnya .....		

Materi Vocabulary	Ya	Tidak
Menerjemahkan Kosa Kata		
Mencari kesalahan ejaan dalam teks		
Mencari kosa kata yang cocok untuk mengganti kosa kata yang kurang tepat dalam teks		
Menghafalkan kosa kata baru menggunakan kamus		
Membuat daftar kata sesuai dengan kelas dan klasifikasi kata nya		
Memasangkan antara sinonim dan antonim Berdasarkan makna kata tersebut		
Lainnya .....		

Materi Grammar	Ya	Tidak
Mempelajari rumus 16 tenses		
Mengidentifikasi kesalahan tata bahasa dalam sebuah teks		
Melengkapi suatu Kalimat dengan tata bahasa yang tepat		
Mengidentifikasi jenis tata bahasa dalam sebuah teks		
Menerjemahkan kalimat sesuai tata bahasanya		
Lainnya .....		

Materi Pronunciation	Ya	Tidak
Mempelajari pengucapan kata dari kamus		
Menirukan pengucapan suatu kata yang dilafalkan oleh dosen atau instruktur		
Mempelajari pengucapan dari Native Speakers lewat aplikasi		
Melatih pengucapan melalui pola (Tongue Twister)		
Mempraktikan sebuah dialog percakapan		
Lainnya .....		

12. Apakah metode metode pembelajaran dibawah ini cocok untuk anda

Metode Belajar	Ya	Tidak
Belajar secara Individu		
Belajar secara berpasang-pasangan		
Belajar dalam skala Kelompok kecil		
Belajar dalam skala Kelompok besar		
Belajar didalam Kelas		
Belajar diluar Kelas		
Lainnya .....		

## **APPENDIX 2**

### **INTERVIEW QUESTIONS**

1. MENURUT ANDA, APAKAH BAHASA INGGRIS ITU SULIT UNTUK DIPELAJARI?
2. MENURUT ANDA, SEBERAPA PENTINGKAH BAHASA INGGRIS UNTUK KARIR MAHASISWA KEDEPANNYA?
3. MENURUT ANDA, SKILL BAHASA INGGRIS APA YANG HARUS LEBIH DIKUASAI OLEH MAHASISWA JURUSAN HOSPITALITY?
4. MENURUT ANDA, BAGAIMANA GAMBARAN MATERI BAHASA INGGRIS YANG DIPELAJARI DI JURUSAN HOSPITALITY?
5. MENURUT ANDA, METODE BELAJAR APA YANG PALING COCOK UNTUK MAHASISWA HOSPITALITY

### APPENDIX 3

Students' Need	Depiction
<p>1. Learning problems</p> <ul style="list-style-type: none"><li>- Potential Problem</li></ul>	<ul style="list-style-type: none"><li>- Get difficulties to concentrate in listening very long information</li><li>- Have lack of vocabulary and grammar understanding for speaking</li><li>- Should know every single English words</li><li>- Have lack of vocabulary and grammar understanding for writing</li></ul>
<p>2. Learning Properties</p> <ul style="list-style-type: none"><li>- Purpose</li><li>- Achievement</li></ul>	<ul style="list-style-type: none"><li>- Support Career</li><li>- Able to communicate with</li></ul>



<ul style="list-style-type: none"> <li>- Context</li> <li>- Skills</li> <li>- Language content</li> </ul>	<p>others either orally/written form</p> <ul style="list-style-type: none"> <li>- Use English for hospitality industries</li> <li>- Speaking</li> <li>- Topic: Dealing with complaints, Health and safety at work, Job and Workplace, Giving information, Dealing with job interview Writing application letter and CV, Dealing with problem, Telling price and dealing with payment, Offering help and advice, Dealing with phone calls, Hotel facilities and service, Describing dishes, Taking food order, Dealing with request, Giving Instruction, Serving in the bar and Taking restaurant booking.</li> <li>- Grammar list: Active/Passive voice, Modal, Tenses, Quantity, Adverb, Preposition, Verb, Pronoun, Imperative, Determiner, Number, Comparison, WH-Questions.</li> </ul>
<p>3. Learning abilities</p>	<ul style="list-style-type: none"> <li>- 'Good' in Reading,</li> </ul>



	large scale, studying individually, studying inside classroom and studying in small scale group.
5. Learning solution - Perceive solution	<ul style="list-style-type: none"><li>- Adding new vocabularies</li><li>- Learning grammar</li><li>- Improving self confidence</li><li>- Training Pronunciation</li><li>- Listening to English conversation</li><li>- Training to write based on organized text</li><li>- More activity to read</li><li>- Training concentration</li></ul>

## **APPENDIX 4**

### **Proposed Syllabus**

Subject : English materials for Hospitality purposes.

Duration : 1 Semester

### **Course Description**

Having considered English as very important language to communicate and admitted as International language, it is believed that students need to have proper English which means meet the standard of english skill needs that they can use in their workplace someday. this course is designed well to engage with students' needs to learn English effectively and efficiently so that students can use it in terms of hospitality industries.

### **Course Aims**

The aim of this course is to train students be able to express the idea regarding Hospitality purposes and daily conversation in English orally before they move to real professional workplace in the future.

SUBJECT	CODE	SUBJECT CLASIFICATION	CREDIT (SKS)	SEMESTER	THE DATE OF COMPILING
ENGLISH STUDIES	BIG (Number)	-	2	-	06-10-2022
AUTHORIZED	LECTURER		COORDINATOR	HEAD OF DEPARTMENT	
LEARNING GOAL	LEARNING GOAL ON SUBJECT				
	Showing their religious attitudes				
	Working together and have social attention on society and environment				
	Showing responsibility on the job based on its skills				
	Mastering concept and communication technique orally and written in indonesian language and one international languag.				
	Showing Independent, High quality and accurate performance				
	Strengthening and Developing working relation either inside or outside their institution				
	Saving and Securing the data to warrant the real data and avoid plagiarism				
	Designing operational system of hotel on small scale independently that cover policy, regulation and business process diagram				
	COURSE OF OBJECTIVES				

The students are able to introduce themselves confidently
The students are able to deal with costumers' complains and use proper expressions to respond their problems
The students have understanding in prioritizing the safety and health at workplace through some protocol procedures
The students are Able to identify the type of jobs on hospitality sector and answer variety of questions in interview session
The students are able to compile and offer application letter and CV to apply a job
The students are able to give an instruction to the costumer in proper manner
The students are able to tell the price to the costumers with its own facility and deal with payment process
The students are able to offer help and advice to the costumers in the Hotel
The students are able to identify type of phone calls and handle it with specific expressions
The students are able to describe the foods and beverages to the costumers
The students are able to take the food order, guests request and restaurant booking from the costumers through some expressions
The students are able to give instruction with politeness strategy to costumers with proper expressions
The students are able to serve the costumers in the bar

Meeting	Output of learning	Learning topic	Learning Format	Criteria and Indicator Assessment	Task
(1)	(2)	(3)	(4)	(5)	(6)
<b>1</b>	The students are able to introduce themselves confidently	How to introduce your self?	Speaking, Listening ,Grammar (To be, Noun, adjective, adverb, verb, Pronoun, Preposition)	The student's activities in the classroom  The result of assessment task	Let the students introduce themselves in pair  Train the students to imitate the pronunciation from the lecturer  Students are introduced to basic grammar through introducing themselves  Give a game related to introduction topic in large scale group

2	The students are able to deal with costumers' complains and use proper expressions to respond their problems	Introduction to hotel facilities and services	Speaking, Listening, Grammar (Quantity, Tenses, Demonstrative )	The student's activities in the classroom  The result of assessment task	<p>-Make students to get used in saying hotel facilities in English</p> <p>Memorize hotel facility items</p> <p>Describe the function of each item or facility</p> <p>Introduce some greeting and services to guests</p> <p>Introduce students to Quantity items and basic tenses.</p> <p>Practice the scenario in presentation setting</p>
3	The students have understanding in prioritizing the safety and health at workplace through some protocol procedures	How to use safety at work?	Speakin, Listening, Grammar (Modals, Tenses, Relative clauses )	The student's activities in the classroom  The result of assessment task	<p>Identify type of guest's complaints</p> <p>Handle the complaints and offer solution through common expressions with proper grammatical sentences</p>



					<p>Summarize the main point of complaints</p> <p>Introduce WH-Questions to students and too/Enough words.</p> <p>Train students to give argument in responding one case in group discussion</p>
4	The students have understanding in prioritizing the safety and health at workplace through some protocol procedures	How to use safety at work?	Speaking, Listening, Grammar (Modals, Tenses, Relative clauses )	<p>The student's activities in the classroom</p> <p>The result of assessment task</p>	<p>Introduce students to healthy and safety signs at work</p> <p>Introduce students about different type of injuries at work</p> <p>Memorize vocabularies about type of injuries and match it with pictures</p> <p>Introduce Modals, Tenses and Relative Clauses to student..</p>

					<p>Train students to handle the safety and health through some related expressions</p> <p>Group discussion through small scale group</p> <p>Practice the scenario in pairs</p>
<b>5</b>	The students are Able to identify the type of jobs on hospitality sector and answer variety of questions in interview session	How to understand job position in Workplace?	Speaking, Writing	<p>The student's activities in the classroom</p> <p>The result of assessment task</p>	<p>Discuss type of job and position at work</p> <p>Write sentences which identify the job position</p> <p>Write a description about students favorite job position</p>
<b>6</b>	The students are able to compile and offer application letter and CV to apply a job	How to communicate well in job interview	Speaking, Listening Grammar (Comparison, Yes-No Question)	<p>The student's activities in the classroom</p> <p>The result of</p>	<p>Discuss type of questions in interview session</p> <p>Students get Handout about various actions that should and not to do in</p>

				assessment task	interview session  Students learn some expressions to answer the questions from interviewer  Introduce Comparison and Yes-No Question to students  Role play between HRD and job applicant in pairs.
7	The students are able to give an instruction to the costumer in proper manner	How to give an Instruction to guest?	Speaking, Listening, Grammar (Imperative)	The student's activities in the classroom  The result of assessment task	Train students ask and give information with various expressions  students to give opinion on issue at work on small group scale  Introduce students to Imperative  Train students to give direction to guest through various expressions  Practice those expressions

					in pairs through role play
<b>8</b>	The students are able to tell the price to the costumers with its own facility and deal with payment process	How to tell the price to guest?	Speaking, Listening, Grammar (Numbers)	The student's activities in the classroom  The result of assessment task	Train students to spell the numbers  Introduce students with type of bargaining system  Train students to tell the price and deal with payments through various expressions  Introduce students about procedure of dealing payment  Practice bargaining scenario and transaction in groups
<b>9</b>	The students are able to offer help and advice to the costumers in the Hotel	How to offer help to guest?	Speaking, Listening Grammar (Modals verbs)	The student's activities in the classroom  The result of assessment task	Identify the needs of guest  Discuss about the polite behaviors in front of guest  Train students to offer help and advice to guest through various

					expressions  Practice those scenarios in group
<b>10</b>	The students are able to identify type of phone calls and handle it with specific expressions	How to deal with calling from guest?	Speaking, Listening Writing, Reading	The student's activities in the classroom  The result of assessment task	Trains students to answer the guest request on telephone though some expressions  Train students to write the list of request  Students read all the list request from the guest  Practice the expressions in pairs though telephone
<b>11</b>	The students are able to describe the foods and beverages to the costumers	How to describe dishes to guest?	Speaking, Reading	The student's activities in the classroom  The result of assessment task	Discuss about famous foods in restaurant and its characteristic  Discuss about basic ingredients in English  Public speaking training

					<p>Train students to explain the dishes on the menu clearly through various expressions</p> <p>Practice the scenario through role play</p>
<b>12</b>	The students are able to take the food order, guests request and restaurant booking from the costumers through some expressions	How to take an order from the guest?	Speaking, Writing, Listening	<p>The student's activities in the classroom</p> <p>The result of assessment task</p>	<p>Train students to ask food order from guest through some expressions</p> <p>Students learn polite behavior in serving the guest</p> <p>Practice the scenario through role play in pairs</p>
<b>13</b>	The students are able to give instruction with politeness strategy to costumers with proper expressions	How to serve the guest in the bar	Speaking ,Listening, Writing	<p>The student's activities in the classroom</p> <p>The result of assessment task</p>	<p>Discuss about famous beverages in the bar</p> <p>Public speaking training</p> <p>Train students to explain the beverages on the menu clearly through various expressions</p>

					Practice the scenario through role play
<b>14</b>	The students are able to serve the costumers in the bar	How to deal with restaurant booking from guest?	Speaking, Listening Reading, Writing	The student's activities in the classroom  The result of assessment task	Train students to get calling from guest about place booking through some expressions  Train students to write guest order about place booking  Practice the scenario through role play in pairs
<b>15</b>	-	Mini Project	Speaking, Listening	-	Mini Drama
<b>16</b>	-	Evaluation/Reflection of learning progress	Speaking, Writing	-	Students give their perspective to all materials and learning activities