ENGLISH FOR HOTEL INDUSTRY



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PREFACE

Thanks to the Lord, the Almighty God who has given his bless to the writer for finishing the English for Specific Purposes entitled “English for Hotel Industry”.

The writers also wish to express their deep and sincere gratitude for those who have guided in completing his hand book. This English for Hotel Industry contains discourse and Hotel Industry terms, abbreviation are provided in this hand book of Hotel Industry. There are twelve chapter of this English for Hotel Industry.

The books is designed based on needs analysis and also involves both cognitivism and behaviorsm theory, cognitivism is learning theory of psychology that attempts to explain human behavious by understanding the thought process. It is emphasized in the conscious thought. While behaviourism refers to students’ observable behavior to create automatic learning includes theuse of instructional cues, practice, and reinforcement. In this case, the role of the teacher in behaviorism theory is determines what type of cues that could produce the desired response, to create conducive situation to reach the target stimuli and to create environmental condition.

Those English for Hotel Industry also can be used as the guidance for those who want teach English for Hotel Industry. Hopefully, this book can half the readers to expand their knowledge about English for Hotel Industry.

Makassar, March 2022

Author

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TABLE OF CONTENT

PREFACE.....i
TABLE OF CONTENT.....ii
PART 1 WHAT IS ENGLISH FOR HOTEL INDUSTRY.....1
Comprehension Questions.....5
State Whether Each of the Following Statement is TRUE or FALSE.....5
Vocabulary.....6
Speaking Activity.....8
Writing Activity.....11
Listening Comprehention.....13
Grammar Focuse.....15
PART 2 FRONT OFFICE MANAGER.....19
Comprehension Question.....42
State Wheter Each of the Following Statement is TRUE or FALSE.....43
Vocabulary.....45
Speaking Activity.....48
Writing Activity.....51
Listening Comprehension.....54
Grammar Focus.....56
PART 3 CHECK IN.....59
Comprehension Question.....70
State Whether Each of the Following Statement is TRUE or FALSE.....72

Vocabulary 72
Speaking Activity 74
Writing Activity 76
Listening Comprehension 78
Grammar Focus 79
PART 4 WHAT IS THE HOTEL BEDROOM? 83
Comprehension Question 92
State Whether Each of the Following Statement is TRUE or FALSE 92
Vocabulary 94
Speaking Activity 96
Writing Activity 98
Listening Comprehension 99
Grammar Focus 100
PART 5 WHAT IS BATHROOM AND PORTER? 103
Comprehension Question 106
State Whether Each of the Following Statement is TRUE Or FALSE 107
Vocabulary 109
Speaking Activity 115
Writing Activity 117
Listening Comprehension 118
Grammar Focus 119
Penggunaan Present Continuous Tense 119
Rumus Present Continuous Tense 120
PART 6 WHAT IS SERVICES IN THE HOTEL? 123
Answer The Following Questions Based of the Text! 131

State Whether Each of the Following Statment is TRUE or FALSE....131
Vocabulary....132
Speaking Activity....134
Writing activity....137
Listening Comprehension....139
Grammar Focus....141
PART 7 WHAT IS LOCATION OF FACILITIES?....145
Comprehension Question....149
State Whether Each of the Following Statement is TRUE or FALSE....149
Vocabulary....150
Speaking Activity....154
Writing Activity....157
Listening Comprehension....159
Grammar Focus....161
PART 8 WHAT IS ROOM SERVICE?....165
Comprehension Question....172
State Whether Each of the Following Statement is TRUE or FALSE....173
Vocabulary....175
Speaking Activity....177
Writing Activity....179
Listening Comprehention....181
Grammar Focus....183
PART 9 WHAT IS PROBLEM AND SOLUTION?....189
Comprehension Question....190

State Whether Each of the Following Statement is TRUE or FALSE....191
Vocabulary....192
Speaking Activity....193
Writing Activity....195
Listening Comprehension....197
Grammar Focuse....198
PART 10 WHAT IS TAKING BAR ORDERS? 203
Comprehension Question 206
State Whether Each of the Following Statement is TRUE or FALSE....206
Vocabulary....207
Speaking Activity....209
Writing Activity....215
Listening Comprehention 218
Grammar Focuse....219
PART 11 WHAT IS TAKING BAR ORDERS? 225
Comprehension Quesions....231
State Wheter Each of the Following Statment is TRUE or FALSE....232
Vocabulary....233
Speaking Activity....235
Writing Activity....240
Listening Comprehention 241
Grammar Focuse....242
Simple Past Uses....243
Simple Past Tips....246
PART 12 WHAT IS PLACE OF VISIT?....251

Comprehension Questions 257
State Whether Each of the Following Statement is TRUE or FALSE.....258
Vocabulary.....259
Speaking Activity.....260
Writing Activity.....264
Listening Comprehention 265
Grammar Focuse.....269
PART 13 CHECK OUT 273
Comprehension Question 275
State Whether Each of the Following Statment is TRUE or FALSE.....275
Vocabulary.....276
Speaking Activity.....277
Writing Activity.....280
Listening Comprehension.....282
Grammar Focuses 282

PART 1

WHAT IS ENGLISH FOR HOTEL INDUSTRY

English for hotel industry is designed to help train the following hotel staff: hotel management, hotel reception, concierges, housekeeping, restaurant staff, tour guides, and most other hotel staff positions. Working in the hotel industry you will come across many types of travellers. Some will be business guests, others will be tourists and



visitors. Many will speak a different language other than your own. Chances are, plenty of your guests will speak English.

Do you know how to speak politely to a guest in English? Can you understand their requests and serve them accordingly? Whether your job is to take reservations or clean the hotel rooms, these pages can help you learn important words and expressions to use on the job in the hotel industry.

A. Program Description

English for Hotel is a training program for hotel staff/employees in supporting fluency in communicating using English actively (conversation), within the scope of service and daily hotel activities. The main objective is to improve the grammatical and communication skills of employees so that they can support the improvement of the company's business services.

B. Program Material

Broadly speaking, the program material includes Greeting and Self Introduction, telephone courtesy, General Services at Hotel, Direction and General Inquiries at Hotel.

C. Greeting and Self Introduction/Introducing someone else

Participants can arrange short conversations, including greeting and introducing themselves and/or other people, then can respond formally to greetings or greetings/questions from others.

D. Phone Courtesy

Participants can answer phone calls, make phone calls, including understanding messages and responding formally.

E. General Services at Hotel

Participants can carry out standard communication that is commonly used in the service process in the tourism and hospitality sector.

F. Direction and General Inquiries at Hotel

Participants can answer questions related to the direction, position and location of the room/service according to the floor plan formally to the customer.

G. Practice/Role Play

Exercise and role play as a medium for direct training, as well as an evaluation of the progress/development of participants.

Each of the above materials will be equipped with exercises and provision of vocabulary substance and grammar enforcement. The substance of the material can be adjusted based on the results of the diagnostic test or further discussion.

Vocabulary View

- Place: a specific area or region of the world : a particular city, country, etc.
- Tourism: social, cultural and economic phenomenon which entails the movement of people to countries or places outside their usually environment for personal or business/professional purposes.
- Promote: to change (a pawn) into a piece in chess by moving to the eighth rank.
- Carnival: public festival which takes place in many cities and towns in many countries around the world
- Industry: economic activity concerned with the processing of raw materials and manufacture of goods in factories.
- Heritage: full range of our inherited traditions, monuments, objects, and culture
- Cultural: the customs, arts, social institutions, and achievements of a particular nation, people, or other social group.
- Hotel: place where the *accommodation* system to stay night with the facilities food and beverage is available.



Comprehension Questions

Answer the following question based on the text.

1. What is English for hotel ?
2. What is program description from english for hotel?
3. What does the first paragraph tell about?
4. What is the function from the text ?
5. What does the second paragraph tell about?
6. What is the function from phone courtesy?
7. What is the main purpose of English for hotel?
8. What are the expectations of tourist when visiting hotel?
9. Why greeting and introduction is an important in hotel?
10. From the conception of English for hotel it is an important. Explain!

State Whether Each of the Following Statement is TRUE or FALSE

.....	1.	Working in the hotel industry you will come across many types of travellers.
.....	2.	English skill in tourism industry not needed in tourism development.
.....	3.	English for Hotels is designed to help train the following hotel staff: hotel management, hotel reception, concierges, housekeeping, restaurant staff, tour guides, and most other hotel staff positions.

…….	4.	Activity of tourists or people travelling for some purpose and it includes all the things they do during their travel.
…….	5.	Tourists expectations when visiting a particular place it's just about culture.
…….	6.	English for Hotel is a training program for hotel staff/employees in supporting fluency in communicating using English actively (conversation).
…….	7.	The tourism industry is very helpful for the economy.
…….	8.	Hotel don't need to learn about phone courtesy
…….	9.	The ultimate primary purpose of attractions is to attract the customer's attention so that they can come to a specific location and explore the various attractions on vacation.
…….	10.	In the United States, owners and marketers of attractions advertise tourist attractions on billboards along the sides of highways and roadways, especially in remote areas

Vocabulary

A. Find their meaning/equivalence in Indonesian!

Accounting Terms	Meaning
Place Visit Castle Area Country Promote Culture Tourism Landmarks History Management Forest Customer	

Business Motel	

a	Place	b	Temple	c	Office
d	City	e	Resort	f	Era
g	Country	h	Word	i	National
j	Food	k	House	l	People

B. Match the words above with the dictionary definition which follow.

1.	Men and women who work for the same organization, do the same type of work, or share the same interests.
2.	Relating to one particular nation and not including other nations.
3.	A period of time that has a particular quality or character.
4.	A structure built in a public place to celebrate an important person or event monument to.
5.	A building for living in, usually where only one family lives.
6.	A single unit of written or spoken language.
7.	A place that many people go to for a holiday.
8.	A building used for worship in some religions, typically religions other than Christianity.
9.	An area, building, or space that is used for or suitable for a particular purpose.
10.	The things that plants need in order to grow.
11.	A large important town.
12.	To go and see someone and spend some time with them.

Speaking Activity

A. Read and practice the following dialogue with your friend.



Tour guide: Hello, I am your guide. I am going to help you to explore New Delhi today.

Mr. Smith: Sure.

Tour guide: This is the heart of Delhi, also known as CP.

Mr. Smith: Could you please tell me the full form of CP?

Tour guide: Connaught Place.

Mr. Smith: What is so special about this place?

Tour guide: It's the best place to hang out. A place where you can get almost everything. It's not only a commercial hub but a transportation hub as well.

Mr. Smith: Is this place good for shopping also?

Tour guide: Yes! Here you can get all the trendy and branded items of every range.

Mr. Smith: Is there any shop famous for clothes?

Tour guide: Yes. Shop no. 36 near west block is very famous for clothes.

Mr. Smith: What kind of clothes will I get there?

Tour guide: Ethnic as well as western clothes. Both the options are available there.

Mr. Smith: Is there any place where I can click a lot of awesome pictures?

Tour guide: Yes! The inner circle of CP is best for photo-shoot. It offers absolutely lively environment. There is also a central park where you can sit for hours and relax. And you can also take pictures of our nation flag which is right in the middle of that park.

Mr. Smith: That's marvelous. Could you please guide me there?

Tour guide: Yeah sure.

B. Discuss the questions below with your partners (refer to reading text)!



1. Form the dialogue we know Mr. Smith is?
2. What are Mr. Smith and tour guide talking about?
3. Why Mr. Smith needed a tour guide?
4. What is so special from new delhi?
5. How is Mr. Smith response about New Delhi?

Pronounce these words after your lecturer!

Verb frequently used in Place to visit.

Verbs	Indonesian
Tour	Tur
Recommend	Rekomendasi
Arrival	Kedatangan
Depart	Keberangkatan
Surroundings	Sekeliling
Scenery	Pemandangan
Highlight	Suatu hal yang paling disorot di suatu daera

Custom	Adat
Dining district	Daerah yang dipenuhi oleh tempat makan
Entertainment district	Daerah yang dipenuhi oleh tempat hiburan
Business District	Daerah yang padat oleh perkantoran
Attraction	Atraksi
Trip	Kunjungan
Travel agent	Agen perjalanan
Travel	Bepergian
Route	Rute
Passenger	Penumpang
Destination	Tujuan

Writing Activity



A. Based on the list of verb, adjective, noun, conjuction, adverb, and preposition.

Write a short paragraph individually!

Look at the example!

This place is very beautiful and spacious. In here people must be wear polite clothes .....

.....

.....

.....

.....

.....

.....

.....

.....

B. Fill in the blank spots using the following words! Beautifull, including, located, system, comfortable, world, big, nice, and receptionists.



There is a new hotel in my city. it is a four star hotel. it is ..... downtown. The hotel is not very big but the architectre is very..... it looks like a classic castle in Europe. according to the brochure, it has 100 rooms, a fancy restaurant, complete sports facilities ..... a swimming pool, tennis court, gym and sauna, there are also a coffe shop and karaoke room.

The pictures of the rooms in he brochure are very..... the rooms look very..... they contain a big spring bed with big pollows, a nice sofa, a wardrobe and a televasion ..... with programs for all over the ..... the bathroom is

very beautiful although it is not very ..... it has a bath-tub with hot and cold water so guests can bath in it comfortably. the brochure says "hospitally is our trademark." The staff of that hotel, from the....., house keepers, and bellboys are trained to be polite and to help guests in any way they can.

Listening Comprehention

Listen to the radio. Then, fill in the blank with the words that you have heard.

The Eiffel Tower



The Eiffel Tower is an iron lattice 1) tower located on the Champ de Mars in Paris. Built in 1889, it has become both a 2) global icon of France and one of the most recognizable structures in the 3) world. The tower is the tallest building in Paris and the most-visited paid 4) monument in the world; millions of people ascend it every year. Named for its designer, engineer Gustave Eiffel, the tower was built as the 5) entrance arch to the 1889 World's Fair.The tower 6) stands 324 metres (1,063 ft) tall, about the same height as an 81-story 7) building. Upon its completion, it surpassed the Washington Monument to assume the title of tallest man-made 8) structure in the world, a title it held for 41 years,

until the Chrysler Building in New York City was 9) built in 1930; however, due to the addition in 1957 of the antenna, the tower is now taller than the Chrysler Building. Not including broadcast antennas, it is the second-tallest structure in France after the 2004 Millau Viaduct. The tower has three 10) levels for visitors. Tickets can be purchased to ascend, by stairs or lift, to the first and second levels. The walk to the first level is over 300 steps, as is the walk from the first to the second level. The third and highest level is accessible only by 11) elevator. Both the first and second levels feature restaurants. The tower has become the most 12) prominent symbol of both Paris and France, often in the establishing shot of films set in the city.

Grammar Focuse

Present Simple

A. Form

rmative	Negative	Question
I Work You	I do not work You	I do You
He She Works It	He She does not work It	He does She work? It
We You Work They	We You do not work They	We do You

Construction

Don't = do not
Doesn't = does not

After he, she and it. Verbs in the affirmative end in –s/s

Examlpe : I play → he works

You play → she plays

We finish → it finishes

When we add –s/-es to verbs. There are sometimes changes in spelling

Example: study/studies.

B. Use

1. We use the present simple to talk about repeated actions or habits.

   I do financial statement every morning.

   Most evenings my parents ensure tax on time.

   Do you accept accounting prosedures?

   What time does Andi finish work?

2. We use the present simple to talk about situations which are permanent

   Mr and Mrs Shaw live in Makassar.

   Accountant suggests to reduce cost.

3. We also use the present simple to talk about general truths.

   The river amazon flows into the Atlantic Ocean.

   We use account books and acoounting system for efficiency.

   Vegetarians don't eat meat or fish.

4. Always/usually/never/often/sometimes + present simple

   Andi always arrives at work on time.

   I usually go to work by car but sometime I walk.

Exercise

A. Complete the sentences. Use the present simple of the verbs in brackets!

Example:

The president of the USA lives (live) in the white House.

I don't go (not go) to the theatre very often.

1. The teacher (teach) ..... the students everyday.
2. Mr. Peter Parker go ..... to the office.
3. The dancer (dance) ..... in the hall.
4. Water (flow) ..... from the higher to the lower.
5. My mother (not go) ..... to the market.
6. Rafathar, Rayyanza and Rahmatullah (study) ..... together.
7. Doctor (check) ..... the patients twice a day.
8. The post man (come) ..... to my school.
9. My little sister (not cry) ..... in the night.
10. The boys (play) ..... football in the afternoon.

B. Arrange these words into sentences. Start with the words in capitals!

1. City/Kuala Lumpur/The/capital/Malaysia/ is/of.
2. that/we bought/the radio/was expensive/ three days ago.
3. we/like/is wonderful/the programme/which.
4. this transportation/for/rapidly/time/the/ grows.
5. can/on/music/hear/people/TV.
6. tall/she/slim/is/sweet/and.
7. Nutmeg/island/what/produces?
8. For/can/what/I/do/you?
9. Volleyball/team/yesterday/our/won/the match.
10. Usually/spend/I/in/Cappadocia/holiday/ my.

PART 2

FRONT OFFICE MANAGER



Given the significance of the role of the front office manager in this text, it will bedetailed more completely later on in this chapter. Some of the major responsibilities of the front office manager include reviewing the final draft of the night audit, a daily review of the financial accounting procedures at the front desk and other guest service areas during the previous 24-hour period and an analysis of operating results; operating and monitoring the reservation system; developing and operating an effective communication system with front office staff and other department directors; supervising daily registrations and checkouts; overseeing and developing employees; establishing in-house sales programs at the front desk; preparing budgets and cost-control systems; forecasting room sales; and maintaining business relationships with regular corporate and community leaders. The front office manager works with an assistant front office manager, a night auditor, a reservations manager, and a bell captain to tend to the details of running an efficient department.

These are just a few of the responsibilities of the front office manager. The front office is a pivotal point in communication among in-house sales, delivery of service to the guest, and financial operations. It requires an individual who can manage the many details of guest needs, employee supervision, interdepartmental communication, and transmittal of financial information. This exciting position enables the person to develop an overview of the lodging property with regard to finances and communication.

A. Controller

The controller is the internal accountant of a hotel. He or she is responsible for the actual and effective administration of financial data produced on a daily basis in the hotel. In the lodging property, daily financial status must be available to corporate owners, management, and guests.

B. Director of Security

The director of security works with department directors to develop cost-control procedures that help ensure employee honesty and guest safety. This person supervises an ongoing training program in cooperation with department directors to instruct employees in fire, job, and environmental safety procedures. Fictional stories often depict the security director as someone who investigates crimes after the fact. On the contrary, this person's primary

responsibility is to implement programs that make employees “security-minded,” helping to prevent crime from occurring.

C. Parking Garage Manager

The responsibility of ensuring a safe environment for guests’ vehicles falls to the parking garage manager, the person responsible for supervising the work of garage attendantsand maintaining security of guests and cars in the parking garage. Garage maintenance,in cooperation with the engineering and housekeeping departments, is another responsibility of this position. Often a hotel rents out parking spaces to local businesses and professional people.

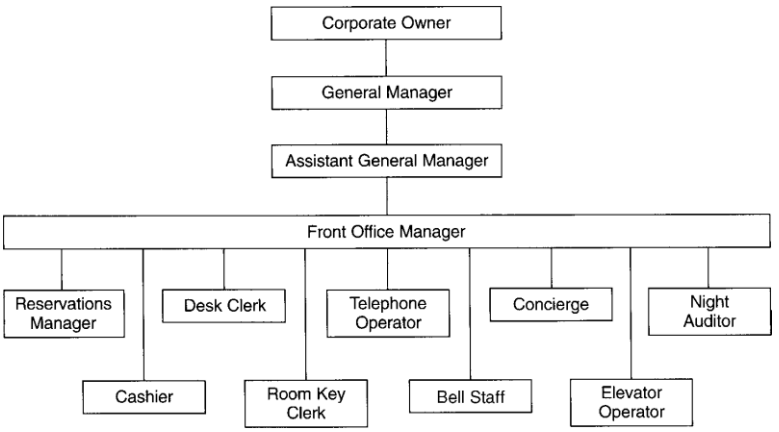
D. Organization of the Front Office Department

The staff includes desk clerk, cashier, reservations manager, concierge, night auditor, telephone operator, bell staff, room key clerk, and elevator operator. Not all of these positions are found in every lodging establishment. In some operations, the front desk clerk acts as desk clerk, cashier, telephone operator, and reservations clerk, as required by the volume of business. Many large, full-service hotels employ the complete staff as listed. Staffing the front desk positions incurs a cost to the lodging establishment. The front office manager, in consultation with the general manager, usually prepares a personnel budget

that is related to salary levels throughout the lodging establishment. The responsibilities of the front office staff are quite varied. The position of the desk-clerk can encompass many duties, which typically include verifying guest reservations, registering guests, assigning rooms, distributing keys, communicating with the housekeeping staff, answering telephones, providing information about and directions to local attractions, accepting cash and giving change, and acting as liaison between the lodging establishment and the guest as well as the community. The position of cashier includes processing guest checkouts and guest legal tender a providing change for guests. This position is found in a number of lodging establishments, and it helps to make the front desk workload manageable when a full house, a hotel that has all its guest rooms occupied (sometimes referred to as 100 percent occupancy) is checking out. Given the possibility that a 400-guest convention could all check out in a short time period, this division of labor is a well-planned concept. Even with the bestplanned systems—such as express checkout, whereby the guest uses computer technology in a guest room or a computer in the hotel lobby to check out; prior approved credit, the use of a credit card to establish creditworthiness; or bill-to-account, an internal billing process—the lines at the cashier station can be long when a guest is in a hurry. The reservations manager

is a position that can be found in many of the larger lodging establishments. This person is responsible for taking incoming requests for rooms and noting special requests for service. The particulars of this position are endless, aimed at providing the guest with requested information and services as well as accurate confirmation of these items. The reservations manager is responsible for keeping an accurate room inventory by using a reservation module of a property management system. This person must communicate very effectively with the marketing and sales department. Peak as well as slow periods of sales must be addressed with adequate planning. The night auditor balances the daily financial transactions. This person may also serve as desk clerk for the night shift (11:00 p.m. to 7:00 a.m.). He or she must have a good grasp of accounting principles and the ability to resolve financial discrepancies. This position requires experience as a desk clerk and good communications with the controller. The telephone operator has a very important job in the lodging establishment. This person must be able to locate the registered guests and management staff at a moment'snotice. He or she is also expected to be able to deal with crises such as life-threatening emergencies.With the introduction of call accounting, a computer technology application that tracks guest phone calls and posts billing charges to lodging establishments, the telephone operator's job

has been simplified, as the tracking of telephone charges to registered guests can now be done with ease. This person may also assist the desk clerk and cashier when necessary. The bell captain, with the entourage of bellhops and door attendants, is a mainstay in the lodging establishment. The bell staff starts where the computerized property management system stops. They are the people who lift and tote the baggage, familiarize the guest with his or her new surroundings, run errands, deliver supplies, and provide the guest with information on in-house marketing efforts and local attractions. These people also act as the hospitality link between the lodging establishment and the guest. They are an asset to a well-run lodging establishment.



The key clerk can be found in very large, full-service hotels that do not have electronic key systems. This clerk is responsible for issuing keys to registered

guests and for related security measures. Often he or she will sort incoming mail for registered guests and the management staff. This position has become obsolete in most hotels.

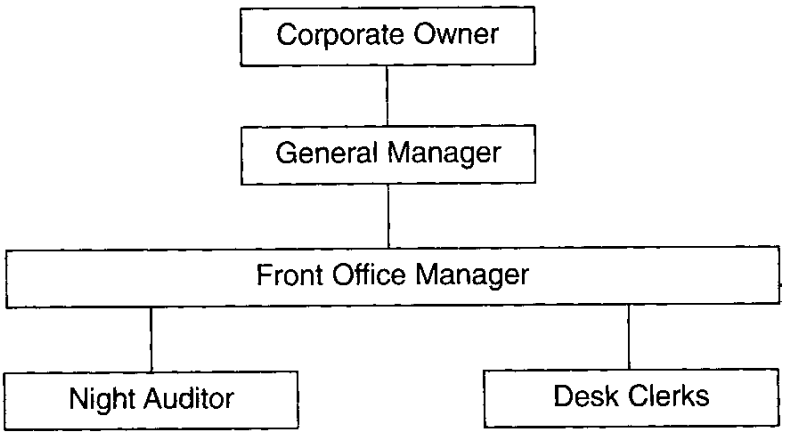
The elevator operator, a person who manually operates the mechanical controls of the elevator, is almost an extinct species in the lodging establishment. This person has been replaced by self-operated elevators and escalators. Some of these people have been relocated to serve as traffic managers, who direct hotel guests to available elevators in the lobby. In large, full-service hotels, the traffic manager can be a welcome sight; often the confusion of check-ins and checkouts can be lessened when he or she is on duty.

The concierge provides extensive information on entertainment, sports, amusements, transportation, tours, church services, and baby-sitting in the area. He or she must know the area intimately and must be able to meet the individual needs of each guest. This person also obtains theater tickets and makes reservations in restaurants. In most cases, the concierge is stationed at a desk in the lobby of the lodging property. The organization chart in Figure 2-7 portrays a much more simplified workforce than seen with a full-service property. The desk clerks perform multiple duties such as reservations and registrations,

and they act as cashiers, telephone operators, and so forth.

Whatever guest need is presented, the front desk clerk is called on to provide hospitality with efficiency and professionalism. In limited-service properties, the general manager may also assist, when needed, to process reservation requests, check guests in upon arrival, and check guests out upon departure.

The night auditor's role in a limited-service property is very different from that of his or her counterpart in a full-service hotel. Because there are usually no departmental transactions from restaurants, banquets, lounges, gift shops, or spas, the night auditor is mainlyconcerned with posting room and tax charges and preparing statistics for the hotel.With the utilization of computer technology, the completion of the night audit has been reduced to a minimum of time. As previously mentioned, this task may be performed early in the morning prior to guest checkouts.



The front office staff in a limited-service hotel includes a minimal number of

employees.

Function of the Front Office Manager

A successful front office manager conveys the spirit of a particular lodging property to the customer. By applying management principles, he or she works through the front office staff to communicate feelings of warmth, caring, safety, and efficiency to each guest.

The front office manager must train personnel in the technical aspects of the propertymanagement system (PMS), a hotel computer system that networks the software and hardware used in reservation and registration databases, point-of-sale systems, accounting systems, and other office software. He or she also must maintain the delicate balance between delivery of hospitality and service

and promotion of the profit centers, and maintain the details of the communication system.

The front office manager has at his or her disposal the basic elements of effective management practice: employees, equipment, inventory (rooms to be sold), a budget, and sales opportunities. This manager is responsible for coordinating these basic elements to achieve the profit goals of the lodging property.

Front office employees must be trained properly to function within the guidelines and policies of the lodging establishment. The front office manager cannot assume that an employee knows how to do certain tasks. Every employee needs instructions and guidance in how to provide hospitality; front office employees' attitudes are of utmost importance to the industry. To ensure that the proper attitude prevails, the atmosphere in which employees work must motivate them to excel and nurture morale and teamwork.

The equipment available to the front office manager is varied. With the advent of computers, the property management system has provided the front office manager with an unlimited opportunity for managerial control. He or she can now easily track information such as zip codes of visitors, frequency of visits by corporate guests, and amount of revenue a particular conference generated and pass this information on to the marketing and sales department.

An unsold guest room is a sales opportunity lost forever. This is one of the major challenges of the front office manager. Cooperation between the marketing and sales department and the front office is necessary to develop profitable advertising and pointof- sale strategies. The subsequent training of front office personnel to seize every opportunity to sell vacant rooms helps to ensure that the financial goals of the lodging property are met.

Budgetary guidelines must be developed by the front office manager and the general manager, since the front office manager does have a large dollar volume under his or her control. The budgeting of money for payroll and supplies, the opportunity for daily sales, and accurate recording of guest charges require the front office manager to apply managerial skills.

The foremost concept that characterizes a front office manager is “team player.” The front office manager does not labor alone to meet the profit goals of the lodging property. The general manager sets the goals, objectives, and standards for all departments to follow. The assistant manager offers the various department heads additional insight into meeting the operational needs of the establishment. The controller supplies valuable accounting information to the front office manager as feedback on current performance and meeting budgetary goals. The food and beverage manager, housekeeper, and plant engineer provide essential services to the

guest.Without cooperation and communication among these departments and the front office, hospitality cannot be delivered. The director of marketing and sales develops programs to attract guests to the lodging property. These programs help the front office manager sell rooms. The human resources manager completes the team by providing the front office with competent personnel to accomplish the goals, objectives, and standards set by the general manager.

Job Analysis and Job Description

A job analysis, a detailed listing of the tasks performed in a front office manager's job, provides the basis for a sound job description. A job description is a listing of required duties to be performed by an employee in a particular position. Although almost nothing is "typical" in the lodging industry, certain daily tasks must be performed. A job analysis is useful in that it allows the person preparing the job description to determine certain daily procedures. These procedures, along with typical responsibilities and interdepartmental relationships involved in a job, form the basis for the job description. The future professional will find this management tool very helpful in preparing orientation and training programs for employees. It also helps the human resources department ensure that each new hire is given every opportunity to succeed, by laying a foundation for a job specification.

The following is the job analysis of a typical front office manager:

- 7:00 a.m. Meets with the night auditor to discuss the activities of the previous night.Notes any discrepancies in balancing the night audit.
- 7:30 Meets with the reservation clerk to note the incoming reservations for the day.
- 8:00 a.m. Greets the first-shift desk clerks and passes along any information from the night auditor and reservation office. Assists desk clerks in guest checkout.
- 8:30 Meets with the housekeeper to identify any potential problem areas of which the front office staff should be aware. Meets with the plant engineer to identify any potential problem areas of which the front office staff should be aware.
- 9:00 Meets with the director of marketing and sales to discuss ideas for potentialprograms to increase sales. Discusses with the banquet manager detailsof groups that will be in-house for banquets and city ledger accounts thathave left requests for billing disputes.
- 9:30 Checks with the chef to learn daily specials for the various restaurants.This information will be typed and distributed to the telephone operators.

- 9:45 Meets with the front office staff to discuss pertinent operational informationfor the day. Handles guest billing disputes.
- 11:00 Meets with the general manager to discuss the development of the nextfiscal budget.
- 12:30 p.m. Works on forecasting sheet for the coming week.
- 1:00 Has a lunch appointment with a corporate business client.
- 2:15 Works on room blocking—reserving rooms for guests who are holdingreservations—for group reservations with the reservations clerk.
- 2:30 Works with the controller on budgetary targets for the next month. Receivesfeedback on budget targets from last month. Checks with the housekeeperon progress of room inspection and release.
- 2:45 Checks with the plant engineer on progress of plumbing repair for theeighteenth floor.
- 3:00 Greets the second - shift desk clerks and relays any operational informationon reservations, room assignments, room inventory, and the like.
- 3:15 Assists the front desk clerks in checking in a tour group.

- 4:00 Interviews two people for front desk clerk positions.
- 4:45 Assists the front desk clerks in checking in guests.
- 5:15 Reviews trade journal article on empowerment of employees.
- 5:45 Telephones the night auditor and communicates current information pertinentto tonight's audit.
- 6:00 p.m. Checks with the director of security for information concerning securitycoverage for the art exhibit in the ballroom.
- 6:30 Completes work order request forms for preventive maintenance on thefront office posting machine.
- 6:45 Prepares "things to do" schedule for tomorrow.

This job analysis reveals that the front office manager has a busy schedule involving hands-on participation with the front office staff and communication with the various department heads in the lodging establishment. The front office manager must be able to project incomes and related expenses, to interview, and to interact with potential business clients.

Based on this job analysis, a job description for a front office manager would be easily prepared, as shown in Figure 2-8. The job description is an effective management

tool because it details the basic tasks and responsibilities required of the front office manager. These guidelines allow the individual to apply management principles in the development of an effective front office department. They also challenge the person in the job to use prior experience and theoretical knowledge to accomplish the tasks at hand.

The Art of Supervising

The art of supervising employees encompasses volumes of text and years of experiences.Management experts have analyzed some of the complexities of supervising employees.Some of your other management courses will explain in detail the concept ofmanagement. This chapter covers a few concepts that will assist you in developing yourown supervisory style.

The first step in developing a supervisory style is to examine a manager's position in the scheme of the management team. As the front office manager, you are assigned certain responsibilities along with certain authorities. These are areas for participation, growth, and limitation on the management team. Although this is a simplified overview of the management team, it does help to clarify managerial practice. At this time, a manager should review personal career goals with this organization. The ports of entry to the position of general manager (described in chapter 1) will help an aspiring general manager clarify goals. This information will help you to

understand which of the various areas of the hotel will provide good exposure and experience. Once you have clarified your arena of participation and plan for growth, you can decide how best to lead a team to financial success and personal growth.

The first concept a new supervisor (whether 20 or 60 years of age) should address is employee motivation. What helps each employee perform at his or her best? The emphasis is on each employee; different incentives motivate different people. The better shift scheduling that motivates the second-shift desk clerk may have no effect on the part-time night auditor who is a moonlighter, a person who has a full-time job at another organization. and a part-time job at a hotel, two days a week on your property. The young person who prefers the second shift (3:00–11:00 p.m.) because the schedule better fits his or her lifestyle will not be inspired by the possibility of working the first shift. Tuition reimbursement may motivate the recent graduate of an associate degree program who wants to continue toward a four-year degree. This same incentive will mean little to someone uninterested in higher education. The possibility of promotion to reservations clerk may not have the same motivating effect on a telephone operator who is a recently displaced worker concerned about a schedule that meets the needs of a young family as it does on a front desk clerk who has no dependents. There are other cases in which a supervisor cannot figure out what motivates a

person. It is a manager's ultimate challenge to discover how to motivate each member of his or her staff. By using this knowledge, a manager can promote not just the best interests of the employee but also the best interests of the hotel.

Another supervisory responsibility is to achieve a balance among varying personalities in a group work setting. This is a constant and evolving situation. Very often, a new supervisor does not have time to assess each employee's relationship with others on the team, yet these dynamics are key to establishing a positive and effective "team" setting. The front office staff is jockeying for position with the new boss. This is common practice and a situation that needs to be addressed as part of the job. Once the new supervisor shows himself or herself capable and competent, the supervisor can move on to the day-today tasks. The staff needs this time to learn their new manager's reactions under stress. They also want to make sure that their supervisor will be their advocate with top management.

All new supervisors will be tested in this way. You should not be discouraged by this challenge but embrace it as the first of many challenges to come. After working out whatever personality clashes may exist among the employees, the manager must be objective about the strengths and weaknesses of the staff. Who is the unofficial leader of the group? Who is the agitator? Who is

the complainer? Objective views of staff are probably shared by the rest of the team. Often, the staff members are quite aware of the shortcomings of their co-workers. They also know whom they canrely on to check out the full house and check in the convention three hours later. Theunofficial leader of the group can assist the supervisor in conveying important ideas. Some supervisors will respond negatively to such accommodation of the staff. Their response is based on the assumption that the supervisor has the first and last word in all that goes on in the front office. Of course, authority is important, but any supervisor who wants to maintain that authority and have objectives met by the staff must constantly rework his or her strategy.

Adequate personnel training (discussed in Chapter 12) makes the job of a supervisor much easier. When training is planned, executed, and followed up, the little annoyances of human error are minimized. As previously discussed, each job description lists the major duties of the employees, but the gray areas—handling complaints, delivering a positive image of the lodging property, selling other departments in the hotel, and covering for a new trainee—cannot be communicated in a job description. On-the-job training,employee training that takes place while producing a product or service, and videotape training are excellent methods for clarifying the gray areas of different tasks of a job. They serve not only to

demonstrate skills but also to communicate the financial goals, the objectives of hospitality and service, and the idiosyncrasies of the lodging property and the people who work in it.

Employees will always have special scheduling needs as well as other job-related requests. Supervisors should try to accommodate their needs. The new hire who has made commitments four to six months prior to accepting a position at the front desk will appreciate and return a supervisor's consideration. The individual who wants to changeshifts because of difficulties with another person on the job may just need advice on how to handle the other person. These individuals may make a good team, but they wear on each other's patience. A longtime employee might ask you how he or she can advance in the organization. You may not have an immediate response, but you can indicate that you will act on the request in the near future. Sometimes employees know that a good thing takes time to develop. Listen to their needs; their requests may answeryour problems by fitting into the demands of the job. For example, a desk clerk who is in need of additional income may have requested overtime hours. Later on, an opportunity may arise for this employee to fill a vacancy caused by another employee'sillness or vacation.

The responsibility of communications within the hotel usually rests with the front office. From the guests' perspective, this department is the most visible part of the

lodging establishment. The various departments in the hotel realize that the transfer of information to guests is best done through the front office. When such communications fail to reach guests, it is often the front office that bears the brunt of their unhappiness atcheckout time.

The more systematic the communication process can become, the better for all concerned. For example, messages that will affect the next shift of desk clerks can be recorded in the message book, a loose-leaf binder in which the front desk staff on various shifts can record important messages. This communication tool is vital to keeping all front office personnel informed of additions, changes, and deletions of information and activities

that affect the operation of a front office. Additionally, daily function sheets, listingthe planned events in the hotel, and their updates must be delivered to the front office ona routine basis. The daily function board or electronic bulletin board in guest rooms available on in-room television or in public areas is usually maintained by the front office.

The guest who complains about the maintenance of a room must have the complaint passed along to the right person. The complaint is then reviewed by a member of the staff, front office manager, member of the housekeeping staff, housekeeper, member ofthe maintenance staff, and/or maintenance director to ensure it is resolved.

Inquiries about hotel services, reservations, city ledger accounts—a collection of accountsreceivable of nonregistered guests who use the services of the hotel—accountspayable, scheduled events, and messages for registered guests constitute only some of themany requests for information. Desk clerks and telephone operators are expected to knowthe answers to these questions or know to whom they should be referred.

Some of this advice is based on my own experiences. One of the jobs I was responsiblefor as a front desk clerk included manning the switchboard. This job was truly stressful,involving accuracy at every contact. Finding the right department head to meet the requestof an incoming caller or ensuring that a message is passed along to a guest are only someof the tasks required every minute a person is on the job. If a message is conveyed inaccuratelyor if an employee fails to complete the communication process, hospitality is notprojected to the guest.

The contemporary front office manager needs extensive training and experience in thisvital area to manage a workforce that can deliver hospitality on a daily basis. Ensuringthat an employee can conduct business without constant approval from a supervisor isthe goal of empowerment. The mastery of empowerment requires a supervisor to trainemployees and to practice much patience. Employees who have been accustomed to directsupervision on all matters will not readily adapt to a

work environment that requiresindependent thinking to solve challenges.

Staffing the Front Office

The schedule for the front office staff is based on both budgetary targets and anticipation of guest check-ins and checkouts. An increase in the frequency of guest requests for informationand various front office services may affect the schedule. The front office managermust also determine labor costs by reviewing salaries and hourly wages and respectiverates.

Vocabulary View

- Front Office: the place or part of hotel as the centre of serving and managing guests.
- Supervisor: the first level manager or can also be referred to as entry level or someone who supervises other staff and is considered senior.
- Overseeing: activities to observe.
- Employees: workman, staff, and etc.
- Cost - control: tasked with conducting an analysis of the costs incurred (actual) with the amount that had been planned by the previous management (budget).
- Manager: someone who directs the operations of a hotel, motel, resort, or lodging-related company.
- Account Payable: when a company wants to buy its needs on credit.

- Account receivable: type of transaction which is the definition of billing to consumers who have been in debt.
- Generalledger: a ledger of books where accounting data is posted from journals and from subledgers, such as accounts payable, accounts receivable, cash management, fixed assets, purchases and projects.
- Profit-and-loss: part of the financial statements of a company produced in an accounting period that describes the elements of hotel income and expenses so as to produce a net profit.
- Balance: hotel account records which contains the debit amount and credit.
- Desk clerk: a hotel receptionist.
- Bill-to-account: billing from accounts to another account.
- Traffic: who direct hotel guests to available elevators in the lobby.

Comprehension Question

Answer the following questions based on the text!

1. What is the job of the controller?
2. What is department that have busy job in the front office?
3. What is definition of accounts payable?

4. The director of security's have the same background with a person that understanding criminal mind, what is the profesi?
5. What is job description of Parking Garage Manager?
6. What is the function of front office manager?
7. Write the job description from the elevator manager?
8. Can you describe, what is the different between chasier and reservation manager?
9. Position that a person must have a good grasp of accounting principles and the ability to resolve financial disrepacies, called?
10. Place that controll guest "in" and "out" of the hotel called?

State Wheter Each of the Following Statement is TRUE or FALSE

1. Staff of front office has a job to clean the rooms, toilets, and anywhere place of the hotel.
2. Controller is the internal acountant of a hotel.
3. Accounts payable is amount of the hotel owes to vendors.
4. Accounts receivable is amount of money owed the hotels by director.
5. The director of security must not understanding of the criminal mind and practices of criminals.
6. The parking garage manager just responsibility to guard and controlling the cars in the parking garage.

7. The chhotelasier includes processing guest checkouts and guest legal tender a providing change for guests.
8. The reservartion manager is a position that balances the daily financial transactions.
9. The telephone operator has a very important job in the lodging establishment.
10. Traffic managers is who direct hotel guests to available elevators in the lobby.

Vocabulary

A. Find their meaning/equivalence in Indonesia!

Front Office Terms	Meaning
Controller Accounts payable Accounts receivable Balance sheet Director Manager Chasier Reservation Traffic managers Key clerk	

a.	a person who is in charge of an activity, department, or organization.	f.	a person or thing that directs or regulates something.
b.	a person responsible for controlling or administering all or part of a company or similar organization.	g.	a person employed in a hotel for issuing keys to registered guests

c.	money owed by a company to its creditors	h.	an estimate of income and expenditure for a set period of time
d.	vehicles moving on elevator of hotel	i.	money owed to a company by its debtors.
e.	the action of reserving something.	j	a person handling payments and receipts in a store, bank, or other business.

1.	People who supervising all services provided and maintain good relations between employees and customer.
2.	Work area visible to the public and provide service direct to guests.
3.	Part main hotel front office in charge of check in and check out guests and coordination of all guest service.
4.	Cash register save money income which he got at the end shift time, located at front office cash register.
5.	Gathering account used supervisor to arrange hotel financial activity.
6.	Form guest personal data recording at the time of registration.
7.	Shelf place store key, located at front office, usually used by the hotel use manual key.
8.	Fluency supervisor front office administration which ensures service through scheduling work

	and direction for duty manager, receptionist, and telephone operator.
9.	Machine for record various transactions cashier.
10.	Employees who provide service to guests as receptionist, cashier, operator telephone, celebratory, and concierge.

B. Match the words above with the dictionary definition which follow!

C. Write the opposite meaning of the following words or phrases!

No	Terms	Opposites
1.	Booking	
2.	Kredit	
3.	Debt	
4.	Employee	
5.	Advance	
6.	Receptionist	
7.	Main room	
8.	Clerk	
9.	Guard	
10.	Department	

Speaking Activity

A. Read and practice to the following dialogue. Than, act it out to the class!

Reservative staff : Good evening Sir, Welcome to Crowne Plaza Dubai. Can I help you?

Mr. Azzam : Good evening. I am Mr Azam. Previously I had made a reservation for 2 nights.

Reservative staff : Wait a minute, Mr. Please passport for data validation. Wait 10 minutes.



Mr. Azzam : Wait sir, while waiting to check the data. Can talk about anything in the front office at this hotel. I happened to be from the Ministry of Tourism and Economy, a delegation from Indonesia.

Reservative staff : Well, all activities in this hotel are centered in this section. The front office is a critical point of

communication between in-house sales, guest service delivery, and financial operations. This requires an individual who can manage many of the details of guest requirements, employee oversight, interdepartmental communication, and delivery of financial information.

Mr. Azzam : So of the many things that are being done here, does each department have a superior to oversee this?

Reservative staff : I think every hotel in this world has its own structure depending on the director of the hotel itself. But, especially in our hotel, each department is managed by one manager. Even to arrange hotel cleaning, we also have a manager for that.

Mr. Azzam : Ok, how about the garage?

Reservative staff : So the garage is divided in two between local businesees and professional people.

Mr. Azzam : As we know, in the digital era, everything is online. For Crowne

Plaza itself, does it only serve via online reservations?

Reservative staff : Not even Mister. We accept guests face to face, meaning manual reservations. But the downside is that you only get rooms that have never been reserved before aka leftovers. Well mister the reservation process is complete. Please go to your room.

Mr. Azzam : Okay thank you Mister. And thanks for your time and your information.

B. Discuss the questions below with your partners (refer to reading text)!

1. Where do you think the coversation happened?
2. What is position of the staff in the hotel?
3. What are Mr. Azzam dan the staff talking about?
4. What do you think about Mr. Azzam?
5. How do they meet each other?
6. Where did Mr.Azzam delegation from?
7. How Mr. Azzam took reservation in that hotel?
8. How long Mr.Azzam will stay in Crowned Plaza?
9. The Crowne Plaza Dubai have garage for itself. How many part of the garage, and what is it?

10. Do the Crowne Plaza Dubai just serve the guests by online reservation? And what is the stronger and the weakness from online and manual reservation?

Writing Activity

A. Based on the list of verb, adjective, noun, conjuction, adverb and preposition.

Write a short paragraph individually!

Look at the example!

The front office manager works with an assistant front officer manager, a night auditor, a reservation manager, and a bell captain to tend to the details of running an efficient department. The front office is a pivotal point in communication among in-house sales delivery of service to the guest, and financial operations. It requires an individul who can manage the many details of guest needs, employee sepurevision, interdepartmental communication, and transmittal of financial inormation.

Controller,director of security, and parking garage manager is the main part of a hotel. Where the controller not only to prepare operating statistics but also to assist the general manager in determining the effectiveness of each department manager.Directur of security background is usually in police or detective work or in security or intelligence in the armed services. He or she has usually developed an understanding of the criminal mind and the practices of criminals. And the last is parking garage manager, the person responsible for supervising the work of garage attendantsand maintaining security of guests and cars in the parking garage. Garage maintenance,in cooperation with the engineering and housekeeping departments, is another responsibility of this position. Often a hotel rents out parking spaces to local businesses and professional people.The garage manager often provides driver assistance to guests when their cars break down.

Students emerge with the mastery of various competencis to help strrategize, plan, implement, and carry out a wide range of projects and initiatives in their current and future careers.

Verb: develop, prepare, communicate.

Adjective: responsible, professional, strong.

Conjuction: and,but, or, because, after, as.

Adverb: to, as, then, up, there.

Preposition: at, with, to, among, on, by.

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B. Fill the blank spots using the following words!

Safety - account payable - front office – staffs – guest - account receivable – garage - parking – reservation.

The …… manager works with assistant front office manager, a night auditor, a ……. manager, and a bell captain to tend to the detail of running an effecient department. The front office is pivotal point in communication among in-house sales, delivery of service to the ……., and financial operation. In front office there is The controller. The controller is in the internal accountant of a ……. . This department processes …… amounts of money the hotel owes tevondors, …… amount of money owed to the hotel by guests, and etc.

At security department, there is the directur of security works to develop cost-contol procedures that help ensure employee honesty and guest ……. . The

last is parking garage manager, the person responsible for supervising teh work of …… attend stand ,aimtaimimg security of guests and cars in the ……. garage. All of ……. in the front office have a responsibility according to their respective department.

Listening Comprehension

Listen to the radio. Then, fill in the blank with the words that you have heard!

Hotel organization consists of several departments. Although each department has its duties or



responsibilities, all departments should work cooperatively one another since they are unity. In other words, hotel operations should be well organized.

One of the departments in a hotel is the front office. The front office is positioned on the front side of the hotel. This department takes a very significant role since it welcomes the guests and becomes an information center. Also, the front office staffs should have good demeanor because they will reflect the first impression of a hotel (Sutisna, 2008).

The front office department has several main duties. First, it sells rooms. Here, this department processes reservations and all communications with persons looking for accommodation in the hotel. Second, as front desk, it enrolls guests and assigns rooms. Third, as a service function, it handles all mail, telegrams, and messages for guests; provides information; keeping the accounts of guests, rendering bills, and receiving payments thereof (Negi, 2014).

Moreover, there are several main functions of front office such as selling accommodation and facilities in the hotel; receiving and registering incoming guest; organizing the guest check out including settlement of their bills; related to incoming and out going letters; dealing with telephone and other means of communication; and dealing with inquiries, complaints and information. Furthermore, there are four sections in the front office. They are a reception, information, reservation, and concierge/ uniform service or bellboy.

In summary, the tasks of front office encompass welcoming, receiving, and registering guests; providing information; dealing with mail, telegrams, messages, and telephone; processing reservations including allocating rooms; receiving payments; and helping guests when they check- in, check-out or other requests. Also, the front office staff should have a good attitude in serving the guests.

Grammar Focus

Present continuous tense is a form of tense that is used to express an action that is taking place at a certain time at the present time. This tense tells that the action happened before, and continues during the present, and continues after.

This tense will be used to express actions that occur during or around the time of the conversation or to express situations and actions that occur temporarily or we expect to change.

Pattern : S + to be (am, is, are) + Verb + ing + O

Operating

Monitoring

Developing

Exercise

A. Complete the sentences. Use the present countinuouse tense of the verbs in brackets!

   Example:

   Some of the majors are being responsibilities of the front office manager include monitoring (monitor) the reservation system.

   1. Mr. Mark responsibility to …. (operate) admin online reservation.

2. The controller not only …. (prepare) operatimg statistics.
3. The director of security supervises an ongoing … (train) program in cooperation with department directors….(staff) the front desk positions incurs a cost to the lodging establishment.
4. The position of the desk clerk can encompass many duties, which typically include … (verify) guest reservations.
5. Position of the chasier includes …. (process) guest checkout and guest legal tender a providing change for guests.
6. Often the key clerk will short … (income) mail for registered guests.
7. By …. (apply) management principles, he or she works trough the front office staff to communicate feelings or warmth, caring, and safety.
8. The front office manager can't …. (assume) that employee knows how to do certain tasks.
9. A manager should …. (review) personal career goals with this organization.

B. Arrange these words into sentences. Start with the words in capitals!

1. the/lobby/who/hotel/to/available/in/direct/guests/elevators/is/Traffic.

2. hotel/a/Controller/accountant/is/internal/the/of.
3. amount/vendors/to/of/hotel/the/Accounts/is/payable/owes/the.
4. That/employee/how/do/to/tasks/certain/The/office/front/an/assume/knows.
5. He/the/or/know/she/intimately/and/be/to/meet/able/guest/individual/of/each/needs/must/area/must.
6. traffic/who/As/manager/guests/available/lobby/he/direct/in/elevators/to.
7. security/related/keys/for/registered/and/for/responsible/is/clerk/This/guests/issuing/for/to/measures.
8. cashier/processing/legal/tender/providing/a/change/for/guest/positon/The/chechkouts/of/includes/guest/and/guests.
9. rents/parking/and/business/people/Often/spaces/a/local/hotel/professional/out/to.
10. The/director/background/of/security's/is/in/usually/or/police/work/detective/security/in/or/intelligence/armed/the/services.

PART 3

CHECK IN



Check-in is the process where by people announce their arrival at an office, hotel, airport, hospital, seaport or event. Hotels and similar establishments usually require guests to check in (also called registering or signing in), which involves the guest providing or confirming personal information, including contact information, along with a signature. The laws of some countries require guests to provide this information and to sign a register, often called a hotel register or guestbook, which may be in the form of a registration card, and some also require the provision of identification documents, such as a passport or drivers licence which the hotel may wish to copy and retain in its records. Usually, only one guest is required to register per room. Sometimes, the register may need to be provided to a government agency, such as the local police, and sometimes with a court warrant or similar authority.

The establishment may require guests to provide a credit card or a security deposit as a guarantee to cover potential

costs such as the use of room service or a mini-bar for the duration of the stay, and to facilitate a more expedient check-out process at the end of the guest's stay. At the end of the checking in process, the reception staff will provide guests with a room key. More and more hotels are implementing an Online or contactless check-in options.

Check-in times vary, but can range from about 12 pm to about 3 pm, depending on the establishment's rules and regulations. Late check-ins can be arranged through the hotel as long as the guests book this in advance and arrange all the necessary details. Hotels usually specify a check-in time after which they expect guests to check in. If a guest wants to occupy a hotel room before the hotel's check-in time, some hotels may charge for an additional day or treat it as a previous day's stay (as compared to occupying the hotel room after the check-in time). Most hotels, however, allow a grace time (typically 30–60 minutes) upon request by a guest, without any additional charge, if a guest wishes to have access to the room before the check-in time. Some hotels also have a latest check-in time, often 6 pm – 8 pm, after which they may give a room to someone else if the room has not been prepaid for or the guest does not phone in to indicate their expected time of arrival. Some hotels have a deadline for checking in because the reception desk may close for the night. For the most cost-effective usage of hotel room occupancy, a guest should try to arrive near a hotel's check-in time and leave

or hand over the hotel room near the hotel's check-out time. However, doing so may not always be practical because, for example, a guest's flight arrival and departure times or car trips may not align with a hotel's check-in and check-out times.

You want them to walk in and feel recognised, attended to, and most importantly welcomed. This is their first impression of your property after all. To get check in right at your property, there's a lot to consider. The guest's needs must always come first, but you also need to take into account the efficiency of your business and how you can operate most effectively.

The hotel check in process and guest expectations

The hotel check in process has a pretty historical routine that is sticking around even to this day.

Generally the process is:

- The guest arrives and heads to your reception/front desk.
- The guest is identified and has their details checked
- Front desk staff will give the guest an introduction to the hotel.
- The guest will take note of amenities and regulations etc and ask any questions.
- The guest will be handed their keys/keycard.

- Luggage is taken to the room by the guest or hotel staff.
- The guest enters and settles into their room.

It's been roughly this way for so long that it's exactly what guests expect, but are they satisfied with a process that looks simple on paper but can become complicated and time-consuming?

Usually guests are told when they can check in and out too, with generally agreed upon check in and check out times. However, other arrangements can often be made between hotel and guest for early check-in or late check-out.

Most properties have a check in deadline because the front desk will close at certain times of day, such as overnight. This isn't always practical for the guest however, since flight times won't always align with check-in and check-out times.

A. Average Hotel Check-In Time

The demand for around the clock and high quality customer service is pretty much growing in every industry, but it's always been especially important in hospitality.

Travellers want to be in control of their schedule and enjoy their trip in the way that suits them.

Conflicting with this is a general trend of guests being required to check into their room in the afternoon and check out in the morning. For example some hotels might require guests to check in after 2pm and check out before 10am.

Twenty-four hour check-in is something you should seriously consider, for the following reasons:

1. It will improve guest experience

   When your guests arrive they are usually tired, in need of a shower, a refreshment and a meal. But with check-in unavailable until the afternoon, they are left waiting impatiently to gain access to the room that they have paid for.

   This isn't a very good customer experience, and is even something AirBnB have addressed. AirBnB allows guests to contact their host and negotiate a check-in time that works for them.

   24-hour check in means that guests are able to gain access to your property at any hour, using a variety of different methods such as:

   a. An around the clock doorman.
   b. A lockbox.
   c. A safe with a keypad containing the room key.

      This check-in process is especially useful for:

1) Appeasing business travelers who may need to work late or come in at a very early hour;

2) Those arriving on very early flights, incurring delays, or cancellations;

3) International travelers who are changing time zones.

2. It can help increase RevPAR

   Implementing a 24-hour check-in strategy could work as a method of increasing revenue at your B&B. Not only will it improve customer service and the offers you can make, but you could also supply this to guests at an additional fee.

   Standard Hotels, for example, places a 5% surcharge on their 'check-in anytime' package and The Marriott Hotel chain allows for flexible check-in and check-out times depending on availability.

   If this is something that is in demand from your customers, they won't mind paying a little extra and in the process you will increase your RevPAR.

3. It could increase direct bookings

   "Free 24-hour check-in when you book direct" is a very enticing incentive to encourage guests to book direct on your website.

You can offer guests an online code that allows them to check-in on the website about 24 hours prior to their arrival. This means when they arrive they can head straight to their room without hassle or delay.

4. Lighten the load on staff

Sending automatic pre-stay emails that provide guests with detailed information about where they need to go and how to get into their room when they arrive, as well opening times for reception, means that staff will have to spend a lot less time manually taking guest details and checking guests in.

B. Hotel Check-In Desk: is it Nearing Extinction?

The front desk has been a mainstay of the hotel experience throughout history. It's such a routine for guests to get through the doors and make your way to see the staff member behind the counter.

The industry and even many guests are quite fond of this tradition but with the rise of technology, it seems inevitable that the front desk will become surplus to requirements. Automating the front desk via systems such as online check-in is a big way to cut labour costs, which many larger hotels will be enthusiastic about.

The problem with the front desk is that many guests don't want to interact with members of staff when they've just arrived from spending a long time in

transit. One function of the front desk might be to try to upgrade or upsell but with guests tired and frustrated from being in the air or on the road, they typically won't be very receptive to these offers anyway.

However if they can check-in remotely before they arrive, they might be coerced into spending a little extra online. With scheduled check-in times, the front desk can be easily overwhelmed with multiple guests trying to check-in simultaneously. When guests are experiencing delays or frustrations straight away, it immediately affects their overall perception of the property. The desire for flexibility is ubiquitous in today's guest; something the front desk doesn't offer.

At the same time, it's important for the hotel to at least have a baseline interaction with its guest, to at least make the property feel more homely and welcoming. It's also important to know the purpose of the guest's trip so you can potentially tailor your service. Are they visiting for a wedding, a funeral, work, a holiday etc? Knowing the guest's purpose means staff can know what's appropriate to offer them.Something that may help in all respects is installing check-in kiosks; multiple terminals where guests can self check-in without joining a line to the front desk. The hotel can still have a staff member on hand but guests don't have to interact if they don't wish too. This will improve

the hotel's processes and keep things running smoothly, while catering to every type of guest.

C. Value of Self Check in at Your Hotel

Self check-in can really simplify the process for guests, and actually help personalise it.

Here are some key points:

1. Self service doesn't mean lack of service

   By giving guests the option to skip tedious procedures and check-in at their own convenience will improve their experience and increase the satisfaction they have with your property.

2. Staff can prioritise

   When staff no longer have to be constantly deployed to deal with manual or mundane processes in the lobby and front desk, they can turn their attention to providing better service in a different way. For example a family arrives tired and grumpy and staff are on hand to distract and entertain the children while the parents complete their self check-in.

3. Upsell and revenue opportunities

   With guests choosing to self check-in, they'll be calmer and more likely to be receptive to additional offers. Present upsells, upgrades, cross-sells, and packages straight from your check-in kiosk or terminal.

4. System integration

   It's important your property management system and self check-in devices or apps are able to communicate. For example, when a room is cleaned and marked as ready in the PMS, a guest should be able to walk in and book this room from the kiosk. Integration is also vital to ensure data is recorded properly and accurately. The details a guest enters into the self check-in terminal must be recorded in the PMS.

5. No more lines

   No one really likes the look of a hotel with a bunch of people milling around the front desk or entrance. It makes the property look unwelcoming, the service seem slow, and the environment seem stressful. Eliminating queues will help your property look its best.

Vocabulary View

- Check – in: Go to the front desk to receive keys
- Guestbook: Is a paper or electronic means for a visitor to acknowledge a visit to a site, physical or web-based, and leave details such as their name, postal or electronic address and any comments.
- Reception: This is where guests are greeted, which comes from the verb "to receive." It's often called the front desk.

- receptionist: This person is found at the front desk/reception. They answer the phones and greet the guests.
- Keycard: most hotels use key cards (that look like credit cards) instead of an actual key to get into the room.
- Luggage: Is a staffed secure facility to leave your belongings whilst exploring Auckland or further afield.
- A doorman: At a residential building may help carry boxes and packages. Sometimes the hotel doorman merely opens the door of the hotel, ushering people in.

Comprehension Question

Answer the following questions based on the text!

1. What does check in mean?
2. Why the guest must provide the information and to sign a register?
3. When will the receptionist give the room key to the guest?
4. What time is the average check-in time at the hotel?
5. what makes the check-in process so useful?
6. why many guests don't want to interact with members of staff when they've just arrived?
7. what can we do to make the property look its best?

State Whether Each of the Following Statement is TRUE or FALSE

1. Hotels usually require guests to check-in.
2. check-in does not need to confirm personal information, including contact information, along with a signature.
3. Reception staff will give guests room key before check-in.
4. Many hotels are implementing online or contactless check-in options.
5. Guests can check-in at any time because the reception desk will always be open.
6. Luggage is taken to the room by the guest or hotel staff.
7. Self check-in can really complicate the process as guests really personalize it.

Vocabulary

A. Find their meaning /equivalence in Indonesian!

Check-in Terms	Meaning
Registration Establishment Lockbox Delays	
Cancellation Deposit Amenities	

Self Check-In Baggage Booked	

a	Bags and suitcases packed with personal belongings full,	f	The act of deciding that of stopping an order for something
b	Process of registering or of being registered	g	Possibility of being developed or used
c	Keys to your property	h	A substance or layer that is left, usually after a liquid is removed
d	Anything that would benefit a lodging.	i	A business organization, public institution, or household.
e	Self-service kiosk	j	No vacancies

B. Match the words above with the dictionary definition which follow!

1.	A kiosk that allows guests to expedite more routine tasks like booking, check-ins, checkouts, and room service requests.
2.	Great solution for when your guests arrive and you can't be there to hand them the keys to your property.
3.	A desirable or useful feature or facility of a building or place." For hotels, the options are endless
4.	You are looking for wording you can say something along the lines of, because of the high demands of the holidays.
5.	The process of assigning rooms to the guest at the time of their arrivals by filling necessary

	details about the guest and the rooms contains in a registration from.
6.	A piece of light baggage consisting of briefcase or airbag.
7.	Something canceled, as a reservation for a hotel room, airplane ticket, allowing someone else to obtain the accommodation.
8.	Main activity is that of offering accommodation to individuals, at a price, on an habitual and professional basis, with or without complementary services, under the generic denomination of hotel, hostel, guesthouse or similar.
9.	This is money that is paid before guests actually stay in the hotel.
10.	Something outside the traveler's control that causes the traveler expenses they hadn't planned on paying.

Speaking Activity

A. Read and practice the following dialogue. Than, act it out to the class!

Receptionist: Good afternoon. Welcome to the Grande Hotel. How may I help you?

Mrs. Smith: I have a reservation for today. It's under the name of Wang.

Receptionist: Can you please spell that for me, miss?

Mrs. Smith: Sure. S-M-I-T-H

Receptionist: Yes, Mrs.Smith, we've reserved three double bed rooms for you with a view of the ocean for four nights. Is that correct?

Mrs. Smith: Yes, it is.

Receptionist: Great. We already have your credit card information on file. Please sign the receipt along the bottom, please.

Mrs. Smith: Okay. So, what room are we in?

Receptionist: Room 675, 676, and 677. Here are your keys. To get to your rooms, take the elevator on the left up to the sixth floor. Turn right twice, exit the elevator and your room will be on the right hand side. A bellboy will bring your bags up shortly.

Mrs. Smith: Excellent. Thanks.

Receptionist: Should you have any questions or requests, please dial 'O' from your room. Also, there is internet available in the lobby 24 hours a day.

Mrs. Smith: Ok, thanks.

Receptionist: My pleasure, miss. Have a wonderful stay at the Grande Hotel.

B. Discuss the questions below with your partners (refer to reading text)!

1. Where do you think the conversation happened?
2. What are Mrs. Smith and Recepcionist talking about?
3. Why did Mrs. Smith come to the hotel?

4. How many rooms does Mrs. Smith reserved?
5. Who brought Mrs. Smith's bag to the room?
6. How long will they stay in the hotel?
7. From the conversation above, whether Mrs. Smith satisfied with the hotel service?

Writing Activity

Ask Arrive Wait	Vancant Booked Beneficial	Staff Desk Registration Check-in
If However Then Before	Overnight Shortly Inside	Until The For Of

A. Based on the list of verb, adjective, noun, conjuction, adverb and preposition. Write a short paragraph individually!

Look at the example!

Check-in is the process where by people announce their arrival at an office, hotel, airport, hospital, seaport or event.

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B. Fill in the blank spots using the following words! Receptionist, hotel, guests, handles, bookings, in-house, registers, payments, welcoming.

Working in the _____ industry you will come across many types of travellers. Some will be business _____, others will be tourists and visitors. Many will speak a different language other than your own. Chances are, plenty of your guests will speak English.

_____ belongs to front office department. The receptionist can be defined as a person who _____ guests, allocates room for guests, _____ all messages for guests, updates the room rack including the _____ guests, and makes a list of the guests who want to leave the hotel. Moreover, the jobs of a hotel receptionist include _____ guests as they arrive, assigning rooms to guests, giving guests their keys, taking and passing on messages, checking guests in and out of the hotel, handling foreign exchange, preparing guests' bills and taking _____, and assisting guests with any special requests. In other words, the duties of a receptionist encompass

welcoming the guests, registering guests, handling the room _____, and helping guests of any special requests.

Listening Comprehension

Listen to the radio. Then, fill in the blank with the words that you have heard!

Reservation

The duties of reservation department are to receive and confirm all bookings made by the guests; record the room bookings; and make a weekly forecast of room situation, a monthly report, and make the report of the guests' statistics. Furthermore, some important notes dealing with reservation are as follows.

A. The task of a reservation staff is to obtain the data of the guests.

B. A confirmation letter/fax is needed in case the hotel is in full occupancy.

C. The date of the letter has to be made and clearly written.

D. A reservation staff can offer to book in another hotel of the same grade to the guest when the hotel room is full, and the guest name hasn't been listed yet.

E. Reservation can be made by telephone, letter, fax, etc.

F. A reservation staff should handle every reserved room and the changes to the reservations.

G. A reservation staff should make a weekly forecast.

H. A reservation staff should send a confirmation letter.

Grammar Focus

Simple Future Tense

i. The use of simple future tense is to express events that happen in future time.

ii. The pattern and examples are as follows.

Pattern		Examples
Will	Subject + will + verb 1	John will arrive here tomorrow.
	Subject + will + be + non verb	John will be here next week.
Be going to	Subject + is/am/are + going to + verb 1	John is going to arrive here tomorrow.
	Subject + is/am/are + going to + be + non verb	John is going to be here next week.

iii. Shall is also can be used in the simple future tense in which the subjects must be I or we. However, shall is uncommon in American English, and it is used more frequently in British English than in American English.

Example: We shall accomplish our work tomorrow.

d. Adverb of time:

- Tomorrow

- Next ... (next week, next month, etc.)

Exercise

A. Arrange these words into sentenses. Start with the words in capitals.

1. two/will/stay/hotel/in/I/this/for/nights.
2. end/will/staff/guests/with/a/The/room/key /at/checking/the/of/the/provide/in/recepti on/process.
3. the/desk/the/introduction/will/staff/give/ guest/an/to/Front/hotel.
4. guest/of/The/and/any/take/regulations/etc /will/and/amenities/ask/note/questions.
5. handed/The/will/their/be/guest/keycard.
6. at/front/times/will/desk/close/certain/of/ as/day,/such/The/overnight.
7. type/improve/hotel's/the/to/processes/keep /things/smoothly,/while/running/catering/ and/will/every/of/This/guest.

B. Complete the sentences. Use the present simple of the verbs in brackets.

1. I couldn't book a room, So I …….. (stay) in there.
2. Amira …….. (come) here soon.
3. Will you …….. (give) me keycard.

4. Can't you wait them, they …… (to be) very long.
5. I have reserve a hotel room, Do you think He ……. (like) it?
6. I …… (wait) in the guess room when you come.
7. The hotel …….. (open) at 10.00 am.
8. You will not be able to see me this weekend since I …….. (travel) with my family at Bali.

PART 4

WHAT IS THE HOTEL BEDROOM?



Hotel room means a room (or suite of conjoined rooms offered as a single accommodation) in a hotel that is used to provide private sleeping accommodations to paying customers and that typically includes linen or housekeeping service.Ahotelroomis usually occupied by transients or travelers who do not enjoy an exclusive right or privilege with respect to the room, but instead merely have an agreement for the private use or possession of the room. A room is a “hotel room” only if the customer has the right to exclude other customers from the room. We've previously covered the different types of hotels and hotel room types can be just as confusing. Hotel rooms come in all shapes, sizes – and titles which make revenue management and hotel operations incredibly complex. Hotels label their rooms by the size bed, the number of beds in the room, as well as the furnishings, interior design, and additional amenities. Guest rooms classified as "singles", for instance, can

indicate a smaller room, a twin bed, the number of occupants for which there is space, or all of the above.

Room type definitions are complex and go well beyond whether the sleeping area has a single bed or queen-size, or whether it's a smoking room or not. These room type distinctions can be confusing for guests who are just seeking to understand what, exactly, it is for which they are paying. This guide seeks to help guests understand what the different types of hotel rooms are, as well as build justification for pricing your property's rooms on a certain scale.

Room Types by Occupancy It's common for hotels to list their rooms based on how many people the room is equipped to handle. Here's what you can expect when you see rooms labeled in this way.

- Single room: these rooms are assigned to one person or a couple. It may have one or more beds, but the size of the bed depends on the hotel. Some single rooms have a twin bed, most will have a double, few will have a queen bed.
- Double room: double rooms are assigned to two people; expect one double bed, or two twin beds depending on the hotel.
- Triple room: as the name might suggest, this room is equipped for three people to stay. The room will have a combination of either three twin beds, one double bed and a twin, or two double beds.

- Quad room: a quad room is set up for four people to stay comfortably. This means the room will have two double beds. Some, however, may be set up dormitory-style with bunks or twins, so check with the property to make sure.

i. Hotel Rooms by Bed

Some hotels classify rooms by the number or size of the beds in the room. However, guests should note that hotels still have restrictions on how many guests are allowed per room. Just because there's a king bed in a room, doesn't mean you can invite 15 people to stay. Occupancy limitations make this a liability for the hotel. Many hotels will charge more for extra guests (to a certain limit) or allow for you to add a cot to a room with an odd number of people.

Here are some room types determined by bed availability:

1. Queen: a room with a queen-sized bed.
2. King: a room with a king-sized bed.
3. Twin: a room with two twin-sized beds.
4. Hollywood twin: Hollywood twin rooms have two twin beds that are joined by the same headboard.
5. Double-double: these rooms have two double beds (sometimes two queen beds) and are meant

to accommodate two to four people, especially families traveling with young kids.

6. Studio: this type of room has a studio bed, e.g. a couch that can be converted into a bed. Some studios come with additional beds. Others come with more space: a studio room can be like a fully-furnished apartment, meaning it will have a small kitchenette. Check with the hotel to learn more about their studio rooms.



Double - double Room

ii. Hotel Rooms by Layout

There are some rooms designated a certain price according to the layout, how big the rooms are, if there's an adjoining second bedroom, or if there is a kitchen area and living space (making the room a suite). These titles can also tell travelers which rooms are handicapped accessible or suitable for business travelers. Some of these classifications are quite common, others may require a little more research and clarification by the traveler before booking.

1. Standard room: a standard room is likely the same as a queen or a single room, great for a solo traveler or a couple. Expect a double bed.

2. Deluxe room: these rooms might be a bit bigger with slightly upgraded amenities or a nicer view. These rooms are typically equipped for groups who need more space, like a couple or small family.

3. Joint room: a joint room, sometimes called an adjoining room, refers to two rooms that share a common wall but no connecting door. Joint rooms are meant for families with younger children who may be old enough to stay in their own space, but not too far from their parents.

4. Connecting room: these rooms have a connecting door between them, as well as individual doors to get to the outside. Great for families or groups who don't want to have to walk through the hallway to move between rooms.

5. Suite: suites come in a few different sizes. A basic suite or executive suite comes with a separate living space connected to one or more bedrooms. This set up is sometimes also called a master suite. A mini-suite or junior suite refers to a single room with a bed and sitting area. Some suites also come with kitchenettes. The presidential suite, as the name would suggest, is usually the most expensive

room provided by a hotel. It will have one or more bedrooms, a living space, and impressive amenities, decoration, and tailor-made services.

6. Apartment-style: aparthotels are offering these types of rooms, but they can also be found at other traditional hotel chains. These rooms target long stay guests with full kitchens, laundry, and other amenities that make it possible to live comfortably. Housekeeping services are limited to once or twice a week.

7. Accessible room: hotels are required by law to provide a certain number of handicapped-accessible rooms. These rooms will have space for a wheelchair to move easily, and a bathroom outfitted for a disabled person.



Presidential Suite

iii. Hotel Rooms by Amenities

Some rooms don't fit easily into any category because they are entirely unique. Perhaps a room has

certain hotel amenities like access to a club lounge with breakfast and an afternoon wine hour.

1. Cabana: cabana rooms open out onto the swimming pool or have a private pool attached to the room. This room type is more common in boutique hotels.
2. Villa: most villas can be found at resorts. These kinds of rooms are actually stand-alone houses that have extra space and privacy. Villas typically come equipped with multiple bedrooms, a living room, a swimming pool, and a balcony.
3. Penthouse: not all hotels offer penthouse suites, but these rooms are high-end, big rooms – sometimes taking up the entire top floor of a hotel – and come with the ultimate luxury amenities.



Penthouse Room

Make sure to clearly explain things to guests that may seem obvious to you. To guest "adjacent rooms" may seem like a suite with living room and bedroom

separate but it actually refers to separate rooms next to each other. Hoteliers often assume that guests speak the same language but when many hotels classify rooms differently it's critical to clearly explain the number of guests who can be in a room, whether an extra bed can fit and even things like how far the room is from hotel entrance doors. The better you describe the experience for future guests the lower probability of false expectations which lead to poor guest experiences. Even go as far as to share the number of rooms for different room types so they can better understand the property as a whole.

Hotel guests can often get confused by all these different room types and classifications. Help them discern which room is best for their budget, the size of their party, and their comfort by asking them more about their trip and matching them with a room accordingly.

Hotel guests can often get confused by all these different room types and classifications. Help them discern which room is best for their budget, the size of their party, and their comfort by asking them more about their trip and matching them with a room accordingly.

Source : *https://hoteltechreport.com/news/room-type*

Vocabulary View

Accommodation	: Accommodation is all about making room. It can mean a room or place where you will stay or agreement about sharing something
Occupied	: busy doing or thinking about something, in use and so not available for anyone else, politics.
Furnished	: containing furniture or containing furniture of a particular type
Liability	: Liability is defined as the state of being responsible for something that someone is responsible for
Pay	: to give money to someone for something you want to buy or for services provided
Privilege	: an advantage that only one person or group of people has, usually because of their position or because they are rich
Private	: A private place is quiet and has no other people to see or hear you. A private person does not like to talk about their personal feelings and thoughts.
Exclusive	: limited to only one person or group of people. Expensive and only fo people who are rich or of a high social class.
Transient	: lasting for only a short time or temporary. *Someone who lives only temporarily in a place*
Housekeeping	: the management of a home and the work that needs to be done in it, such as cleaning. The department of a hotel that is responsible for cleaning guest's bedrooms.

Comprehension Question

Answer the following questions based on the text!

1. What is the hotel bedroom?
2. What are the main responsibilities of housekeeping service?
3. What is the job of hotel operation?
4. How many types of rooms are there in the hotel?
5. If you came alone to the hotel what type of room would you order?
6. Does every room in the hotel have the same shape?
7. In each different type of room does the service remain the same?
8. Can you explain what is meant hotel room by bed?
9. What is the difference between Apartment-style and Accessible room?
10. What do you think about standard room?

State Whether Each of the Following Statement is TRUE or FALSE

.....	1.	Not all Hotel have Hotel Room ?
.....	2.	A hotel room is usually occupied by transients or travelers who do not enjoy an exclusive right or privilege with respect to the room, but instead merely

		have an agreement for the private use or possession of the room.
.....	3.	Some hotels classify rooms by the number or size of the beds in the room.
.....	4.	Hollywood twin rooms have two twin beds that are joined by the same headboard.
.....	5.	Liability is defined as the state of being responsible for something that someone is responsible for
.....	6.	Guest rooms classified as "singles", for instance, can indicate a bigger room, a single bed, the number of occupants for which there is space, or all of the above.
.....	7.	A quad room is set up for four people to stay comfortably.
.....	8.	Pay means to give money to someone for something you want to buy or for services provided.
.....	9.	Hotel rooms by Occupancy : Single room Queen bed, Standard room and Deluxe room.
.....	10.	Hotels label their rooms by the size bed, the number of beds in the room, as well as the furnishings, interior design, and additional amenities.

Vocabulary

A. Find their meaning/equivalence in Indonesian!

A hotel room terms	Meaning
Bunk bed Do not disturb House use Doorman Convention hall Business room Welcome drink Front desk Rollaway bed Indoor pool	

a	amenity	b	Adjoining room
c	concierge	d	Damage charge
e	Check in	f	Continental buffet
g	Full board	h	House keeping
i	Room service	j	Maximum capacity

B. Match the words above with the dictionary definition which follow!

1.	Something, such as a swimming pool or shopping centre, that is intended to make life more pleasant or comfortable for the people in a town, hotel, or other place.
2.	The most output a company can produce with perfect efficiency and no waste (even inevitable waste). Ideal capacity is impossible to attain; assuming ideal capacity in budgeting may result in a company or project

	going over budget. It is also called maximum capacity.
3.	Service provided to hotel guests in their rooms also : the hotel department responsible for such service ordered a meal from room service.
4.	An arrangement in which all your meals are provided at the hotel or rooms that you are paying to stay in.
5.	Fees to be paid by guests for damage done to hotel property (if caused by violence or carelessness).
6.	A usually multilingual hotel staff member who handles luggage and mail, makes reservations, and arranges tours In any great European hotel
7.	A continental breakfast is a light morning meal. It's served buffet style, and it typically has fewer offerings than a traditional breakfast at a restaurant. Normally, it consists of bread products, fruit, fruit juice, coffee, and tea. Most often, you'll find continental breakfasts at hotels, motels, and events.
8.	The work or activity of cleaning and preparing rooms for customers.
9.	A noun that refers to the process of entering a hotel starting from arriving at the hotel, registering, paying rent and receiving room keys.
10.	Adjoining rooms means the rooms are next to each other, and there is no door inside to connect them. Connecting rooms have a door on the inside that connects them, without having to step out into the hallway and then into the other room.

Speaking Activity

A. Read and practice the following dialogue. Than, act it out to the class!

Receptionist: Good morning. Welcome to Osland Hotel.

Client: Good morning. I would like to make a reservation for next weekend. Do you have any vacancies?

Receptionist: Yes, we still have several rooms available for that. Let me know, is it the 15th?

Client: Correct.

Receptionist: How long will you be staying?

Clients: Two days.

Receptionist: How many people is the reservation for?

Client: Just one person.

Receptionist: The room is three hundred and fifty dollars per night. And what name will the reservation be listed under?

Client: Eric Adams.

Receptionist: Is there a phone number where you can be contacted?

Client:	The number is 18008143 (Nomornya 18008143).
Receptionist:	Great. Now I'll need your credit card information to reserve the room. What type of card is it?
Client:	I'll use cash.
Receptionist:	Alright, sir, your reservation has been made for the fifteenth of March. Check-in is at 2 o'clock. Please do not hesitate to call us if you need any information.
Client:	Okay, thank you so much.
Receptionist:	My pleasure. We'll see you next week. Have a nice day.

B. Discuss the questions below with your partners (refer to reading text)!

1. Where do you think the conversation happened?
2. How long client want to stay?
3. What are client and receptionist talking about?
4. How many people is the reservation for?
5. How much does the room cost?
6. Who is talk with the receptionist?
7. What phone number mr adam?
8. What type card mr adam use?

9. What date is the reservation?

10. What time is mr adam will check in?

Writing Activity

A. Based on the list of verb, adjective, noun, conjuction, adverb and preposition.
Write a short paragraph individually!

My recent visit to India was an excellent one. I stayed at the ABC Hotel.

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B. Fill in the blank spots using the following words! Classified, Committee, Five, Rooms, Facilities, Modern, Locations, Commercial, Business.

Hotels are ….. by the classification ….., which comprises Government and trade representatives. Based on different facilities and services provided by a hotel; they are given star ratings from one to ….. Hotels are categorized depending upon location, number of rooms, types of ….. and other available facilities. One of the important ….. in hotels includes good reception and information counter. Today, ….. western hotels are found in all big cities and at important tourist …..

Some of the important types of hotels that fulfill the wishes of their customers are…..or down town hotels, resort hotels, residential hotels, airport hotels and floating hotels. Restaurants and bars are important part of the hotel…..They offer local as well as international cuisines.

Listening Comprehension

Hotel Rooms by Layout

There are some rooms designated a certain 1) price according to the layout, 2) how big the rooms are, if there's an adjoining second bedroom, or if there is a kitchen area and living space (making the room a suite). 3) These titles can also tell travelers which rooms are handicapped accessible or suitable for business travelers. Some of these 4) classifications are quite common, others may require a little more research and clarification by the traveler before 5) booking.

Grammar Focus

Simple past tense.

A. Form

Affirmative	Negative	Question
I played You	I didn't play You	I Did You play?
He She played It	He She didn't play It	He Did She play? It
We You played They	We You didn't play They	We Did You play? They

Construction

Didn't = did not

Verb 2 in affirmative changes to verb 1 in the negative and question form.

Example:

I played ⟶ I didn't play ⟶ Did I play?

Exercise

A. Complete the sentences. Use the present simple of the verbs in brackets!

Example:

She makes (make) appointment with her friends at ABC Hotel.

We don't take (not take) a day off today.

1. Sarah.....(not bring) the snacks for guest this morning.
2. Abdul.....(go) to Bali for holiday last Sunday
3. He.....(not check) the penthouse last night.
4. Dewi.....(apply) for manager position at Wall Street English.
5. Boss.....(visit) the ABC Hotel last week.
6. I (eat) at the hotel restaurant this afternoon
7. He.....(stay) for 3 days at that time
8. I.....(not sleep)well last night.
9. She.....(ask) me to go.
10. They.....(watch) "Hafalan shalat Delisa", the newest movie at the cinema yesterday.

B. Arrange these words into sentences. Start with the words in capitals!

1. have/twin/two/joined/Hollywood/twin rooms/beds/headboard/the/same/that/are/by.
2. classify/by/rooms/Some/hotels/the/size/or/ of/beds/in/the/the/room/number.
3. Room/occupancy/types/by.
4. can/at/found/resorts/villas/be/most.

5. give/provided/for/Pay/buy/money/you/to/something/or/for/someone/to/services/want/to/is.
6. bedroom ?/the/hotel/is/What.
7. Osland/Good/Welcome/morning./hotel/to.
8. recent/India/an/excellent/My/visit/recent/was/one.
9. Itself, Daniel Brown/name/My.
10. See/and/nice/you/have/too/day/a.

PART 5

WHAT IS BATHROOM AND PORTER?





A **bathroom** or **washroom** is a room, typically in a home or other residential building, that contains either a bathtub or a shower (or both). The inclusion of a wash basin is common. In some parts of the world e.g. India, a toilet is typically included in the bathroom; in others, the toilet is typically given a dedicated room separate from the one allocated for personal hygiene activities. In North American English the word 'bathroom' is sometimes used to refer to any room in a residence that contains a toilet, regardless of the inclusion of a bath or shower. The bathroom is the main need in the house. The current bathroom system still uses the conventional method, namely by turning on the lamp and fan by pressing the

switch, knowing the condition of the bathtub the user must look directly and wait to fully fill the bathtub and find out the condition of the shampoo the user must look directly at the shampoo container. The existing bathroom system only turns on the lights when the user enters the bathroom but when the condition of the bathtub and shampoo runs out, the user still has to look and fill the water in the tub and shampoo in the container.

A porter is someone who helps carry other people's belongings. This word is also used to refer to hotel, train, hospital, and airport employees who help carry passengers or guests' luggage. Meaning of "porter" in Indonesian is OB. 1 laborer (delivery of goods), coolies transporting goods. 2 doormen, porter. That's what porters mean. Porters are luggage that serve check-in to check-out such as carrying guest luggage and also serving luggage storage for guests who have not arrived at the hotel or will check-out from the hotel, usually this porter is included in the front office usually. But for small-sized hotels or jasmine level, usually the porter officers can be multi-skilled, meaning that any hotel staff in any department can serve guests from carrying goods to checking in to checking out.

Vocabulary View

- Provocation: A means of arousing or stirring to action.
- Riffraff: Common or disreputable people.
- Sullen: Showing a brooding ill humor.
- Excursion: A journey taken for pleasure.
- Gallows: An instrument from which a person is executed by hanging.
- A porter: someone who helps carry other people's belongings.
- Bathroom or washroom is a **room**, typically in a home or other residential building, that contains either a **bathtub** or a **shower** (or both).

Comprehension Question

1. What are the 4 parts of the bathroom?
2. Are the types of bathroom?
3. What is a main bathroom?
4. If there is a guest who will take the guest's luggage which is deposited in the safe deposit box at the concierge but the guest does not show the baggage claim check. How do you act?
5. Explain the correct procedure for the correct arrangement of guest luggage on the bellboy trolley?
6. What are the proper steps for the method of delivering guest luggage to the guest room accompanied by the guest?
7. Step-by-step handling of guest luggage left at the airport?
8. Mention the correct steps in delivering guest luggage to the room if it is not accompanied by guests?
9. Procedures for recording items found and lost belonging to guests during their stay at the hotel?
10. Role of a good standard of appearance for a congcierge staff?

State Whether Each of the Following Statement is TRUE Or FALSE

1. A full bathroom Is made up of four parts: a sink, a shower, a bathtub, and a toilet. Anything less than that, and you can't officially consider it a full bath. The math is simple: Each utility is counted as one-quarter, so you add and deduct a quarter for each one, as the case may be.
2. In general, you'll have three types to choose from—master, guest and half—but the choices for how you configure and design these are just about infinite
3. Main bathrooms are often an extension of a home's main bedroom; they're typically located within or adjacent to the main bedroom. For this reason, some design decisions may be simplified if you want to mirror or at least emulate the bedroom's design.
4. reprimanded and talked about well, no need to be violent
5. Opening and closing guest vehicle doors.When guests arrive in their vehicles, provide assistance to guests to get out of their vehicles by opening the vehicle doors. Provide extra services for elderly guests, children, pregnant women, and guests with disabilities to make guests feel comfortable.
6. Opening and closing guest vehicle doors.When guests arrive in their vehicles, provide assistance to guests to

get out of their vehicles by opening the vehicle doors. Provide extra services for elderly guests, children, pregnant women, and guests with disabilities to make guests feel comfortable.

7. Place your belongings in a safe place in the main entrance area then ask for permission to check your belongings in case anything is damaged. This is done to avoid the possibility of the hotel being held responsible for the damage.

8. PT Angkasa Pura II (Persero) implements procedures for handling lost/lost items found at the company's airports. This procedure provides certainty that the handling of lost/left items is ensured that they are in a safe storage area until they are retrieved by the owner. VP of Airport Global Service Angkasa Pura II Anindita Galuh Wardhani said the procedure for handling lost/left behind items took effect from September 1, 2019."We ensure that lost or left items found at the airport will be stored in advance for a certain time until later taken by the owner of the goods," explained Anindita Galuh Wardhani in an official statement, Saturday, September 7 2019.

9. After you have read the log book and followed up on the previous shift work, then you must examine the list of expected guest arrivals, which is very useful data because it contains detailed information about the guests who will stay.

10. Five Personal Service Qualities of the Successful ConciergeFlexibility. By definition, a concierge service is all about flexibility. ... Problem Solving Ability. Going hand-in-hand with flexibility is problem solving ability. ... Creativity. The best concierges possess a great deal of creativity. ... Organizational Skills. ... Open Mind.

Vocabulary

A. Find their meaning/equivalence in Indonesian!

Acconting Terms	Meaning
Room	
Information	
Like	
Enjoy	
Lamp	
Customer	
Stay	
Hotel	
Number	
Cool	
Hot	
Bathtub	
Wash	
Registration	
Facilities	
Luggage	
Laundry	
Control	
Bell	
People	
Eat	
Reception	
Room Service	
Housekeeping	
Front Office Cashier	
Morning	
Afternoon	
Night	
Porter	

B. Memorize these words!

Antiseptic: antiseptik
Aspirin: aspirin
Atomizer: alat semprot
Air freshener: pengharum ruangan
Bathroom: kamar mandi
Bathroom cabinet: lemari kamar mandi
Bathroom scales: timbangan kamar mandi
Bath: bak mandi, bak berendam
Bathtub: bak mandi, bak berendam
Bath mat: keset kamar madi
Bathrobe: mantel mandi
Bidet: bidet
Bubble bath: sabun mandi cair
Beauty mirror: cermin kecantikan
Brush: sikat
Bath towel: handuk kamar mandi
Bath toys: mainan kamar mandi
Bucket: ember
Bath gel: sabun mandi cair
Basin: baskom
Bubbles: busa
Bin: tempat sampah
Bar soap: sabun mandi batang
Cistern: tangki air pada toilet
Comb: sisir
Commode: lemari
Cosmetics: kosmetik
Cream: krim
Curtain: tirai kamar mandi
Conditioner: kondisioner
Cotton balls: bola kapas
Curling iron: alat pengeriting rambut
Cleaning tools: alat bersih-bersih
Clothes peg: jepitan baju
Clothespin: jepitan baju
Clothesline: tali jemuran
Cleanser: pembersih muka
Cotton swab: korek kuping
Cologne: parfum

Curlers: alat pengeriting rambut
Chair: kursi
Cotton buds: korek kuping
Drain: pipa saluran
Dental floss: benang gigi
Deodorant: deodorant
Disinfectant: disinfektan
Detergent: deterjen
(To) dry: mengeringkan
Electric toothbrush: sikat gigi elektrik
Emery board: alat kikir kuku
Electric razor: pisau cukur elektrik
Eye dropper: penetes mata
Flannel: lap mandi
Faucet: keran air
First aid kit: kotak P3K
Flush handle: pegangan siraman toilet
Face cloth: penyeka wajah, kain penyeka wajah
Garbage can: tempat sampah
Hairbrush: sikat rambut
Hairdryer: alat pengering rambut
Hair flattener: alat pelurus rambut
Hand soap: sabun cuci tangan
Hanger: gantungan
Hand towel: handunk tangan
Hamper: keranjang
Hand basin: wastafel
Loofah: loofah, serat yang dipakai sebagai spons untuk menggosok tubuh
Liquid soap: sabun mandi cair
Light: lampu
Lamp: lampu
Lotion: losion
Laundry detergent: sabun cuci baju
Laundry basket: keranjang cucian
Laundry hamper: keranjang cucian
Loo: toilet
Loo rolls: tisu toilet
Loo seat: tempat duduk toilet
Loo brush: sikat toilet
Mirror: cermin

Mouthwash: obat kumur
Measuring jug: gelas ukur
Mop: alat pel
Medicine cabinet: lemari obat
Moisturizer: pelembab wajah
Make-up kit: perlengkapan alat rias
Nail file: alat kikir kuku
Nail clippers: gunting kuku
Nail scissors: gunting kuku
Nail brush: sikat kuku
Ointment: salep
Plughole: pipa saluran
Plug: penyumbat air
Plunger: alat penyedot toilet
Polish: semir
Paper towel: handuk kertas
Perfume: parfum
Q-tip: korek kuping
Robe: mantel mandi
Rubber duck: bebek karet
Razor: pisau cukur
Soap dispenser: tempat sabun
Soap: sabun mandi
Soap dish: kotak sabun mandi
Soap holder: tempat sabun bandi
Soapbox: kotak sabun
Shower cubicle: bilik mandi
Shower stall: bilik mandi
Shower: shower
Shower head: shower yang diletakkan di atas untuk pancuran kepala
Shower valve: katup shower
Shower gel: sabun mandi cair
Shower curtain: tirai shower
Shampoo: sampo
Shampoo dispenser: tempat sampo
Shower head: kepala pancuran
Shower cap: topi mandi
Shaver: alat cukur
Shaving foam: busa cukur
Shaving cream: krim cukur

Sponge bag: tas perlengkapan mandi
Sponge: spons
Spray bottle: botol semprot
Slippers: sandal
Sink: wastafel
Scissors: gunting
Stool: bangku
Toothbrush: sikat gigi
Toothbrush holder: tempat sikat gigi
Towel rail: gantungan handuk
Towel rack: gantungan handuk
Towel rod: gantungan handuk, batang handuk
Towel: handuk
Tiling: ubin tembok kamar mandi
Tiles: ubin tembok kamar mandi
Tap: keran air
Toilet: toilet
Toilet seat: tempat duduk toilet
Toilet lid: tutup toilet
Toilet brush: sikat toilet
Toilet paper: tisu toilet
Toilet paper holder: tempat tisu toilet
Tissue paper: tisu
Toilet brush: sikat toilet
Toilet rolls: tisu toilet
Toilet table: meja toilet
Toothpaste: pasta gigi, odol
Toiletry bag: tas perlengkapan mandi
Tweezers: pinset
Trash bag: tong sampah
Trash can: tong sampah
Tub: bak mandi
Urinal: tempat buang air kecil
Washbasin: wastafel
Washcloth: lap mandi
Wash tub: bak cuci
WC (water closet): toilet
Washing soap: sabun pencuci baju
Washing machine: mesin cuci
Water dipper: gayung
Wastebasket: keranjang sampah

Water: air
Wash glove: sarung tangan cuci
Washbasin: wastafel
Washcloth: lap mandi
Wash tub: bak cuci
WC (water closet): toilet
Washing soap: sabun pencuci baju
Washing machine: mesin cuci
Water dipper: gayung
Wastebasket: keranjang sampah
Water: air
Wash glove: sarung tangan cuci

a	Room	f	Stay
b	Like	g	People
c	Hotel	h	Soap
d	Number	i	Eat
e	Cool	j	Morning

C. Match the words above with the dictionary definition which follow!

1. Wash Your Hands.
2. What we hear repeatedly about COVID 19 is the benefit of frequent handwashing.
3. You may also want to review Activities of Daily Living on the Active Learning Space website.
4. Bathtub Play.
5. In these next two activities.

6. Simply put interesting things in the tub and let your child explore and/or offer items one at a time to your child using hand-under-hand.
7. Porter's Value Chain Primary Activities.
8. Inbound Logistics.
9. Operations include procedures for converting raw materials into a finished product or service.
10. Outbound Logistics.

Speaking Activity

Read and practice the following dialogue with your friend!



P: Good Afternoon bell desk Riyadi speaking may I help you?

G: Good Afternoon, can you pick up my luggage please?

P: What is your room number and name please?

G: I am Alex from 101.

P : That right Mr. Alex, I will pick up your luggage and how many luggage do you have?

G: 2 suite case and 1 surf board.

P: Ok Sir just a moment, I will pick up your luggage soon.

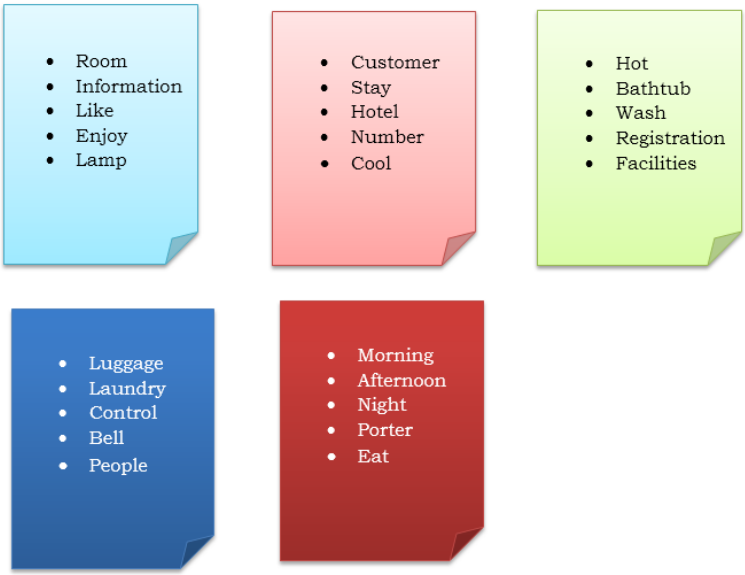
G: Thank for your help.

P : You are welcome.

Pronounciation Practice

verb	Indonesia	Noun forms
Provides	Menyediakan	Provision
Offer	Menawarkan, Menyatakan	Offering
Like	Suka	Likes
Allow	Mengizinkan	Allowance
Identify	Identifikasi	Identity
Meals	Menepung	Mealtime
Part	Membagi	Partialness
Board	Memapan	Boarder
Shared	Membagikan	Share
Room	Ruangan	Rooms
Serve	Melayani	Servicing
Open	Membuka, memulai	Openness
Involve	Memerlukan	Involment
Close	Menutup/ditutup	Closure
Moderate	Mengurangi	Moderation
Depend	Bergantung	Depending
Surround	Mengelilingi	Surrounded

Writing Activity



1. Based on the list of verb, adjective, noun, conjuction, adverb and preposition.

   Write a short paragraph individually!

   A marketing plan is an operational document that demonstrates how an organization is planning to use advertising and outreach to target a specific market.

   .....

   .....

   .....

   .....

   .....

   .....

2. Fill in the blank spots using the following words! Expected, ethical, integrity, profession, balances, safeguards, accounting, profesional, completely, and financial, resources.

   Enter Trading Easily with FBS

   Start simple yet ..... trading with FBS. This is a ..... and reliable broker with over 17 ..... clients and more than 150 ..... of presence. Get up to a $140 Level Up Bonus to enter the ..... gain and boost your skills..... to any asset you want: Forex, stocks, ..., metals, and more. Also, ... your trading x2 more ..... with a 100% ..... bonus. Take a step to ..... freedom with FBS now. Explore it now.

Listening Comprehension

Wash Your Hands

What we hear repeatedly about COVID 19 is the benefit of frequent handwashing. If you child can sit or stand with our without support, use a rubber basin or large bowl filled with soapy water and let your child play in it. You can offer scented soap and start the activity by rubbing the soap on to wet hands. If your child needs support to sit or stand, working from behind the child, use hand-under-hand while you wash your hands. Offer your child scented soaps letting him smell the scent before gently rubbing on his hands. Slow your pace and just enjoy sharing the

sensation of water, scent and slippery soap with your child. Consider adding things like nailbrushes, sponges, or washcloths to the water for additional scrubbing time. Don't settle for just the amount of time it takes to sing the "Happy Birthday" song, extend the activity as much as your child's interest and your own time allows. Repeat often throughout the day. Consider bring siblings into the mix.

Grammar Focus

Apa Itu Present Continuous Tense?

Pengertian present continuous tense adalah sebuah bentuk tenses yang digunakan untuk menyatakan sebuah aksi yang sedang berlangsung dalam waktu tertentu pada waktu sekarang. Bentuk tense ini memberitahukan bahwa aksi tersebut terjadi sebelum, dan berjalan selama sekarang, dan berlanjut setelahnya.

"A verb tense which is used to show that an ongoing action is happening now, either at the moment of speech or now in a larger sense."

Jika kita mengenal simple present tense, maka tidak akan sulit untuk mempelajari bentuk tense yang satu ini.

Penggunaan Present Continuous Tense

Tense ini akan digunakan untuk menyatakan aksi yang terjadi selama atau sekitar waktu pembicaraan atau

menyatakan situasi serta aksi yang terjadi secara sementara atau kita harapkan untuk berubah.

Rumus Present Continuous Tense

A. Kalimat Positif

Subject + to be (am/is/are) + verb (-ing) + …

Contoh kalimat present continuous tense bentuk positif:

1. I am reading it right now.
2. We are trying to bake the cake.

B. Kalimat Negatif

Subject + to be (am/is/are) + not + verb (-ing) + …

Contoh kalimat present continuous tense bentuk negatif:

1. She is not sleeping right now.
2. They are not going to attack the goal.
3. We are not talking about the sales.

C. Interrogatif/Kalimat Pertanyaan

To Be (am/is/are) + subject + verb (-ing) + …?

Contoh kalimat present continuous tense bentuk pertanyaan:

1. Is she working right now?
2. Are you going to zoo today?

D. Keterangan Waktu

Pada dasarnya, keterangan waktu sangat penting pada bentuk tense ini. Keterangan waktu yang biasanya digunakan pada kalimat present continuous tense adalah:

Waktu dimana pembicaraan sedang terjadi (at the time of speaking)

1. Today.
2. Right now.
3. At the moment.
4. At present.
5. Etc.

Kejadian terjadi sekitar waktu pembicaraan (around the time of speaking)

1. This year.
2. This month.
3. This week.
4. This semester.
5. Etc.

Example Present Continuous Tense

We will be spending our holiday in Bogor next week.

I am waiting for my mother to pick me up.

She is talking right now

He is working at the beach this two weeks because he needs money to buy a new game.

Arrange these words into sentences. Start with the words in capitals!

1. City/Indonesia/The/capital/Jakarta/is/of.
2. that/we bought/the television/was expensive/ yesterday.
3. we/like/is wonderful/the programme/which.
4. this transportation/for/rapidly/time/the/grows.
5. can/on/films/see/people/TV.
6. tall/she/slim/is/pretty/and.
7. Nutmeg/island/what/produces?
8. For/can/what/I/do/you?
9. Football/team/yesterday/our/won/the match.
10. Usually/spend/I/in/Bali/holiday/m.

PART 6

WHAT IS SERVICES IN THE HOTEL?



Services can basically be defined as the activities of a person, group or organization either directly or indirectly to meet needs. Moenir said as quoted by M. Nur Rianto that service is a process of meeting needs through the activities of other people directly. Customer service is a service activity provided to consumers, both before the transaction, during the transaction and after the transaction.

Services can be divided into three groups, namely:

A. Care service, is a service offered to consumers which is the main product. For example, a hotel whose main product is to provide services in the form of lodging facilities for visitors who need it.
B. Facilitating service, is an additional service facility to consumers. This facilitation service is an additional service, namely the service for food, drink and other personal needs in sharia hotels for hotel visitors.

C. Supporting service, is an additional service (support) to increase the value of the service or to differentiate it from the services of its competitors. For example, accident insurance facilities, health, and others.

Satisfaction can be interpreted as a condition in a person, where he has succeeded in getting something that becomes his needs and desires. While the need is the condition of a person to have something that he does not have, and that something is mandatory for him. The desire can be interpreted as a condition of a person who feels a lack of something that is common to him.

Giving satisfaction to guests is trying to find out what guests need and want who are staying at a hotel, so there are some pointers that can be used as a tool to identify common basic human needs, such as:

A. The need to be welcomed
B. Timely service needs
C. The need to feel comfortable
D. The need for neat service
E. Need to understand
F. The need for help
G. The need to feel important
H. The need to be appreciated
I. The need to be recognized or remembered
J. The need for respect

Instructions on basic human needs can be implemented or operationalized, then these instructions must be included in the work manual of each section that is used as a standard of service to hotel guests. The standard measurements, which are compiled based on the guests' needs, are then used as the basis for determining the amount of costs and profits desired by the hotel. Standards that are integrated into these costs and profits are usually designed to:

Meet the needs of guests. Guest expectations are something (goods and/or services) that are requested/needed and desired by guests. Generally, the goods and/or services requested or desired are associated with the value of the same goods and/or services that have been received previously. If the same goods and/or services will be based on the previous knowledge and experience, and this is the guest's absorption of the types of goods and/or services that will be received. If it turns out that the goods and/or services received are not in accordance with the perception (for example, what is received is below the guest's perception), it can be said that the goods and/or services are not satisfactory. Thus, it can be stated that satisfaction, which is the guest's expectation, is the level of conformity between the goods and/or services received. The suitability level is the result of research conducted by guests based on their knowledge and experiences.

Goods and/or services, if possible, can be provided beyond the guest's expectations. This means that guests get something more than what they expect for the price they pay. So, what must be avoided is, do not let the needs and desires of guests are below what they expect.

Kotler also said as quoted by Boediono that consumer behavior can occur before and after the transaction, besides that there are several service characteristics that consist of:

1. Intangibility (intangibility), which can be seen, touched, tasted, heard and smelled before there is a transaction. This means that the buyer cannot know for sure the results of a service before the service is consumed.
2. Inseparability (cannot be separated), meaning that it is sold and then produced and consumed simultaneously because it cannot be separated. Therefore, consumers participate in producing services with the presence of consumers, so service providers will be careful of interactions that occur between providers and buyers.
3. Variability (changeable and varied), various services are always changing so they are not always the same in quality, but depend on who provides them and when and provided.
4. Perishability (fast lost and not durable), services cannot be stored and demand fluctuates. The

durability of a service depends on the situation created by various factors.

A. Service Quality

Service quality is a complex thing, according to James Fitzsimmons and Mona J. Fitzsimoons as quoted by Agus Sulastiyono explained that guests will assess service quality through five principles of service dimension as a benchmark, namely:

1. Reliability is the ability to provide exactly and correctly the type of service that has been promised to guests.
2. Responsiveness, namely awareness or desire to act quickly to help guests and provide timely service. Assurance is the knowledge and courtesy and confidence of employees.
3. The assurance dimension has the following characteristics: competence to provide service, courtesy and respect for guests.
4. Empathy, paying special attention to individual guests.
5. This empathy dimension has the following characteristics: a willingness to approach, provide protection and an effort to understand the wishes, needs and feelings of guests.
6. Tangibles, namely something that is visible or tangible, namely: the appearance of employees, and other physical facilities such as equipment

and supplies that support the implementation of services.

Improving service standards means also improving service quality, to increase service standards more than what guests want can be done in two ways, namely:

1. Improving service standards by increasing or adding components to tangible products will also increase costs.
2. Improving product components is not tangible, that is to say without any additional costs. This can be done by increasing politeness, being attentive and friendly, providing something related to increasing self-esteem or guest status, anticipating guest needs or complaints quickly, offering something to do and so on.

B. Purpose of Service

1. The purpose of service is basically to satisfy the community, to achieve that satisfaction, excellent service quality is required which is reflected in:
   a. Transparency, namely services that are open, easy and accessible to all parties who need and are provided adequately and easily understood.
   b. Accountability, namely services that can be accounted for in accordance with the provisions of the legislation.

c. Conditional, namely services that are in accordance with the conditions and abilities of service providers and recipients while adhering to the principles of efficiency and effectiveness.
d. Participatory, namely services that can encourage community participation in providing public services by taking into account the aspirations, needs, and expectations of the community.
e. Equality of Rights, namely services that do not discriminate in terms of any aspect, especially ethnicity, race, religion, class, social status, and others.
f. Balance of Rights and Obligations, namely services that consider aspects of justice between the giver and recipient of public services.

Vocabulary view

- Care service: a service offered to consumers which is the main product. For example, a hotel whose main product is to provide services in the form of lodging facilities for visitors who need it.
- Facilitating service: an additional service facility to consumers. This facilitation service is an additional service, namely the service for food, drink and other personal needs in sharia hotels for hotel visitors.
- Supporting service: an additional service (support) to increase the value of the service or to differentiate it from the services of its competitors. For example, accident insurance facilities, health, and others.
- Transparency: services that are open, easy and accessible to all parties who need and are provided adequately and easily understood.
- Accountability: services that can be accounted for in accordance with the provisions of the legislation.
- Conditional: services that are in accordance with the conditions and abilities of service providers and recipients while adhering to the principles of efficiency and effectiveness.
- Participatory: services that can encourage community participation in providing public services by taking into account the aspirations, needs, and expectations of the community.
- Equality of Rights: services that do not discriminate in terms of any aspect, especially ethnicity, race, religion, class, social status, and others.
- Balance of Rights and Obligations: services that consider aspects of justice between the giver and recipient of public services.

Answer The Following Questions Based of the Text!

1. What is Services in the Hotel?
2. What does the first paragraf tell about?
3. what if the guest name and registered name are not the same?
4. How to get hotel voucher?
5. What is the hotel's cancellation policy?
6. How to make a special application to the hotel?
7. How do I cancel an order?
8. Can I order hot by phone or email?
9. What is the role of the revamping department in a hotel?
10. Working in the Hospitality sector requires Loyalty, High Dedication and Hospitality, according to the sign of Hospitality?

State Whether Each of the Following Statment is TRUE or FALSE

....	1.	Customer service is a service activity provided to consumers, both before the transaction, during the transaction and after the transaction.
....	2.	Service basically can be defined as the activities of a person, group or organization either directly or indirectly to meet needs.
....	3.	Providing service needs to guests is not timely.
....	4.	Provide service needs to guests in a timely manner.

....	5.	Accountability, namely services that can be accounted for in accordance with the provisions of the legislation.
....	6.	Reliability is the ability to provide exactly and correctly the type of service that has been promised to guests.
....	7.	Reliability is the ability to provide incorrectly and incorrectly the type of service that has been promised to guests.
....	8.	If it turns out that the goods and/or services received are not in accordance with the perception (for example those received under the guest's perception), then it can be said that the goods and/or services are not satisfactory.
....	9.	Satisfaction can be interpreted as a condition in a person, where he has succeeded in getting something that he needs and wants.
....	10.	Conditional, namely services that are not in accordance with the conditions and capabilities of service providers and recipients while adhering to the principles of efficiency and effectiveness.

Vocabulary

1. Find their meaning/equivalance in Indonesia!

Services in the hotel terms	Meaning
Reliability	
Tangibles	
Accountability	
Equality of Right	
Inseparability	

Variability	
Intangibility	
Empahty	
Responsiveness	
Transparancy	
Perishability	
Balance of right and obligations	
Participatory	
Facilitating service	
Supporting service	

2. Match the word above with the dictionary definition that follows!

1.	Various services are always changing so they are not always the same in quality, but depend on who provides them and when and provided.
2.	This means that the buyer cannot know for sure the results of a service before the service is consumed.
3.	Namely services that are open, easy and accessible to all parties who need and are provided adequately and easily understood.
4.	Namely services that can be accounted for in accordance with the provisions of the legislation.
5.	The durability of a service depends on the situation created by various factors.
6.	Paying special attention to individual guests.
7.	Meaning that it is sold and then produced and consumed simultaneously because it cannot be separated.
8.	The ability to provide exactly and correctly the type of service that has been promised to guests.

9.	This facilitation service is an additional service, namely the service for food, drink and other personal needs in sharia hotels for hotel visitors.
10.	Namely something that is visible or tangible, namely: the appearance of employees, and other physical facilities such as equipment and supplies that support the implementation of services.
11.	A service activity provided to consumers, both before the transaction, during the transaction and after the transaction.
12.	Various services are always changing so they are not always the same in quality, but depend on who provides them and when and provided.

Speaking Activity

A. Read and practice The following dialogue with your friend!



Amanda: Good afternoon. How can I help you?

Mr. Smith: Hi Amanda. Yes, I would like to make a reservation.

Amanda: Yes, sure. Can I have your full name please?

Mr. Smith: It's John Smith.

Amanda: Thank you, Mr. Smith. And when would you like to reserve it for, Sir?

Mr. Smith: For the 21st of June, and it would be for 5 days and 4 nights, so until the 25th.

Amanda: Very well, we have our Presidential and Junior Suites available, but we only have 2 more Double rooms available. Which would you like to book, Sir?

Mr. Smith: Alright. I would like 1 double room, and the 2 Junior Suites, thank you.

Amanda: One Double room and two Junior Suites reserved for Mr. John Smith. Is that all?

Mr. Smith: Yes, that is all. Thank you very much.

Amanda: You're welcome, Mr. Smith. Have a good day.

B. Discuss the questions below with your partner (refer reading text)!

1. Where do you think the conversation happened?
2. What is the profesion of Amanda?
3. What are Amanda and Mr. Smith talking about?
4. How long Mr. Smith stay atau the hotel?
5. From what date did Mr. Smith stay at the hotel?
6. What does the hotel have?
7. How many rooms are ordered Mr. Smith?

8. How is Mr. Smith response about the hotel?
9. Has Amanda done her asking job well as a receptionist?
10. How is amanda's attitude towards Mr. Smith?

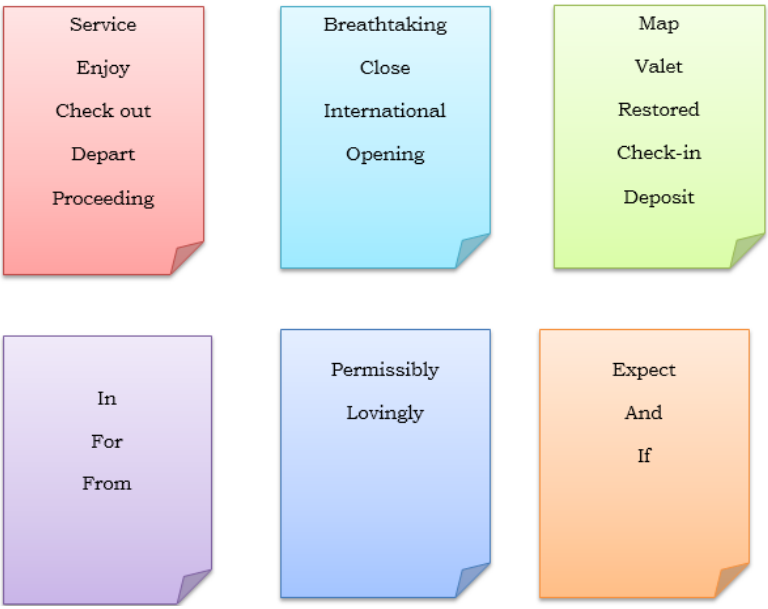
C. Pronounciation practice

Pronounce these words after your lecturer!

Verb frequently used in services in the hotel.

Verb	Indonesian	Noun Forms
Service	Melayani	Serviceability
Open	Membuka	Openness
Enjoy	Menikmati	Enjoyment
Continue on	Melanjutkan	Continue on
Check out	Keluar	Check out
Close	Menutup	Closure
Permit	Mengizinkan	Permission
Deposit	Menyimpan	Deposition
Devastating	Merusak	Devastation
Check in	Masuk	Check in
Speak up	Berbicara	Speak up
Depart	Berangkat	Departed
Lovely	Menyenangkan	Loveliness
Expect	Mengharapkan	Expectation
Proceed	Meneruskan	Proceeding

Writing activity



A. Based on the list of verb, adjective, noun, conjuction, adverb and preposition.
Write a short paragraph individually!

Services can basically be defined as the activities of a person, group or organization either directly or indirectly to meet needs. Services can be divided into three groups, namely: Care service, is a service offered to consumers which is the main product. For example, a hotel whose main product is to provide services in the form of lodging facilities for visitors who need it. Facilitating service, is an additional service facility to consumers. This facilitation service is an additional

service, namely the service for food, drink and other personal needs in sharia hotels for hotel visitors. Supporting service, is an additional service (support) to increase the value of the service or to differentiate it from the services of its competitors. For example, accident insurance facilities, health, and others

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B. Fill in the blank spots using the following words! Expected, ethical, integrity, profession, balances, safeguards, accounting, profesional, completely, and financial, resources.

Services can basically be defined as the activities of a person, group or organization either directly or indirectly to meet needs. Customer service is a service activity provided to ....., both before the transaction, during the transaction and after the ..... Services can be divided into three groups, namely: ..... is a service offered to consumers

which is the main product. For example, a hotel whose main product is to provide services in the form of lodging facilities for visitors who need it. ..... is an additional service facility to consumers. This facilitation service is an additional service, namely the service for food, drink and other personal needs in sharia hotels for hotel visitors. .... is an additional service (support) to increase the value of the service or to differentiate it from the services of its competitors. For example, accident insurance facilities, health, and others. Giving satisfaction to ..... is trying to find out what guests need and want who are staying at a hotel. The purpose of service is basically to .....

Listening Comprehension

Listen to the radio. Then, fill in the blank with the words that you have heard!

Isfanbul Holiday Home & Suites Isfanbul Holiday Home & Suites offers exclusive services and benefits for the comfort of its guests. Among many facilities that the hotel has to offer, guests can directly access to the shopping mall and the theme & amusement park by car park hotel entrance elevators. A various choice of restaurants and cafés are available at the shopping mall. The hotel's family-friendly and home-like accommodation concept also provide many advantages such as a supermarket, a pharmacy, a tobacco

shop, a hair dresser and many more within a walking distance. Breakfast.

The hotel restaurant with both indoor and outdoor seating offers an open-buffet breakfast and is directly accessible from guestroom corridors.Room Service Isfanbul Holiday Home & Suites provides 24-hour room service. Please click here for Room Service menu.Parking.

Isfanbul Holiday Home & Suites offers 24-hour indoor parking for its guests. The hotel is directly accessible from the indoor car park and guests can easily reach the shopping mall by using the elevators that are facing the car park hotel entrance. The indoor parking and valet services are free for accommodating hotel guests. Car washing service is also available with an additional cost.

Business Centre Isfanbul Holiday Home & Suites provides significant services for a flawless business-travel experience. The hotel's business centre is designated to meet all your business travel needs and available to assist you with all office services such as scanning and emailing documents, fax services, photocopying, printing and offices supplies.Free Shuttle Service The accommodating hotel guests can benefit of free shuttle service provided by Isfanbul Shopping & Entertainment World based on availability. Please click here for free shuttle bus hours and destinations.Internet Access Isfanbul Holiday Home & Suites offers free Internet access. High-speed wireless

Internet connection is complimentary both in the rooms and public areas.

Grammar Focus

Future Simple

A. Form

Affirmative	Negative	Question
I will Work You	I will not Work You	I Will You
He She will works It	He She will not work It	He Will She work It
We You will work They	We You will not work They	We Will You

Construction

Will not

After he, she and it. Verbss in the affirmative end in –s/s.

Example: I will play => he will works

You will play => she will plays

We will finish => it will finished

When we add –will/will not to verb. There are sometimes change in spelling.

Example :will study/will not studies.

B. Use

1. We use the future simple to talk about To express general ideas.

   Families will always be important for us.

2. We use the present simple to talk about To describe habits.
   My parents will visit my grandparents once a month.
3. We also use the present simple to talk about To describe emotions.
   He will love his new bicycle.
4. To express personal possession or relationship.
   By next month, Andrea will have a complete set of encyclopedias.
5. To determine the time limit and focus of the event.
   John will call me Thursday morning.

Exercise

A. Complete the sentences. Use the present simple of the verbs in brackets!

   Example:

   The president of the USA lives (live) in the white house.

   I don't go (not go) to the theatre very often.

   1. Mario (Always) ..... works very hard ini the company.
   2. The teacher (Teach) ..... students atau school every day.
   3. My mother (not go) ..... to the market.

4. The little boys (Play) ..... Badminton in the afternoon.
5. Rika (not good) ..... GO to school because of illness.
6. The post man (come) ..... to my house.
7. My brothers (go) ..... To the garden.
8. The teacher area having a (meeting) ..... at the moment.

B. Arrange these words into sentences. Start with the words in capitals!

1. Budi/ /kid/is/the smartest/class/in/his.
2. The atmosphere/very/in/crowded/is/the market.
3. Sold/food/there/the restaurant/many/of/ kinds/area in.
4. By/will be/considered/put/him/us/ forward/by/suggestion.
5. Today/closed/SMA 1/are/students
6. Indonesia/one/in/is/Surabaya/of/the big/ city.
7. Mrs. Susi/for/work/all/day/sake/her/child/ the/is/to/willing.
8. Putri/working/all/day/then/after/rest.
9. Football/team/yesterday/our/won/the match.

10. Smart/studies/hard/so/that/she/becomes/ Riana.

PART 7

WHAT IS LOCATION OF FACILITIES?





A hotel is an establishment that provides paid lodging on a short-term basis. Facilities provided inside a hotel room may range from a modest-quality mattress in a small room to large suites with bigger, higher-quality beds, a dresser, a refrigerator and other kitchen facilities, upholstered chairs, a flat screen television, and en-suite bathrooms. Small, lower-priced hotels may offer only the most basic guest services and facilities. Larger, higher-priced hotels may provide additional guest facilities such as a swimming pool, business centre (with computers, printers, and other office equipment), childcare, conference and event facilities, tennis or basketball courts, gymnasium, restaurants, day spa, and social function services. Hotel rooms are usually numbered (or named in some smaller hotels and B&Bs) to allow guests to identify their room.

Some boutique, high-end hotels have custom decorated rooms. Some hotels offer meals as part of a room and board arrangement. In Japan, capsule hotels provide a tiny room suitable only for sleeping and shared bathroom facilities.

The Peninsula New York hotel located on the corner of Fifth Avenue and 55th Street in Manhattan A typical hotel room with a bed, desk, and television This hotel room in Scandic Hotel Malmen in Stockholm, Sweden is located two floors underground.

The precursor to the modern hotel was the inn of medieval Europe. For a period of about 200 years from the mid-17th century, coaching inns served as a place for lodging for coach travelers. Inns began to cater to richer clients in the mid-18th century. One of the first hotels in a modern sense was opened in Exeter in 1768. Hotels proliferated throughout Western Europe and North America in the early 19th century, and luxury hotels began to spring up in the later part of the 19th century.

Hotel operations vary in size, function, complexity, and cost. Most hotels and major hospitality companies have set industry standards to classify hotel types. An upscale full-service hotel facility offers luxury amenities, full-service accommodations, an on-site restaurant, and the highest level of personalized service, such as a concierge, room service, and clothes pressing staff. Full-service hotels often contain upscale full-service facilities with many full-

service accommodations, an on-site full-service restaurant, and a variety of on-site amenities. Boutique hotels are smaller independent, non-branded hotels that often contain upscale facilities. Small to medium-sized hotel establishments offer a limited amount of on-site amenities. Economy hotels are small to medium-sized hotel establishments that offer basic accommodations with little to no services. Extended stay hotels are small to medium-sized hotels that offer longer-term full-service accommodations compared to a traditional hotel.

Timeshare and destination clubs are a form of property ownership involving ownership of an individual unit of accommodation for seasonal usage. A motel is a small-sized low-rise lodging with direct access to individual rooms from the car park. Boutique hotels are typically hotels with a unique environment or intimate setting. A number of hotels have entered the public consciousness through popular culture, such as the Ritz Hotel in London. Some hotels are built specifically as destinations in themselves, for example casinos and holiday resorts.

Most hotel establishments are run by a general manager who serves as the head executive (often referred to as the "hotel manager"), department heads who oversee various departments within a hotel (e.g., food service), middle managers, administrative staff, and line-level supervisors. The organizational chart and volume of job positions and hierarchy varies by hotel size, function and class, and is

often determined by hotel ownership and managing companies.

Classification of Hotels by Location, Guest, Facilities, Rooms and Plan Posted on November 26, 2012, Hotels are classified according to the hotel size, location, target markets, levels of service , facilities provided, number of rooms , ownership and affiliation etc.

Vocabulary View

- Downtown/Commercial/City Hotel: These hotels are situated at the heart of city, basically designed to carting sheet stay business clients.
- Transit Hotels: Transit hotel are usually located such as airport, railway, station, bus station, harbor or ports to catering the passenger.
- Sub - Urban Hotels: Sub-urban hotel located away from city center it has advantage rate are moderate or law such hotels are ideal for budget traveler and also the quite breaking organization for their conference seminar.
- Apartment Hotels : Apartment hotels are generally made for long staying guest with all the facilities. The rates are generally charged on weekly or monthly raise.
- Inns : Inns located on country side or outside the city. Inns are family hotel for short staying guest.

Comprehension Question

1. Does the gym open 24 hours?
2. Do you have a swimming pool in this hotel?
3. What should I do to have an access to private ones?
4. How about the public one? Where is it located?
5. Can you tell me the hours of operation of the pool?
6. Is there a restaurant in the hotel?
7. Do you provide breakfast service?
8. What was it wondering if the hotel has a fitness facility? Why…
9. How about internet access?
10. Is there any additional charge for it?

State Whether Each of the Following Statement is TRUE or FALSE

….	1.	A hotel is an establishment that provides paid lodging on a short-term basis.
…	2.	Facilities provided inside a hotel room may range from a modest-quality mattress
…	3	Small, lower-priced hotels may offer only the most basic guest services and facilities.
…	4.	Taking order comes from the words take take and order orders.

…	5.	The organizational chart and volume of job positions and hierarchy varies by hotel size,
…	6.	These types of hotel are generally operated all the family members.
…	7.	The words motel was derived from two interrelated words.
…	8.	Hotel operations vary in size, function, complexity, and cost.
…	9.	Classification of Hotels by Location, Guest, Facilities, Rooms and Plan Posted
…	10.	Transit hotel are usually located such as airport, railway, station, bus station, harbor or ports to catering the passenger.

Vocabulary

A. Find their meaning/equivalence in Indonesian!

Acconting Terms	Meaning
Activities swimming pool, Arrive Business district. Castle Close. Conveniences Depart En route. Entertainment district Exhibition Grocery store/supermarket International	

Legend Lobby Local Location Map Market Monument Museum Permit Postcard Prevalent Reconstructed Relax Restaurant district. Restored scenery Shopping district Show someone around street people surroundings Waterfront Windoe Check in Check out Cot, rollaway bed Deposit Double bed Floor Front desk, reception Ice machine Indoor pool Inn	

a	Hotel	f	Transit Hotels
b	Inns	g	Depending upon the facilities offers

c	America motel	h	Downtown/Commercial
d	Family Hotels	i	Apartment Hotels
e	Resorts	j	Sub-urban Hotels

B. Match the words above with the dictionary definition which follow!

1. A hotel is an establishment that provides paid lodging on a short-term basis.
2. Depending upon the facilities provided the hotels are categorized under different star grading ranges from 1 to 5 star hotels.
3. These types of hotel are generally operated all the family members. The hotel provide personal services to the guest in a family environment the length of stay of guest in this types hotel may be for shorter or longer provide.
4. It has peaceful surrounding providing self-cooking and serving facility with bed rooms, living room, denying room and store, generally long staying like scholar researcher and people working in project.

5. Family hotel for short staying guest. Inns an older from modern hotels Which is orients from Island, It provide limited facilities with logging and foods these day inns are being popular mostly in America and are operated as holiday inn (Chain Hotel).
6. Are hotel situation on highway having facilities, parking, lodging, foods and maintenance. The target people are passenger, and Motels are designed usually with parking area for motor vehicles.
7. Usually located such as airport, railway, station, bus station, harbor or ports to catering the passenger. These hotels are within airside security/passport checkpoints and close to the airport terminals. Airport hotel an example of transit hotel.
8. These hotels are eco-friendly commercial hotel, basically designed for long stag guest entitled from hill, bank of the river, where the natural beauty has its significances. In European countries, resorts are seasonally operated cratering establishment.
9. These hotels are situated at the heart of city, basically designed to carting sheet stay

business clients. The hotel is very expensive at the startup cost is very high.

10. Located away from city center it has advantage rate are moderate or law such hotels are ideal for budget traveler and also the quite breaking organization for their conference seminar. Depending on length of guest stay.

Speaking Activity

A. Read and practice the following dialogue with your friend!

Receptionist: Good morning. Brown Hotel, how may I help you?

Mrs. Tiana: Hi, good morning. This is Tiana I'm calling for a reservation for the first weekend on July. But I have a couple questions I'd like to ask before reservation.

Receptionist: Of course, what would you like to know?

Mrs. Tiana: I'm going to have a vacation there with my kids. Do you have any spot for them to play?

Receptionist: Yes we do Mrs. We have pool, playground and a childcare service.

Mrs. Tiana: That's great. They will be pleased. I want to make them happy during this vacation.

Receptionist: Oh we also have children's event Mrs. Like painting, gardening, or touring during weekend.

Mrs. Tiana: And is there any restaurant and spa in the hotel?

Receptionist: Yes Mrs. Tiana, we do have restaurant that open 24 hours. Our spa D'Krista open from 7.30 am – 6 pm daily. And we also have a gym free for our guests, it will be available from 6.00 am – 9.00 pm daily. Is there anything else you want to know Mrs.?

Mrs. Tiana: That's nice and what about an internet access?

Receptionist: You can access our wireless connection in your room, we will provide you with a passcode when you arrived.

Mrs. Tiana: Thanks for The information.

B. Discuss the question below with your partners (refer to reading text)!

1. What did Mrs. Tiana ask for on the first weekend in July?
2. Who is Mrs. Tiana on vacation there?
3. Does the brown hotel have a place to play?
4. Mrs. Tiana wants to make her son happy during the weekend. What does the receptionist offer ro make tiana's daughter happy?
5. Does the brown hotel been open?
6. How long has the brown hotel been open?
7. What was the name of the spa at the hotel?
8. When is d'krista's spa open?
9. Besides restaurants and spas, what facilities are there in the hotel?
10. What about an internet access?

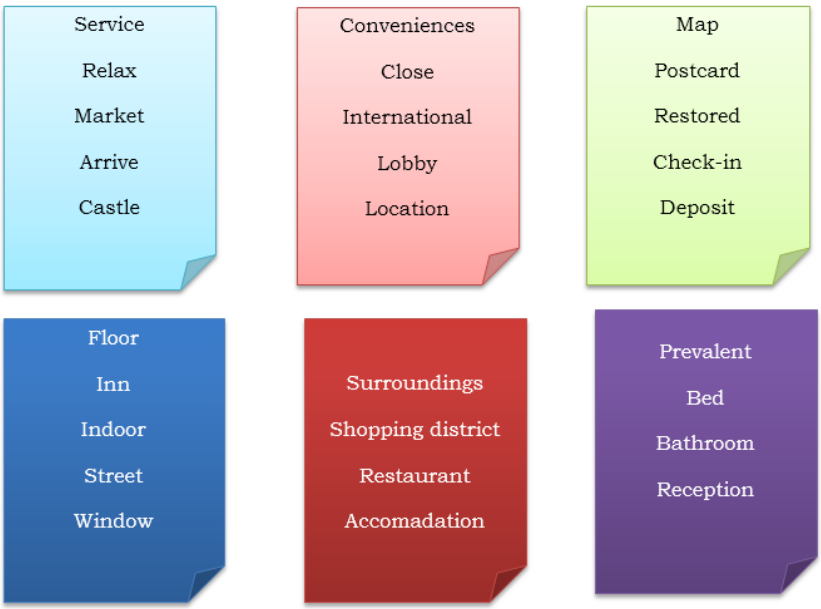
Pronuncation Practice

Verb frequently used in location and facilities Hotel.

Verb	Indonesia	Noun forms
Provides	Menyediakan	Provision
Offer	Menawarkan, Menyatakan	Offering
Service	Melayani	Serviceability
Allow	Mengizinkan	Allowance

Identify	Identifikasi	Identity
Meals	Menepung	Mealtime
Part	Membagi	Partialness
Board	Memapan	Boarder
Shared	Membagikan	Share
Corner	Menguasai harga pasaran	Corn
Serve	Melayani	Servicing
Open	Membuka, memulai	Openness
Involve	Memerlukan	Involment
Close	Menutup/ditutup	Closure
Moderate	Mengurangi	Moderation
Depend	Bergantung	Depending
Surround	Mengelilingi	Surrounded
Accommodate	Menampung	Accommodation

Writing Activity



A. Based on the list of verb, adjective, noun, conjuction, adverb and preposition.

Write a short paragraph individually!

An upscale full-service hotel facility offers luxury amenities, full-service accommodation, an on-site restaurant, and the highest level of personalized service, such as a concierge, room service, and clothes pressing staff.

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B. Fill in the blank spots using the following words; expected, ethical, integrity, profession, balances, safeguards, accounting, profesional, completely, and financial, resources.

A hotel is an establishment that ..... paid lodging on a short-term basis. Facilities provided inside a hotel room may range from a modest-quality..... in a

small room to large suites with bigger, higher-quality beds, a dresser, a refrigerator and other kitchen facilities, upholstered chairs, a flat screen television, and en-suite bathrooms. Small, lower-priced hotels may offer only the most basic guest ..... and facilities. Larger, higher-priced hotels may provide ..... guest facilities such as a swimming pool, business centre (with ....., printers, and other office equipment), childcare, conference and event facilities, tennis or basketball courts, gymnasium, restaurants, day spa, and social function services. Hotel ..... are usually numbered (or named in some smaller hotels and B&Bs) to allow guests to ..... their room. Some boutique, high-end hotels have ..... decorated rooms. Some hotels offer ..... as part of a room and board arrangement. In Japan, capsule hotels provide a tiny room suitable only for sleeping and shared bathroom facilities.

Listening Comprehension

Listen to the radio. Then, fill in the blank with the words that you have heard!

This hotel employee is very smart in his outfit. The hotel where he works must surely have several stars. But the employees' elegance isn't everything.Indeed, everything must be perfect in a hotel: the organisation, the service and even the smile. It's surprising to see the number of people who, satisfied with a place, come back to it every

year.Take, for example, a simple breakfast. It seems very ordinary to order a full breakfast and to ask for it to be served to you in bed. But it's not as easy for the bellboy to bring it to you and not stumble on the stairs.Mindyoudon'tspillanything!Sitting in her bed, waiting patiently for her coffee, the guest obviously has no idea of all this.

Whatever the time and whatever the event, the waiter must always listen and be at the guest's service. The noisiest place in a hotel, and where people are the busiest, is probably the kitchen. The hotel manager, moreover, is found more often there than in his office. Managing staff is always difficult, especially when it's a team of chefs who want, at all costs, to accompany the head chef's dish with a bilberry sauce, when a simple orange sauce, ten times less costly, would be perfectly adequate!.They cut, grate, sprinkle, peel, scale fish... What talent! It's a true culinary art. The meal is a significant element among those services provided in a hotel and the food must be irreproachable.

Obviously, the produce must be fresh and that requires working with a reliable supplier. The fruits and vegetables are imported from the four corners of the globe and it's necessary to have complete confidence in the company in charge of delivering the goods. It's impossible to plan for two hundred covers without being certain of getting in time, and on time, fresh produce of an excellent quality. The choice of the supplier depends on the best quality-

price ratio and the delivery time. It's not uncommon to call upon the services of several professionals at the same time.The restaurant opens its doors at the beginning of the evening and it's not unusual to see customers come in who aren't staying in the hotel. All the waiters and waitresses are dressed up to the nines: shoes well polished, hair well groomed, ties well done up, skirts well ironed...As usual for the service sector, a restaurant's success depends enormously on its reputation. The service must be impeccable. When you have a job in the service sector, never forget that the customer is always right! And if he does happen to be wrong, keep it to yourself!

Grammar Focus

Present Simple

A. Form

Affirmative	Negative	Question
I / You like	I / You do not like	Do I / You
He / She / It likes	He / She / It does not like	Does He / She / It like
We / You / They like	We / You / They do not like	Do We / You

Construction

Don't = do not

Doesn't = does not

After he, she and it. Verbss in the affirmative end in –s/s.

Example: I play => he works

You play => she plays

We finish => it finished

When we add –s/es to verb. There are sometimes change in spelling.

Example: study/studies.

B. Use

1. We use the present simple to talk about repeated actions or habits.

   I do financial statement every morning.

   Most evenings my parents ensure tax on time.

   Do you accepte accounting prosedures?

   What time does Andi finish work?

2. We use the present simple to talk about situation which are permanent.

   Mr and Mrs Shaw live in Makassar.

   Accountant suggests to reduce cost.

3. We also use the present simple to talk about general truths.

   The River Amazon flows into the Atlantic Ocean.

We use account books and accounting system for efficiency.

Vegetarians don't eat meat or fish.

4. Always/Usually/Never/Often/Sometimes + Present simple.

   Andi always arrives at work on time.

   I usually go to work by car but sometimes I walk.

Exercise

A. Complete the sentences. Use the present simple of the verbs in brackets!

   Example:

   The president of the USA lives (live) in the white house.

   I don't go (not go) to the theatre very often.

   1. The dancer (dance) ..... in the hall.
   2. Water (flow) ..... from the higher to the lower.
   3. My mother (not go) ..... to the market.
   4. Ramzah, Razan and Rinjani (study) ..... together.
   5. Doctor (check) ..... the patients twice a day.
   6. The post man (come) ..... my school.

7. My little sister (not cry) ..... in the night.
8. The boys (play) ..... football in the afternoon.
9. Mr.Wahyu (go) ..... to he office.
10. The teacher (teach) ..... the students everyday.

B. Arrange these words into sentences! Start with the words in capitals.

1. City/Indonesia/The/capital/Jakarta/is/ of.
2. that/we bought/the television/was expensive/yesterday.
3. we/like/is wonderful/the programme/which.
4. this transportation/for/rapidly/time/ the/grows.
5. can/on/films/see/people/TV.
6. tall/she/slim/is/pretty/and.
7. Nutmeg/island/what/produces?
8. For/can/what/I/do/you?
9. Football/team/yesterday/our/won/the match.
10. Usually/spend/I/in/Bali/holiday/my.

PART 8

WHAT IS ROOM SERVICE?

Room service or in-room dining is a hotel service enabling guests to choose items of food and drink for delivery to their hotel room for consumption. Room service is organised as a subdivision within the food and beverage department of high-end hotel and resort properties. It is uncommon for room service to be offered in hotels that are not high-end, or in motels. Room service may also be provided for guests on cruise ships. Room service may be provided on a 24-hour basis or limited to late night hours only. Due to the cost of customized orders and delivery of room service, prices charged to the patron are typically much higher than in the hotel's restaurant or tuck shop, and a gratuity is expected.

Room service has dated back many centuries in various early forms of rooms service depending on the hotel, early forms had the customer personally go to the receptionists to be provided such services. It was rare for hotels to provide room services, as this was usually a service only high-class hotels have. The Waldorf Astoria hotel in New York which was already a symbol of fame and distinction after its construction during the late 19th century, specifically the new Waldorf which opened in 1931 in

another location, this new Waldorf was the first to introduced room service as well as introducing other advancements into the industry such as reservations at the restaurant and full electrical wiring. Nowadays room service is now considered a necessity for any hotel and even to have this type of service become a worldwide occurrence.

To address clinical issues and reduce mortality rates related to nutritional issues, the Mater Private Hospital Brisbane in Australia, became the first to offer room service in a hospital setting in 2013, providing more appropriate nutrition at an affordable price point. Though as technology advances, hotel customer services continue to evolve, allowing hotels to provide all customers room service and even including more options.

Organizations tend to have their own standards for room service, as there are no universally held best practices as they differ from business to business and the best practice depends on the guest's perspective, but generally it can be considered the guest's ability to order a meal, the meal being prepared and be served the product in the privacy of their own room as to maximize the customers comfort.

A. Occupations

A variety of hotel staff categories work on room service.

B. Hotel management

The role of hotel management in regards to room service is to ensure guest satisfaction and to address any complaints and queries that may arise. Their responsibilities also include recruiting, training and supervising staff, they also manage the budget to maintain financial records, planning maintenance, events and the bookings for rooms, promotions and marketing.

C. Restaurant manager

In addition to making guests feel welcome and providing an enjoyable dining experience, restaurant managers are responsible for processing room service orders accurately and efficiently and ensuring compliance of the relevant health and safety regulations. The restaurant manager is responsible for recruiting, training, supervising staff, managing budgets, menu planning, greeting customer and handling the customers complaints and inquires.

D. Waiter/waitress

Waiters and waitresses (also known as "servers") are responsible for setting up the hotel restaurant, delivering food to rooms, and making sure that guests have everything they need. Their responsibilities often include greeting and escorting customers, presenting, understanding specials, the information on the menu,

preparation of tables, utensils and glasses and communicating between the kitchen staff.

E. Executive chef

Executive chefs also known as head chef are responsible for overseeing the operations that occur in the kitchen. They monitor and maintain the quality of all dishes that are served to customers, create menus, invent new dishes, and supervise the kitchen staff. Their responsibilities tend to be administrative in nature. The executive chef is mostly coordinating the other cooks as well as inspecting the kitchen equipment for sanitary reasons to keep with sanitation policies, they can also hire and train, maintaining food ingredient stocks.

F. Kitchen staff

The kitchen staff is responsible for preparing the food according to service standards and work procedures. They assist chefs as they cook, evaluate the quality of ingredients, and place orders with suppliers. In addition, they schedule the delivery of food or beverages and supervise kitchen production as part of their duties. Kitchen staff usually have a large range of jobs within the fast-paced kitchen, though they are mostly used to assist head cooks and other staff members with the meal preparation. Basic food preparation includes organizing the kitchen and

ingredient preparation to make cooking and presenting the meal as efficient as possible, though it also includes washing, cutting and peeling. They also properly store the ingredients in the kitchen, storeroom and cold storage even moving supplies if necessary, proper cleaning and sanitizing of equipment, dishes, floors, counter-tops and cutting boards to maintain sanitation and health standards.

G. Housekeeping manager

The housekeeping manager, similar to other manager roles, is responsible for planning, organizing and developing the housekeeping departments. They oversee staffing, training of the staff and scheduling. They manage daily activities such as the cleaning, seating areas, washroom, restaurants, suites and all public areas, guaranteeing customer satisfaction through effective planning and organisation of team members, supervision of housekeeping and grounds keeping staff, maintaining supplies, equipment and budget, recruiting and training staff and even conducting inspections of public areas.

H. Housekeeping supervisor

A housekeeping supervisor role is to oversee the activities of the staff that clean the facilities to make sure of the sanitation, orderly and appeal of the rooms is up to high standard in the hotel but can also include

other establishments such as hospitals and anything in a similar regard. they may also assist in the duties of other staff members and inspect the work, they also address the complaints and inquires about the housekeeping service as well as recruit and train new staff members.

I. Continental breakfast attendant

The continental breakfast attendant's main role is to provide a hot and cold breakfast buffet service throughout the morning. A continental breakfast usually includes coffee, juice, jam, fruit, and baked goods such as bread and pastries, items chosen because they are shelf-stable, and can be served in portion sizes that are appropriate for large groups of people. The attendant cleans the serving area during the breakfast, refills empty serving dishes or jugs and supplies (e.g., napkins), ensures equipment such as toasters and coffeemakers are functioning well, and answers patron questions. After breakfast, the attendant cleans and prepares the area for the next morning. The attendant may also prepare ingredients, refill beverage dispensers, clean and replenish utensils. Attendants may even do duties similar to a waiter for customers that have special needs. Attendants may have to do paperwork or record-keeping.

J. Food runner

They can serve multiple roles, but the main function is the food runner acts as the "middle man" between the customer and the kitchen staff, both delivering food to the correct table as quick as possible, assisting staff with the priority of orders and addressing any customer issue that suddenly arises. Generally any business that serves food to customers have food runners such as bars and coffee shops and even room service, being able to switch between front and back of the house. Food runner's duties are to deliver food, identifying customers questions and complaints and addressing those appropriately, greeting guests, providing and explaining the menu, inspecting the food, clearing and cleaning tables.

K. Hotel security

Hotel security monitor the security system in the restaurant and communal areas of the hotel. They establish and maintain emergency procedures, and identify and implement risk management programs on order to be prepared for an unlikely emergency situation such as food poisoning.

Vocabulary View

- Service: The action of helping or doing work for someone.

- Room Service: A hotel service enabling guests to choose items of food and drink for delivery to their hotel room for consumption.
- Hotel: An establishment providing accommodations, meals, and other services for travelers and tourists.
- Staff: All the people employed by a particular organization.
- Customer: A person or organization that buys goods or services from a store or business.
- Guest: A person who is invited to visit the home of or take part in a function organized by another.
- Housekeep: Do the cleaning and other domestic tasks involved in the running of a household.
- Restaurant: A place where people pay to sit and eat meals that are cooked and served on the premises.
- Food: Any nutritious substance that people or animals eat or drink or that plants absorb in order to maintain life and growth.

Comprehension Question

Answer the following question based on the text!

1. What is Room Service?
2. What does the first paragraph tell about?
3. What is the most interesting aspect of Room Service?

4. Can you distinguish between Room Service and Restaurant?
5. What is different between housekeeping manager and housekeeping supervisior?
6. What is food runner?
7. Why do restaurant manager have to feel welcome?
8. Why waiters and waitresses must be ready for their duties?
9. Why the hotel management is responsible for the service room?
10. What are the advantages or disadvantages in room service?

State Whether Each of the Following Statement is TRUE or FALSE

…….	1.	Room service is a hotel service enabling guests to choose items of food and drink for delivery to their hotel room for consumption.
……	2.	Room service is organised as a subdivision within the food and beverage department of high-end restaurant properties.
……	3.	The Waldorf Astoria hotel in New York which was already a symbol of fame and distinction after its construction during the late 19th century, specifically the new Waldorf which opened in 1931 in another location, this new Waldorf was the first to introduced room service as well as introducing other advancements into the industry such as

		reservations at the restaurant and full electrical wiring.
.....	4.	Hotel Management to making guests feel welcome.
.....	5.	Waiter/waitress responsible for processing room service orders.
.....	6.	Kitchen staff assist chefs as they cook.
.....	7.	The kitchen staff is responsible washing, cutting and peeling.
.....	8.	Housekeeping supervisor is responsible for planning, organizing and developing the housekeeping departments.
.....	9.	Housekeeping manager manage daily activities such as the cleaning, seating areas, washroom, restaurants, suites and all public areas.
.....	10.	Food runner have to delivering food to the correct table as quick as possible.

Vocabulary

A. Find their meaning/equivalence in Indonesia!

Room Service Terms	Meaning
Beverage High-end Financial records Planning maintenance Guest Utensils Dishes Hire Train Maintaining Assist Housekeeping	

a	Waiter/Waitress	e	Food Runner	i	Hotel Security
b	Kitchen Staff	f	Motels	j	Restaurant Manager
c	Hotel Management	g	Housekeeping Manager	k	Continental breakfast attendant
d	Housekeeping supervisor	h	Executive Chef	l	Cruise Ship

B. Match the words above with the dictionary definition which follow!

1.	A roadside hotel designed primarily for motorists, typically having the rooms arranged in a low building with parking directly outside.
2.	Large passenger ships used mainly for vacationing.
3.	An area of the hospitality industry that involves overseeing the operations of a hotel location.
4.	In charge of managing one or all of the food and beverage operations within a hotel.
5.	A catering company taking customers' orders, carrying the meal from the kitchen to the table.
6.	Oversees the daily operations of restaurant and hotel kitchens.
7.	Provide assistance with the preparation of food and are responsible for maintaining the cleanliness of dishes, work stations, and food storage facilities.
8.	Oversees the housekeeping department at a hotel and is responsible for ensuring a clean and safe environment for all guests.

9.	Handling the setup and breakdown of the breakfast buffet, maintaining the dining area, ensuring food is available, tracking complementary and purchased items, taking payment, and providing any additional guest services.
10.	Oversee the work of housekeeping staff and ensure that hotels, resorts, hospitals, universities, office buildings, and other facilities are kept clean and tidy.
11.	Acts as the "middle man" between the customer and the kitchen staff, both delivering food to the correct table as quick as possible, assisting staff with the priority of orders and addressing any customer issue that suddenly arises.
12.	Establish and maintain emergency procedures, and identify and implement risk management programs on order to be prepared for an unlikely emergency situation such as food poisoning.

Speaking Activity

A. Read and practice the following dialogue with your friend!

Joana: Good morning, Room Service, this is Joana. How may I help you?

Rossi: Morning Joana. I'd like to have my breakfast delivered to my room, please.

Joana: Certainly, Madam. What is your name and room number, please?

Rossi: My name is Rossi and it is room 409.

Joana: What would you like to order for your breakfast, Mrs. de Rossi? We have Italian breakfast, American breakfast, and Continental breakfast.

Rossi: Err, I'm very hungry now and would like to have a heavy breakfast. Do you have any suggestions?

Joana: Very well, if you'd like a heavy breakfast, then we suggest you order the American breakfast.

Rossi: May I know what is included in the American breakfast, please?

Joana: Surely, Madam. We have two eggs, beef bacon, hash-brown potato, pancakes with maple syrup, orange juice, and coffee.

Rossi: Okay, I'd like to have the American breakfast, please.?

Joana: How do you like your eggs, Madam?

Rossi: Scrambled, please.

Joana: Very well. Your total is $17 and it will be charged to your amenities account.

Rossi: That's no problem.

Joana: Your order will be delivered to your room shortly. Enjoy your meal, Mrs. Rossi

Rossi: Thank you.

B. Discuss the questions below with your partners (refer to reading text)!

1. Where do you think the conversation happend?
2. What is the Profesion of Joana?
3. What are Joana and Rossi talking about?
4. Where is Rossi room?
5. Why did Rossi choose a heavy breakfast as her breakfast?
6. Where do Joana work?
7. What do you think about Joana?
8. How about you? Is there room service if you stay at the hotel?

Writing Activity

Room Service Food Guests room Beverage Hotel	Morning Meals Taken Room Trolley	Writer Order And Same Kitchen
He Cashier Cheque	Usually Dishes Done	Telephone Clearance When

Signature Payment	Half Hours	Finished With

A. Based on the list. Write a short paragraph individually.

.....
.....
.....
.....
.....
.....
.....
.....
.....
.....

B. Fill the blank spots using the following words; takeout food, very bleak, room service, dine, eating habits, boost, willing, quality, hotel luxury, restaurants, waited, a movie star, experience, pay, that.

Room service is the epitome of _____. The novelty of being able to ____ in your own room, lounging around to your heart's content while being _____ upon by hotel staff appeals to many people, and they're _____ to pay for it! Hotel _____ has never been known for high-quality food—hotels have restaurants for that. But, it's the opportunity to live

like _____ for the day that really appeals to people, and if the food is also great, then even better.

As _____ have changed, so too have people's attitudes towards room service. Apps like Deliveroo, Ubereats, and Doordash have normalized the in-room dining _____ for people at home, meaning it's not considered a special treat when they stay in hotels. The nature of _____ has also changed. Not so long ago, takeout was restricted to overpriced greasy pizzas or bland noodles in a box, but now diners can have top _____ food from renowned restaurants delivered to their door at the click of a button.

This rapid change means hotel room service has been left in the dust, why would guests ___ for meals to be sent to their room when they do it all the time at home? And how can hotels compete with top _____ that are now delivering in the local area? This may all sound _____, and it may be if you do nothing about it. But, for those hoteliers ____ want to continue offering unique in-room dining experiences at their hotels and even _____ room service sales, it's time to up your game!

Listening Comprehention

Listen to the audio. Then, fill in the blank with the word that you have heard!

Hotel Room Service

Staff: Hello, this is _____ test speaking. How can I help you?

James: Yes, I'd like to order room service.

Staff: Okay. What can I ___ for you?

Jame: Well, okay. I'd like to order _____, some fries, and a small salad.

Staff: Okay, what kind of _____?

James: Okay, well. Oh how about _____, but i'd like it on the side.

Staff: Okay, on the side. _____ for you?

James: Uh yeah. How about _____ of orange juice.

Staff: Okay _____.

James: Well let's go with _____.

Staff: Okay and _____?

James: I mean I'm in, let's see. I can't remember. Oh yeah I'm in _____.

Staff: And _____?

James: It's James

Staff: _____.

James: Uh oh yeah. How long _____?

Staff: Oh _____ be more _____ 30 minutes.

James: Ok and ok well what time is it now?

Staff: ____.

James: Okay alright thank you!

Staff: _____.

Grammar Focus

Past Simple

A. Form

Positive Past Simple	Negative Past Simple		Interogative Past Simple	
S + Verb 2 + O	S + Verb 2 + O	S + To Be (Was/Were) + not	Did + S + Verb 1	Was/ Were + S
I went to bali for holiday last Sunday	She did not complete her task	Arif was not the smartest student in thr class	Did you see my bag on the table?	Was he so busy?

Construction

In simple past tense sentences, the verb used is the second form of the verb. There are two types of verbs, namely regular verbs and irregular verbs.

For regular verbs, add -ed/-d after the first form of the verb. As an example:

1. Stay – stayed
2. Punch – Punched

3. Play – Played
4. Touch – Touched

For irregular verbs, including to be, the forms of the two verbs are very different. As an example:

1. Awake – Awoke
2. Begin – Began
3. Drink – Drank
4. Eat – ate
5. Run – ran

However, there are some irregular verbs that have the same verb form as the base verb. As an example:

1. Put – Put
2. Split – Split
3. Spread – Spread
4. Set – Set
5. Cut – Cut

B. Use

1. To talk about a completed action in a time before now.

   Examples:

   a. John Cabot sailed to America in 1498.

   b. My father died last year.

c. He lived in Fiji in 1976.

d. We crossed the Channel yesterday.

2. You always use the simple past when you say when something happened, so it is associated with certain past time expressions

Frequency: often, sometimes, always
I sometimes walked home at lunchtime.
I often brought my lunch to school.

A definite point in time: last week, when I was a child, yesterday, six weeks ago
We saw a good film last week.
Yesterday, I arrived in Geneva.
She finished her work atseven o'clock
I went to the theatre last night

An indefinite point in time: the other day, ages ago, a long time ago
People lived in caves a long time ago.
She played the piano when she was a child.

Note: the word ago is a useful way of expressing the distance into the past. It is placed after the period of time: a week ago, three years ago, a minute ago.

Exercise

A. Complete the sentences. Use the past simple of the verbs in brackets!

Example:

I watched (watch) TV last week

We ate (eat) meat with my best friend yesterday

1. The bus _____ a few minutes ago.
2. I ___ my wife 9 years ago.
3. She ____ the school in 2010.
4. He _____ a new house last month.
5. ___ she clean her home?
6. We ___ a lot of shopping at the shopping mall.
7. He cut his finger and _____ hospital.
8. The rain _____ an hour ago.
9. Two boys _____ with a ball.
10. My brother _____ a glass of milk 2 hours ago.

B. Arrange these words into sentences. Start with the words in capitals!

1. went/I/to/My friend/restaurant/and.
2. a sick/My father/visited/friend.
3. physics/was/my favourite/Sri/teacher.
4. Collecting/my hobby/keychains/is.
5. their/enjoyed/The/camping/student.
6. the/The/house/kind/hearted/compund/volunteers/cleaned.

7. A/my/the/climbed/troops/trees/in/grandfather's orchard/of.
8. The/funny/programme/was/and/television/interesting.
9. the/My/at/and/resort/at/family/noon/I.
10. their/brothers/two/Rizal/cows/fed/and/at/the/his/field.

PART 9

WHAT IS PROBLEM AND SOLUTION?



Problem and Solution is a pattern of organization where information in a passage is expressed as a dilemma or concerning issue (a problem) and something that was, can be, or should be done to remedy this issue (solution or attempted solution). The problem and solution text structure may seem like it would be easy to recognize, but it can be moderately difficult to identify because it is frequently confused with the cause and effect pattern of organization, as they both have relational structures; however, if you read the passage and look specifically for both a problem and a solution to the problem, you should find it pretty easy to distinguish from cause and effect, as cause and effect passages do not propose solutions to any negative occurrences within the passage but rather just explain why or how they happen. There are also a few signal words which may indicate that information in a passage is ordered in the problem and solution pattern of organization: propose, solution,

answer, issue, problem, problematic, remedy, prevention, and fix.

Vocabulary View

- Organization: an organized body of people with a particular purpose, especially a business, society, association, etc.
- Pattern: a model or design used as a guide in needlework and other crafts.
- expressed: convey (a thought or feeling) in words or by gestures and conduct.
- Information: facts provided or learned about something or someone.
- Communication: Activity that make conversation.
- Solution: The way to solve problem.
- Problem:The activity in life in everytime.
- Tourism: The activity to travel.

Comprehension Question

Answer the following question based on the text!



1. What is problem and solution?
2. What does the first paragraph tell about?
3. What is the function of problem and solution?
4. How to take solution properly and correctly?

5. What does the meaning of solution?

6. What is the meaning of problem?

7. How can we solve the problem?

8. where information in a passage is expressed?

9. What can we do for problem?

10. Write an example about problem and solution?

State Whether Each of the Following Statement is TRUE or FALSE

…….	1.	Information in a passage is expressed as a dilemma
…….	2.	The problem and solution text structure may seem like it would be easy to recognize
…….	3.	As they both have relational structures
…….	4.	There are also a few signal words which may indicate that information
…….	5.	Cause and effect passages do not propose solutions to any negative
…….	6.	There are also a few signal words which may indicate that information in a passage
…….	7.	The passage and look specifically for both a problem
…….	8.	You should find it pretty easy to distinguish from cause and effect
…….	9.	If you read the passage and look specifically for both a problem and a solution
…….	10.	But it can be moderately difficult to identify because it is frequently confused

Vocabulary

A. Find their meaning/equivalence in Indonesian!

Accounting Terms	Meaning
Solution Problem Organization Passage Relational Moderately Confused Identify Moderately Specifically Both Occurrences	

a	Position in Food and Beverage Service Department	b	Technical terms on Floor Restaurant	c	employee schedule or absenteeism
d	Hospitality world	e	Breakfast Buffet	f	Menu Types
g	In touch with guests	h	Document	i	Sequence or Service
j	Food & Beverage	k	Captain Orders	l	Taking bar

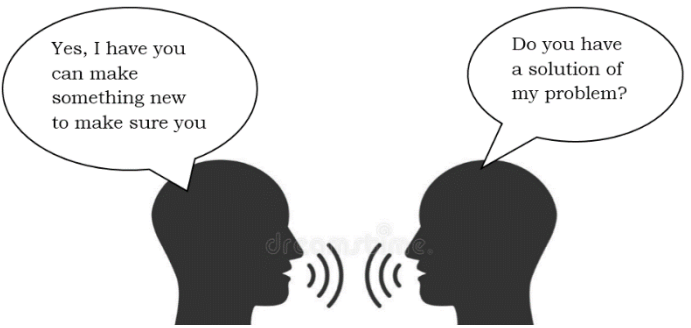
B. Match the words above with the dictionary definition which follow!

1.	solution is a special type of homogeneous mixture composed of two or more substances. In such a mixture, a solute is a substance dissolved.

2.	A matter or situation regarded as unwelcome or harmful and needing to be dealt with and overcome.
3.	An organized body of people with a particular purpose, especially a business, society, association, etc.
4.	A space or path by which something or someone can go through · 2 : a brief part of a speech or written work.
5.	Concerning the way in which two or more people or things are connected.
6.	To a certain extent; quite; fairly.
7.	(of a person) unable to think clearly; bewildered.
8.	Establish or indicate who or what (someone or something) is.
9.	In a way that is exact and clear; precisely.
10.	Used to refer to two people or things, regarded and identified together.
11.	An incident or event.
12.	Regularly or habitually; often.

Speaking Activity

A. Read and practice the following dialogue with your friend!



Steven: Good Morning, I'm Rogers.

Rogers: Good Morning Steve, I'm Steve.

Steve: Can you help me please?

Rogers: Yes, I can what is that?

Steve: I can finish my report, did you have some tips for make spirit up?

Rogers: Yes I have, I did it too when I want to finish my report, the first thing you should to do you should to wake up early and don't stay until midnight and when I sm trying tobe the first not the best because the first is different with the best.

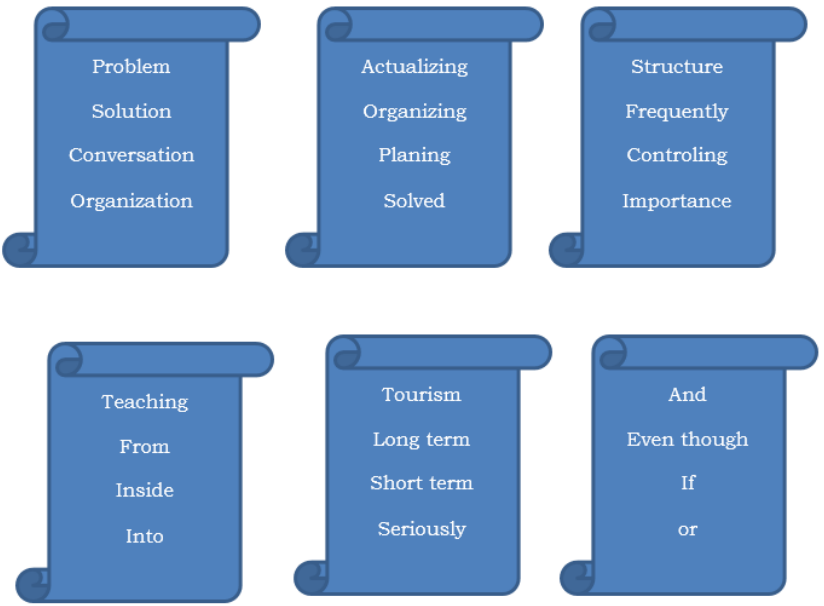
Steve: Oh… thanks for your information I will try it.

Rogers: Anytime.

B. Discuss the question below with your parents (refer to reading text)!

1. What do you think about that solution?
2. What is the problem of steve?
3. What are steve and rogers talking about?
4. What Is the solution from rogers?
5. When they did a conversation?

Writing Activity



A. Based on the list of verb, adjective, noun, conjuction, adverb and preposition. Write a short paragraph individually!

Teaching tourism register in English Specific Purpose (ESP) class is necessary in English Department. Teaching ESP based on target need and learning need with the authentic and effective materials of tourism register lead the students to absorb all the knowledge which has been designed and lead the course successful as the purpose of the course. There are some problems found in teaching ESP which coming from students, teachers, and ESP material

……

……

……

……

……

……

……

……

……

……

B. Fill in the blank spots using the following words! Tourism, students, problems, categorized, suggestions, improving, designed, limitation, knowledge.

Teaching …… register in English Specific Purpose (ESP) class is necessary in English Department. Teaching ESP based on target need and learning need with the authentic and effective materials of tourism register lead the …… to absorb all the knowledge which has been designed and lead the course successful as the purpose of the course. There are some……. found in teaching ESP which are ……. into two major problems; student's problems and lecturer's problems. Those problems has been solved by the revised material which is ……. to fulfil the learner's need. By the end the course shows a good result where 70% of the students in ESP class already mastering

the tourism register while the rest still need attention. Some ……. are arise in teaching ESP class in the future especially in the term of tourism register. The first one is before teaching the ESP class, the learner basic ….. need to be considered by creating a questionnaire of learner need. The questionnaire is the foundation of course design. Second one is ……. the teaching method to make sure all students understand the course. The last one is the …….. in teaching the topic of tourism register need a suitable course where the students can absorb the knowledge easily.

Listening Comprehension

Listen to the radio. Then, fill in the blank with the word that you have heard.

Lecturer's Problems in Teaching Tourism Register

The first problem is concerned with lecturers. The teaching method that required the learner to memorize only the term of tourism register was not the best choice in teaching tourism register in ESP class. Even the tourism register is almost a hundred percent about memorization but the method needs to combine with the practice, quiz and games. After solving the problems, the students as centered learning has time to figure out the other tourism register concept and then discuss those new tourism registers in the group. As the evaluation, the students need to fil in some questionnaire which consist of the

assessment of how the lecturer delivered the material of tourism register that they have learned before.

Grammar Focuse

A. Auxiliary Verb

Generic Structure Modal Verb

Modal Auxiliary Verb	Uses	Examples
Can	Ability/Possibility Informal/polite request Permission	I can't swim Can I borrow this ruler? You can go to the party.
Could	Polite request Certainty (50%) Suggestion	Could you tell me the time? She could be there by now. You could ring them.
Might	Certainty (less than 50%)	Where are they? They might be at the park.
May	Polite request Formal permission Certainty (less than 50%)	May we come in? You may not speak during the test She may not be in.
Should / Ought to	Advice Deduction	You shouldn't smoke/You ought to go to the doctor. They should arrive by 10.
Must	Obligation Prohibition (negative) Strong certainty	I must do my tax returns. You mustn't drive on the right in the UK. He's not here today, he must be sick.
Would	Polite request/inquiry Preference	Would you like a drink? I would rather stay in tonight.

They, we, I you, he, she, it + modal verbs + verb 1

1. She can attend the party.
   (Dia bisa menghadiri pesta).
2. He will propose his girlfriend this Saturday.
   (Dia akan melamar pacarnya hari sabtu ini).

Negatif Sentence

They, we, I you, he, she, it + modal verbs + not + verb 1

contoh:

1. They must not walk on the grass.
   (Mereka seharusnya tidak berjalan di atas rumput).
2. You shall not pass.
   (Kamu tidak boleh lewat).

B. Use

1. We use the auxilarry to talk about repeated action or habits.
   The guests should have gone home.
2. We use present simple to talk about situations which are permanent.
   She is mopping the kitchen floor.
3. We also use the present simple to talk about general truths.
   They were fighting at this time yesterday.

   Always/ Usually/ Never/Often/Sometimes + Present simple.

   Andi always goes to Candi Borobudur.
   I never come to they country.

Exercise

A. Complete the sentences. Use the Auxilary verbs in brackets!

Example:

The president of the USA lives (live) in the white house
I don't go (not go) to the theatre very often

1. Gusti..... (go) could to bali this morning.
2. Kania never..... (forget) would her bag in Toraja.
3. Ara..... (remember) may when she goes to Padang.
4. Bianca ..... might (grow) some flower.
5. The toddler ..... may (eat) traditional food.
6. The girl always ..... could (push) the door in tourism place.
7. Isabella ..... could (enjoy) listening traditional music.
8. David never ..... would (mix) some traditional cake .
9. Tourist ..... can (drive) a car every morning.
10. Taylor ..... will (fix) some cars.

B. Arrange these words into sentences!

1. I/go to/Bali/would.
2. Want to/go/traveling/she/everyday/could.

3. David/drives/a car/would.
4. She/always/anytime/take picture/could.
5. Enjoy/she/music/when/go to/travel/might.
6. Never/her/bag/forget/in Toraja/He/may.
7. Eat/Food/traditional/Andy/can.
8. Remember/they/goes/when/she/to Paris/could.

PART 10

WHAT IS TAKING BAR ORDERS?



Taking Orders can be interpreted as receiving and recording guest orders, in this case food and drinks, which will then be forwarded to the relevant sections, including: kitchen, bar, and pastry. Taking orders is part of the service, usually done in room service, restaurants, bars, and banquets. The officers who take orders are called order takers. Orders from consumers or customers will occur if there are efforts by various interrelated parties. Product marketing done by a salesman or salesperson to help get started in terms of marketing product. The existence of mass media that is very supportive for product promotion activities, through advertising, brochures, pamphlets, and other forms of promotion are very supportive for sales process. To make it easier to serve the needs of consumers or customers need notes that can be used as a control tool.

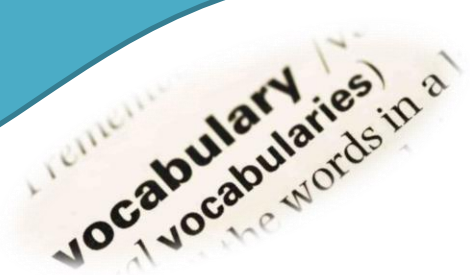
In addition to the need for goods and services what is needed by the consumer has also been prepared by the seller in accordance with the memorandum or sales



records. Another thing that the seller must pay attention to is the identity of the customer to facilitate the delivery of goods. Each order that comes is the beginning of a sales transaction, Therefore, each order must receive maximum attention so that it does not an error occurred. Another identity that has to do with shipping goods is destination of goods. The address must be clear so that the goods will arrive at their destination in a timely manner appropriate. Taking orders carried out by waiters uses a system called “Triplacate” where the order for either food or drink is written on a book order (restaurant order) made in triplicate.

Vocabulary View

- Orders: An order is the authority given by an investor to a broker to buy or sell an instrument on behalf of the investor.
- Bouncer: The security guard at the bar is in charge of making sure everyone is safe at the bar, preventing fights, and checking the ID cards of every bar visitor so that no minors enter.
- Cashier/Receptionist: In charge of billing and financial recapitulation at a restaurant or bar or pool bar or lounge.
- Barista: specializes in making coffee with various kinds of processed coffee.
- Room Service: in-house guests order food or beverage according to the menu list (a la carte).



Comprehension Question

Answer the following question based on the text!

1. What is taking bar orders?
2. What does the first paragraph tell about?
3. What is the function of taking orders?
4. How to take orders properly and correctly to consumers?
5. What does the waiter say when delivering orders or dishes to guests?
6. What is the name for the officer who performs or handles the Taking Order?
7. Where were the archives of the captain order distributed?
8. What is a guest bill?
9. What does Bill mean at the hotel?
10. Write an example of captain orders in restaurants and hotels?

State Whether Each of the Following Statement is TRUE or FALSE

.....	1.	Taking Orders can be interpreted as receiving and recording guest orders.
.....	2.	Orders from consumers or customers will occur if there are efforts by various interrelated parties.

…….	3.	Taking orders carried out by waiters uses a system called “Triplacate”.
…….	4.	Taking order comes from the words take take and order orders.
…….	5.	Attractive appearance and polite speech etiquette.
…….	6.	The service provided must be bad for the customer.
…….	7.	Be rude to bad customers.
…….	8.	Peeking and deceiving customers who are taking bar orders.
…….	9.	Another thing that the seller must pay attention to is the identity of the customer to facilitate the delivery of goods.
…….	10.	To make it easier to serve the needs of consumers or customers need notes that can be used as a control tool.

Vocabulary

Accounting Terms	Meaning
Assistant Manager Waiter Busher Greeter Cashier/Receptionist Hotel Director Food and Beverage Director Snack Attendant Sequence of Service Clear up Adjustment Repeat Order Take away Double Shift Room Service	

Breakfast Lunch Dinner Check in Check out Occupancy BEO (Banquet Event Order)	

A. Find their meaning/equivalence in Indonesian!

A	Position in Food and Beverage Service Department	B	Technical terms on Floor Restaurant	C	employee schedule or absenteeism
D	Hospitality world	E	Breakfast Buffet	F	Menu Types
G	In touch with guests	H	Document	I	Sequence or Service
J	Food & Beverage	K	Captain Orders	L	Taking bar

B. Match the words above with the dictionary definition which follow!

1.	Taking orders in room service is carried out by the order taker, under the control of the captain, assistant head waiter, and head waiter manager.
2.	The waiter is the key to the food and beverage business at the hotel.
3.	Do not use new terms that guests are not familiar with to avoid misunderstanding.
4.	Write clearly so it's easy to read, especially for special orders.
5.	Submit the bill according to the color that has been determined, namely sheet 1 (white) to the

	cashier, sheet 2 (red) to the cashier, sheet 3 (yellow) to the bartender's kitchen.
6.	When guests have sat down, give the menu book with the right hand. Remember, look guests in the eye, smile and say hello in a friendly manner.
7.	Language is a very important subject to learn because through language can reveal what you want to express to others.
8.	A waiter must understand in as much detail as possible the wishes of the guest.
9.	Taking orders can be done in the room service, restaurant, bar and banquet sections.
10.	Taking Orders can be interpreted as receiving and recording guest orders.
11.	The service provided must be bad for the customer.
12.	Say thank you for ending taking orders and invite guests to wait.

Speaking Activity

A. Read and practice the following dialogue with your friend!



Dialogue I – Dinner

Guest:	I'd like to have something for dinner, please
Room Service:	Certainly. What is your room number and name, please
Guest:	Room 143, and the name is Harry.
Room Service:	Thank you. What'd you like to order, Mr. Harry?
Guest:	Please send up omelet, fettuccine, and a glass of red wine.
Room Service:	You may choose three toppings for your omellete, Sir.
Guest:	I want… Mozzarella, mushroom, and asparagus, please.
Room Service:	Regrettably, we're currently out of asparagus. May I suggest broccoli instead?
Guest:	Sure. I love broccoli, too.
Room Service:	Would you be interested in trying our new dessert, guava cheesecake
Guest:	I'd love to, but I'm not into guava.
Room Service:	Okay. So your total is $55, it will be charged to your amenities account.
Guest:	Go right ahead.

Room Service: Our staff will bring you your order in 10 minutes. Please enjoy.

Dialogue II – Dining at restaurant alone

Waitperson: Hi. How are you doing this afternoon?

Customer: Fine, thank you. Can I see a menu, please?

Waitperson: Certainly, here you are.

Customer: Thank you. What's today's special?

Waitperson: Grilled tuna and cheese on rye.

Customer: That sounds good. I'll have that.



Waitperson: Would you like something to drink?

Customer: Yes, I'd like a coke.

Waitperson: Thank you. (returning with the food) Here you are. Enjoy your meal!

Customer: Thank you.

Waitperson: Can I get you anything else?

Customer: No thanks. I'd like the check, please.

Waitperson: That'll be $14.95.

Customer: Here you are. Keep the change!

Waitperson: Thank you! Have a good day!

Customer: Goodbye.

B. Discuss the question below with you partners (refer to reading text)!

1. Where do you think conversation happened?
2. What is the job or profesion of Mr. Harry?
3. What are Mr.Harry and Rara talking about?
4. What menus are ordered by Mr. Harry?
5. What new menu is offered to Mr. Harry?
6. How much does Mr.Harry have to pay?
7. What food does Mr. Harry like?
8. What food does'nt Mr. Harry dislike?

Pronounciation Practice

Pronounce these words after your lecturer.

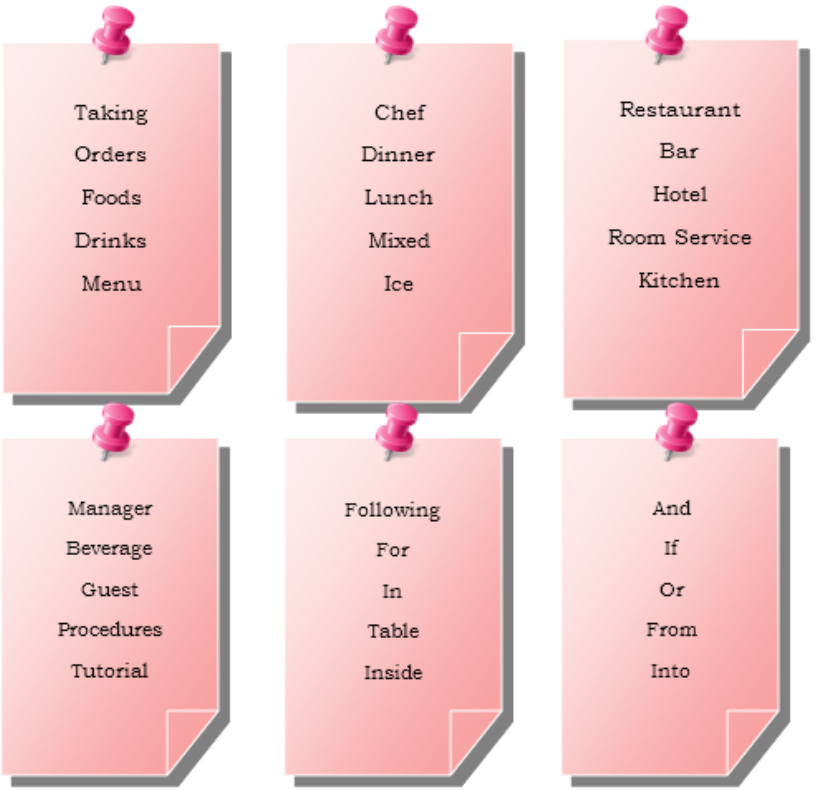
Verb frequently used in Economic.

Verbs	Indonesian	Noun Forms
Accept	Menerima	Acceptance
Achieve	Meraih	Achievement
Add	Menambahkan	Addition

Attract	Menarik	Attraction
Admire	Mengagumi	Admiration
Base	Basis	Base/Basis
Believe	Meyakini	Belief
Breathe	Bernafas	Breath
Clean	Membersihkan	Cleanlinnes
Clear	Jernih	Clarity/Clearance
Complete	Menyelesaikan	Completion
Confide	Mengaku	Confidence
Cool	Dingin	Cool/Coolness
Decorate	Menghias	Decoration
Disagree	Tidak setuju	Disagreement
Drink	Minuman	Drink/Drunkennes
Enjoy	Menikmati	Enjoyment
Fish	Ikan	Fish/Fishing
Help	Tolong	Help

Ice	Es	Ice
Know	Mengetahui	Knowledge
Locate	Lokasi	Location
Minimize	Memperkecil	Minimum
Open	Membuka	Openness
Please	Silahkan	Pleasure
Punish	Hukuman	Punishment
Shake	Menggoyang	Shake/Shakiness
Understand	Mengerti	Understanding
Weaken	Melemahkan	Weakness

Writing Activity



A. Based on the list of verb, adjective, noun, conjuction, adverb and preposition. Write a short paragraph individually!

Look at the example!

At the correct time no longer than ten minutes after you have given the menus to the guest, return to the guest table and be ready to take the guest order.

.....

.....

.....

.....

.....

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.....

.....

B. Fill in the blank spots using the following words: requires, customers, restaurant, menu, communication, contents, promoted, remember, orders, and written.



Receiving customer orders or known as Taking Orders is a very important service step. Success in taking orders . . . . . the ability and knowledge of the waiters/ss in communicating with . . . . . Besides being able to communicate well, you are also required to master all the menus that are sold in detail. Taking

order aims to: Provide accurate information about the menu in the . . . . . Increase sales value. And Increase profit. Requirements for an Order taker : Can communicate well, have knowledge about the product being sold, mastering selling techniques, mastering order recording techniques, and have a good memory. To be able to take good orders, in addition to . . . . . skills and knowledge of the . . . . , it is also necessary to understand the following order taking techniques:

1. Take customers to a table that is ready to use, choose a seat according to the number of customers. Pull up a chair and invite guests to sit, preferably women, children, the elderly.
2. When the guest is seated, give the menu book with the right hand. Remember, make eye contact with the customer, smile and greet in a friendly manner.



3. Give the opportunity to see the . . . . . of the menu before you offer the menu to customers. Use your thumb or open palm, don't use your index finger to convey politeness.

4. Provide suggestions for larger, more complete menus or menus that are currently being . . . . . Do it politely so it doesn't seem pushy.



5. . . . . ! Don't suggest when the customer has said enough.

6. Immediately record customer orders carefully and clearly, especially for special . . . . . Remember! Use common and easy to understand writing.

7. Before leaving the customer, repeat the customer's order so that nothing is . . . . . wrong or forgotten.

8. Thank you for ending the ask to wait.

Listening Comprehention

Listen to the radio. Then, fill in the blank with the words that you have heard!

Culinary With My Mom

Today is Sunday, this time I fill my [1)] weekend by visiting some places to eat in town, together with my mother. The first place we visited was a restaurant known for its viral food and drink. When ordering food, I choose to eat giant meatballs, mantau, and drink greentea float ice. my mother ordered [2)] seafood fried rice, and drank lemon tea. After waiting about 5 minutes, my order finally came, I was very [3)] surprised to see the big meatball in front of me when the waiter [4)] brought it, it turned out to be my order. The

meatballs are really big, unlike other meatballs. "How can I eat meatballs this big and many alone" I said. My mother laughed, we finally went home 5) wrapped up the leftover giant meatballs that were not finished. The second place we visited was the Park. This park provides a variety of 6) vendors selling snacks. I chose macaroni and ice cream. While my mother ate fruit salad and orange juice. We ate while sitting around the garden enjoying the cool and beautiful 7) scenery. Many people came. Today I am very happy to be 8) invited for a walk with my mother.

Grammar Focuse

Present Perfect Tense

A. Form

Affirmative	Negative	Question
I have done the dishes	I haven't done the dishes	Have I done the dishes?
She has married to the doctor	She hasn't married to the doctor	Has she married to the doctor?
They have watched Harry Potter many times	They haven't watched Harry Potter many times	Have they watched Harry Potter many times?

Construction

Haven't = have not

Hasn't = has not

In the present perfect, the to be used is has/have. Both are used in sentence according to the subject that precedes it.

“has” --- Hey

“have” --- I

“has” --- She

“have” --- You

“has --- It

“have” --- We

“have” --- They

B. Use

1. We use the present perfect tense to talk about repeated actions or habits.
    a. I do financial statement every morning.
    b. Most evening my parents ensure tax on time.
    c. Do you accept taking bar orders prosedures?
    d. What time does Andi finish work?
2. We use the present perfect tense to talk about situation which are permanent
    a. Mr. and Mrs. Shaw live in Sidenreng Rappang.
    b. Taking bar orders suggests to reduce cost.

3. We also use present perfect tense to talk about general truths.
    a. The river amazon flows into the atlantic ocean.
    b. We use paper/book for taking bar orders system.
    c. Vegetarians don't eat meat or fish.
4. Always/Usually/Never/Often/Sometimes + Present simple
    a. Andi always arrives at work on time.
    b. I usually go to bar by car but sometime I walk.

Exercise

A. Complete the sentence. Use the present perfect tense of the verbs in brackets!
   Example:

   The student answered (answer) the questions very well yesterday.

   She accepted (accept) the birthday surprise from her parents last year.

   1. I …… (apply) the scholarship in Germany last month.
   2. We …… (arrange) the planning last week.
   3. I ……. (close) my boutique three days ego.
   4. You ……. (believe) what her said yesterday.

5. She …… (fry) the fried chicken for her brother.
6. I …… (enjoy) his performance last night.
7. The robber ……. (kill) the owner of the shop last night.
8. My mother …… (cook) the delicious meal for us.
9. You …… (lock) me at the toilet a hour ago.
10. He …… (paint) the wonderful view in Japan.
11. We ……. (walk) to the school together.
12. The big companies ……. (open) the job vocation last month.
13. I …… (wash) the clothes two hours ago.

B. Arrange these words into sentences. Start with the words in capitals!

1. Have/i/been/since/graduated/i/working/ this/company/in.
2. Didn't/illness/my/due/to/i/come/the/to/ party.
3. Looking/are/they/being/to/forward/ supported.
4. Can't/unfortunately/we/our/home/ on/sunlight/power/entirely.

5. America/north/the/largest/third /continent/is.
6. Your/happy/to/receive/i/was/very/ postcard.
7. Balinese/are/people/the/kind/and/ friendly/also.
8. Are/we/doing/test/the.
9. Book/was/the/given/me/by/ teacher/the/to.
10. Rendy/ghost/though/he/a/looked/ seen/had/as.

PART 11

WHAT IS TAKING BAR ORDERS?

IN THE RESTAURANT (Mama Makan of The Netherlands)

Mama Makan is a contemporary Dutch-Indonesian Grand Café that flawlessly coordinates with the inn campaign, interfacing explorers with the nearby inhabitants and the noteworthy setting of the area. Mama Makan is propelled by the voyages on the antiquated exchanging courses. The eatery is situated in the customary 'Plantage' quarter related to its legacy in Dutch exchanging and accumulation, particularly by watercraft, in the Far East.

In Mama Makan, concrete made a cutting-edge understanding of a Dutch-Indonesian Grand bistro, roused by the trips on the old exchanging courses. A metal confine like bureau wrapped around the center shrouds the structure of the building. The enclosure hovers around the center, with a solid edged palm design as a scenery, sorting out the eatery, bar and hall regions. This enclosure suits every single fundamental capacity, for example, the eatery bar, culinary expert's tables, private eating, wine ice chests, closet, benefit stations, and the open show kitchen. Furthermore run of the mill Asian cooking gear and herbs gathered amid the Dutch voyages can be found. Moving outwards towards the glass veneer, the eatery highlights

different seating regions. Settled banquettes make littler comfortable brasserie-like zones with free adaptable furniture. Three notorious substantial roundtables, or 'Sluggish Susans', with turning communities for serving customary 'Indonesian rijsttafels', are the prime element toward one side of the space. The show kitchen, as a volume, has been removed of the center and is clad in green tiles reminiscent of the green patterns as found in the engineering of the building (passageway and yard voids). The light that gets through the huge glass exteriors along three sides is sifted by collapsed paper shades in different sizes that can be modified in stature.



The shades work as a diffuser amongst all around and give the eatery a layered shell of shadow play. More closeness in the seating territories is made by presenting a moment roof of light, alluding to Asian sky lamps, comprising of around 200 paper lamps 'drifting' over the tables.

A. The lobby

The confine proceeds flawlessly into the gathering of the lodging hall, with an onyx marble front work area as the eye-catcher. Islands of various couch situations on delicate carpets make a family room feeling, where visitors can unwind and get together. The fundamental passage is emphasized by brilliant wok grower suspended in the twofold stature entrance void. A living green divider with tropical plants interfaces the passage to the porch in the back, obscuring the qualification amongst all around. The floor of solid tiles is done in a herringbone design that later converges into a wooden herringbone parquet that proceeds into the yard. The long common table before the green divider traverses over the hall's full profundity giving easygoing workspaces to visitors for the duration of the day. Neighboring the front counter, the enclosure additionally obliges a 24-hour, showcase, with a few shows that offer breakfast to-go, sandwiches, and snacks.



B. The bar

Much the same as the eatery's show kitchen, the bar is removed from the inside center (with the solid palm design). Furthermore, the entryway bar cuts into that same volume making a lower, shrouded relax concealed far from the immediate observable pathway. A low dark calfskin love seat outlines the cut-out along the back divider. Like all breaks in Mama Makan, the divider has a green complete with a palm-design backdrop in dim green tones. The low dark mirror roof underscores the comfortable climate by making dim reflections. The open bit of the bar zone looks like a free standing dark common stone piece highlighting the espresso machine, while whatever is left of the bar is white marble. All through the whole bar zone, the wooden herringbone parquet is reflected along the roof, grasping the bar between wooden completions to make a solid scenery.



C. The meeting rooms

Two twofold collapsing entryways interface from the anteroom to the pre-work region. On the correct side towards the road, a tribune connects the tallness contrast between the floor and the high memorable window ledges of the old safeguarded veneer. Towards the dance floor, a long bar piece extends between the two fundamental entryways of the dance floor. The whole mirror-clad back mass of the bar can be opened amid break-out situations to associate the dance hall and pre-work territory into one expansive occasion space. In addition, two littler connectable gathering rooms with video conferencing setup highlighting unbiased dim and blue tones can be found in the back. The third and last gathering room is the library room which has been completely acknowledged in dark wood with a metal book rack and brilliant velvet divider renovating.

D. The Character

Mama Makan is a Grand Café that recounts a story motivated by its cause with a personality in view of lovely disclosures amid the adventures on the old exchanging courses. Propelled by the Indonesian culture and conventions, we made a dynamic logo which alludes to batik designs: a rich, centuries-old part of Indonesian culture. All the Mama Makan letters of the logo are consolidated to make a dynamic

iconography which is likewise utilized as an example. The shading palette alludes to a green wild, including a courageous blend of wilderness green and stone dim. A brilliant touch is added to build up a lavish and contemporary eatery encounter. (Sourced: https://www.text.co.id/restaurant-mama-makan-amsterdam/ January, 2nd 2022).

Vocabulary View

- Cafe (n): a small restaurant selling light meals and drinks.
- Convine (v): keep or restrict someone or something within certain limits of (space, scope, quantity, or time).
- Customary (a): according to the customs or usual practices associated with a particular society, place, or set of circumstances.
- Furniture (n): refers to movable objects intended to support various human activities such as seating (e.g., Stools, Chairs, and sofas), eating (tables), and sleeping (e.g., beds).
- Futhermore (adv): in addition; besides (used to introduce a fresh consideration in an argument).
- Notorious (a): famous or well known, typically for some bad quality or deed.

- Restaurant (n): a place where people pay to sit and eat meals that are cooked and served on the premises.

Comprehension Quesions

Answer the following questions based on the text!

1. What the meaning of restaurant?
2. What the main idea of paragraph one?
3. What does the second paragraph tell about?
4. What is the most interesting aspect of the restaurant?
5. What the different of cafe and restaurant?
6. What the best characteristic of Mama Makan Amsterdam?
7. What the reason if you want to choose Mama Makan Restaurant for lunch and dinner?
8. What the best quality of the lobby and services in Mama Makan Restaurant?
9. Where is Mama Makan Restaurant?
10. What the conclusion of the third Paragraph?

State Wheter Each of the Following Statment is TRUE or FALSE

…	1.	Mama Makan is a contemporary Dutch-Indonesian Grand Café.
…	2.	The eatery is situated in the customary 'Plantage' quarter related to its legacy in Dutch exchanging and accumulation, particularly by watercraft, in the Far East.
…	3.	The cafe is a big restaurant selling light meals and drinks.
…	4.	Mama Makan isn't a Grand Café that recounts a story motivated by its cause with a personality in view of lovely disclosures amid the adventures on the old exchanging courses.
…	5.	The Character of Mama Makan made a dynamic logo which alludes to batik designs: a rich, centuries-old part of Indonesian politic and technology.
…	6.	The meaning of Customary is according to the customs or usual practices associated with a small society, situation, or set of circumstances.
…	7.	In Mama Makan Restaurant, you can enjoy Towards the dance floor, a long bar piece extends between the two fundamental entryways of the dance floor.

...	8.	Gathering in the Mama Makan Restaurant is an assembly or meeting, especially a social or festive one or one held for a specific purpose.
...	9.	More closeness in the seating territories isn't made by presenting a moment roof of light.
...	10.	Mama Makan not propelled by the voyages on the antiquated exchanging courses.

Vocabulary

A. Find their meaning/equivalence in Indonesian!

Restaurant Terms	Meaning
Restaurant	
Cafe	
Flawlessly cordinates	
Voyages	
Customary	
Plantage	
Particularly	
Watercraft	
Enclosure hovers	
Solid edged palm	
Private eating	
Kitchen	
Drifting	
Confine proceds	
The bar	
The meeting room	

Gathering room Indonesian culture Conventions Iconography Ceorageous blend Eatery encounter	

B. Match the words above with the dictionary definition which follow!

1. a course of travel or passage, especially a long journey by water to a distant place.
2. a passage through air or space, as a flight in an airplane or space vehicle. a journey or expedition from one place to another by land.
3. a place where people pay to sit and eat meals that are cooked and served on the premises.
4. a room or area where food is prepared and cooked.
5. a small restaurant selling light meals and drinks.
6. a way in which something is usually done, especially within a particular area or activity.
7. according to the customs or usual practices associated with a particular society, place, or set of circumstances.
8. as water vessels or waterborne vessels, are vehicles used in and on water, including boats, ships, hovercraft, and submarines.

9. in a manner free from imperfections or defects or perfectly coordinates in the restaurant
10. remain in one place in the air especially an area that is sealed off with an artificial or natural barrier.
11. The act of planting.
12. to a higher degree than is usual or average.

Speaking Activity

A. Read and practice the following dialogue with your friend!

Alpha: Good evening, Sir. How many people are in your party?

Brian: We'd like a table for 3, please.

Alpha: We have smoking and non-smoking section, also indoors and outdoors area. Which area do you prefer?

Brian: Non-smoking section in outdoor area. Do you have that seat available?

Alpha: Yes, we do. Right this way, Sir.

Brian: Alright.

Alpa: Are you ready to order?

Brian: Yes, I'd like three fried noodles, one orange juice, and two ice lemon teas.

Alpha: Which kind of fried noodles do you want? We have fried noodle with spicy sauce and garlic sauce. We also have extra topping for the noodle such as sausages, omelet, sunny side up eggs, and dried seaweed sprinkles.

Brian: Two fried noodles with spicy sauce, then, and one with garlic sauce. I'll have sausage toppings for all of them.

Alpha: Alright. Let me repeat the order: Two fried noodles with spicy sauce, one fried noodle with garlic sauce, sausage toppings for all, one orange juice, and two iced lemon teas. Is there anything else?

Brian: Oh, I will also have three vanilla ice creams for dessert. But can you please serve it for later?

Alpha: Of course, Sir. Just let me know when you're ready for the dessert later.

Brian: Great.

Alpha: Your order will be served in 20 minutes.

20 minutes later.

Alpha: Here's your order. Is it all complete?

Brian: Yes. It's all here. Thank you!

Alpha: Please enjoy!

(sourced from https://www.sederet.com/ January, 2nd 2022)

B. Discuss the questions below with your partners (refer to reading text)!

1. Where do you think conversation happened?
2. What the situation was describe in this conversation?
3. What is the profesion of Alpha?
4. What the character of Brian?
5. What are Alpha and Brian talking about?
6. What did brian order in the restaurant?
7. How many minutes does brian have to wait for his order?
8. For how many people brian order food and drink?

C. Pronounciation and conversation Practice!

What do you want as the main menu?	Apakah yang Anda inginkan sebagai menu utama?
Would you like some more rice?	Apakah Anda mau (tambah) nasi lagi?
Please, have some more rice.	Ayo, silahkan ambil nasi lagi.
Help yourself to have some more rice.	Silahkan Anda ambil lagi nasinya.

Won't you have some more cakes?	Apakah Anda tidak mau kue lagi?
Please, take another piece of cake.	Silahkan, ambil sepotong kue lagi.
This cake is sugarless and low fat contained.	Kue ini (hanya) mengandung sedikit gula dan kandungan lemak yang rendah.
Do you want coffee or tea?	Anda mau kopi atau teh?
Pass me the rice, please.	Tolong ambilkan nasinya.
Just help yourself.	Ambil saja, tidak perlu segan.
Will you join us for dinner?	Maukah Anda bergabung untuk makan malam dengan kami?
Does anyone want seconds (second serving)?	Ada yang ingin tambah?
Thank you, but this is really plenty, really.	Terima kasih, tapi ini sudah sangat banyak.
Don't bother.	Tidak perlu repot-repot.
No bother at all.	Tidak repot sama sekali.
No more, thank you.	Sudah cukup, terima kasih.

Enjoy your dinner.	Silahkan nikmati makan malam Anda.
We'll split the bill, shall we?	Kita akan membayar sendiri-sendiri, kan?
Lunch is on me today.	Saya yang membayar makan siang hari ini.
Let me get this. (Let me pay the bill this time)	Biar saya yang membayar tagihan kali ini.
May I take your order?	Boleh saya ambil pesanan Anda?
Are you ready to order, Sir?	Apakah Anda siap untuk memesan, Pak?
How would you like your steak?	Anda ingin steak yang seperti apa?
May I get you anything else?	Bolehkah saya membawakan sesuatu yang lain?
Could I get another, please?	Bisakah saya minta lagi?
Could I see the menu?	Bisakah saya melihat menunya?
This steak is still bloody. Could you have the chef cook it a little more?	Steak ini masih kurang matang. Bisakah Anda memasaknya sedikit lagi?
This isn't what I ordered.	Ini bukan yang saya pesan.

Can I get the bill, please?	Bisakah saya minta tagihannya?
What would you like? I'd like.	Apa yang Anda inginkan?Saya ingin...

Writing Activity

wrapped eatery notorious highlights communities	contemporary interfacing accumulation inhabitants understanding	exchanging volume passageway engineering exteriors
diffuser layered alluding gathering family	visitors emphasized divider duration workspaces	And When If It Or

A. Based on the list (verb, adjective, adverb, noun, conjunction, and preposition), write a short paragraph individually!

Look at the example!

Restaurant is one solution to eat delicious and nutritious food with family.

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B. Fill in the blank spots using the following words; public, general, services, provide, example.

Restaurant is a general term to refer to a gastronomic business that serves dishes to the ___ and provides a place to enjoy these dishes and sets certain rates for food and services. Although in ___ restaurants serve food on the spot, there are also some that ____ take-out dining and delivery ___ as a form of service to their customers. Restaurants usually specialize in the type of food they serve. For___, there are Chinese food restaurants, Padang restaurants, fast food restaurants and so on.

Listening Comprehention

Listen to the radio. Then, fill in the blank with the words that you have heard.

Came for lunch with my sister. We loved our Thai-style mains which were amazing with lots of flavour$_1$, very

impressive for a vegetarian restaurant. But the service was below average and the chips$_2$ were too terrible to finish. When we arrived at 1.40, we had to wait 20 minutes while$_3$ they got our table ready. OK, so we didn't have a reservation, but the restaurant was only half full. There was no reason to make us wait at all. We ordered the chips as a side dish and they looked delicious. But, when we tasted them, they were$_4$ overcooked and swimming in oil so we left most of them. We expected a lot more for $10! When the waiter asked if everything was ok, we said we really didn't like the chips and he said 'That's funny, I love them' and that was it. He didn't$_5$ offer us anything else or take$_6$ them off our bill. Also$_7$, when we didn't leave a tip, he looked annoyed. I was really excited about visiting Vega, and the mains were just fantastic, but the rest of the experience was really disappointing.

Grammar Focuse

Simple Past Tense

Forms

The simple past is formed using the verb + ed. In addition, there are many verbs with irregular past forms. Questions are made with did and negative forms are made with did not.

- Statement: You called Debbie.
- Question: Did you call Debbie?

- Negative: You did not call Debbie.

Simple Past Uses

A. USE 1 Completed Action in the Past



Use the simple past to express the idea that an action started and finished at a specific time in the past. Sometimes, the speaker may not actually mention the specific time, but they do have one specific time in mind.

Examples:

1. I saw a movie yesterday.
2. I didn't see a play yesterday.
3. Last year, I traveled to Japan.
4. Last year, I didn't travel to Korea.
5. Did you have dinner last night?
6. She washed her car.
7. He didn't wash his car.

B. USE 2 A Series of Completed Actions



We use the simple past to list a series of completed actions in the past. These actions happen 1st, 2nd, 3rd, 4th, and so on.

Examples:

1. I finished work, walked to the beach, and found a nice place to swim.
2. He arrived from the airport at 8:00, checked into the hotel at 9:00, and met the others at 10:00.
3. Did you add flour, pour in the milk, and then add the eggs?

C. USE 3 Duration in the Past



The simple past can be used with a duration which starts and stops in the past. A duration is a longer action often indicated by expressions such as for two years, for five minutes, all day, all year, etc.

Examples:

1. I lived in Brazil for two years.
2. Shauna studied Japanese for five years.
3. They sat at the beach all day.
4. They did not stay at the party the entire time.
5. We talked on the phone for thirty minutes.
6. A: How long did you wait for them?
   B: We waited for one hour.

D. USE 4 Habits in the Past



The simple past can also be used to describe a habit which stopped in the past. It can have the same meaning as used to. To make it clear that we are talking about a habit, we often add expressions such as always, often, usually, never, when I was a child, when I was younger, etc.

Examples:

1. I studied French when I was a child.
2. He played the violin.
3. He didn't play the piano.
4. Did you play a musical instrument when you were a kid?
5. She worked at the movie theater after school.
6. They never went to school, they always skipped class.

E. USE 5 Past Facts or Generalizations



The simple past can also be used to describe past facts or generalizations which are no longer true. As in USE 4 above, this use of the simple past is quite similar to the expression used to.

Examples:

1. She was shy as a child, but now she is very outgoing.
2. He didn't like tomatoes before.
3. Did you live in Texas when you were a kid?
4. People paid much more to make cell phone calls in the past.

Simple Past Tips

A. IMPORTANT When-Clauses Happen First

Clauses are groups of words which have meaning but are often not complete sentences. Some clauses begin with the word when such as "when I dropped my pen" or "when class began." These clauses are called when-clauses, and they are very important. The examples below contain when-clauses.

Examples:

1. When I paid her one dollar, she answered my question.
2. She answered my question when I paid her one dollar.

When - clauses are important because they always happen first when both clauses are in the simple past. Both of the examples above mean the same thing: first, I paid her one dollar, and then, she answered my question. It is not important whether "when I paid her

one dollar" is at the beginning of the sentence or at the end of the sentence. However, the example below has a different meaning. First, she answered my question, and then, I paid her one dollar.

Example:

I paid her one dollar when she answered my question.

B. Adverb Placement

The examples below show the placement for grammar adverbs such as always, only, never, ever, still, just, etc.

Examples:

1. You just called Debbie.
2. Did you just call Debbie?

C. Active/Passive

Examples:

- Tom repaired the car. Active
- The car was repaired by Tom. Passive

Exercise

A. Complete the sentences. Use the simple past of the verbs in brackets!

Example

I went to Surabaya for holiday last Saturday. (want)

1. She ___ the football club class at school yesterday. (join)
2. He ___ for 3 days at that time. (stay)
3. Last Sunday, Dwi ___ in an accident at the office. (get)
4. She ___ with Buni that night. (play)
5. Dani ___ new laptops last night. (buy)
6. He ___ my hand and it scared me! (touch)
7. They ___ "Gone Girl", the newest movie at the cinema yesterday. (watch)
8. He ___ them right on their face. (punch)
9. Ade ___ to school by walk this morning. (go)
10. She ___ me to go. (ask)
11. Dewi ___ for manager position at the newspaper company. (apply)

B. Arrange these sentences in to Paragraph!

First Paragraph.

1. All of the ideas were written on my note book so I could read them again.
2. Also, I searched other ideas from internet.
3. At that time, I was crazy about art and creativity.
4. During my last holiday, I made a lot of handcrafts.

5. Many ideas had come to my mind three months before.
6. Yap, I googled it. I watched tutorial videos and read many art blogs.

Second Paragraph.

1. Many beautiful crafts were created.
2. My parents helped me to prepare the materials.
3. My siblings joined me on the third day.
4. On the first day, I painted on some rocks.
5. Papers were rolled, shaped and glued together to create decorative designs.
6. People call it rock art. It was so fun.
7. Then, my siblings and I made paper crafts from used newspapers and magazines.
8. They also gave me money to buy things I needed.

PART 12

WHAT IS PLACE OF VISIT?



Place is a specific area or region of the world: a particular city, country, etc. Promoting city is describing city that we actually have been there. It can be took from its tourism places, food or culinary, or identical. Through this material the students should promote the city in order to get tourists to visit there:

Pattern 1: Kediri is located in east java, it has many tourism places, and culinary let me tell you about Kediri.

The first is about tourism place:

A. Gumul Simpang Lima is new icon in Kediri. It was built in 2003. Monument of Gumul Simpang Lima is only the one building in Indonesia which is the same as L'Arch De Triomphe, Paris-French.
B. Surowono Temple is located in pare for about 28 km from Kediri city. The temple was an inheritance of history from the king wengker purification place.

C. Dolo water is located in Wilis Mountain. It spends the time for about an hour from Kediri. In the way we can see a beautiful scenery beside of the way. Add by the fog thickened and sprinkling water. If you want to go there, you should bring the heavy overcoat and jacket, because in the top of the mountain, the temperature is really cool.

D. Kelud Mountain had been opened as the tourism place in 2004. Kelud Mountain has a lake in the middle of Kelud Mountain, that because of eruption of the Mountain. In the middle of that lake, appears the smoke/fog thickened. That's why the tourist wonders of that amazing lake with the smoke, and cold enough temperature.

The second is about food or culinary:

A. Tofu lym is one of favorite food in Kediri. It prices Just 5k/pack.

B. Pentol is the one most Kediri favorite food exactly in Pare Kampung Inggris. Its price is only 1k per Pentol.

C. Pecel Rice, lot of Pecel Rice sellers in Kediri, tastes nice and people sells it in the morning and night.

Patern 2:

Just Promoting the tourism places only:

Borobudur Temple

Borobudur temple is one of the most beautiful tourist

resorts in Indonesia. It is situated in central Java. Borobudur temple is one of the seven wonders of the world which needs to be preserved its circumstances. The people all over the world know that Borobudur is one of the greatest art works that ever known since long time ago. Borobudur is well-known all over the world. Its construction is influenced by the Gupta architecture of India. The temple is constructed on a hill 46 meter high and consists of eight steps like stone terrace. The first five terraces are square and surrounded by walls adorned with Buddhist sculpture in bas-relief. The upper three are circular. Each of them is with a circle of bell shape-stupa. The entire upper structure is crowned by a large stupa at the center of the top circle. The way to the summit extends through some 4.8 km of passage and stairways. Borobudur temple was built by Syailendra Dynasty during the eighth century. It needed more than two million river stones. It is the biggest temple in the world.

The design of Borobudur symbolizes the conception of universe in Buddhist cosmology. It is believed that the universe is divided into three spiritual spheres, kamadhatu, rupadhatu, and arupadhatu. The first sphere, kamadhatu, represents respectively the sphere of desires where we are bound to our desires; the second sphere, rupadhatu, represents forms where we abandon our desires but are still bound to name and form; and the last sphere, arupadhatu, represents formlessness

where there is no longer either name or form. Borobudur temple which is rededicated as an Indonesian monument in 1983 is a valuable treasure for Indonesian people. With its magnificent size and architecture, no wonder that Borobudur Temple includes 7 wonders of the world.

After going into some restorations, Borobudur is visited by more and more tourists, both domestic and foreign tourists. Most of them admire Borobudur temple because of its beauty, its elegance and the story of the relief on its walls.

Domestic tourists usually go there by bus or private cars, while foreign tourists like to join travel bureau because they don't need to think of the transportation, accommodation, and itinerary. There are some money changers around the location. It makes them easier to change their money. But some of them like to bring credit cards and checks.

Monas National Monument



The National Monument, or "Monas" as it is popularly called, is one of the monuments built during the Sukarno era of fierce nationalism. The top of the National Monument (Monas) is Freedom Square. It stands for the people's determination to achieve freedom and the crowning of their efforts in the Proclamation of Independence in August 1945. The 137-meter-tall marble obelisk is topped with a flame coated with 35 kg of gold. The base houses a historical museum and a hall for meditations.

The monument is open to the public and upon request the lift can carry visitors to the top, which offers a bird's eye view on the city and the sea.
Go early to beat the crowds and the haze. It is easy for the less physically able as lifts take visitors to the top. The diorama exhibition in the basement gives such a distorted view of Indonesian history.
This imposing obelisk is Jakarta's most famous landmark. Construction started in 1961 under President Soekarno but was not completed until 1975, under President Soeharto. The monument houses a

couple of museums. The Freedom Hall depicts Indonesia's struggle for independence through a series of dioramas, whereas the Hall of Contemplation displays the original Declaration of Independence document and a recording of the speech.

Vocabulary View

- Place: a specific area or region of the world : a particular city, country, etc.
- Tourism: social, cultural and economic phenomenon which entails the movement of people to countries or places outside their usual environment for personal or business/professional purposes.
- Promote: to change (a pawn) into a piece in chess by moving to the eighth rank.
- Inheritance: the mechanism of basing an object or class upon another object (prototype-based inheritance) or class (class-based inheritance), retaining similar implementation.
- Purification: the removal of impure elements from something
- Sprinkling: a small quantity falling in scattered drops or particles.
- Construction: a general term meaning the art and science to form objects, systems, or organizations
- Itinerary: a detailed plan for a journey, especially a list of places to visit
- Magnificent: impressively beautiful, elaborate, or extravagant; striking.
- Determination: a positive emotional feeling that involves persevering towards a difficult goal in spite of obstacles.
- Exhibition: in the most general sense, is an organized presentation and display of a selection of items.
- Diorama: a scene, often in miniature, reproduced in three dimensions by placing objects, figures, etc.



Comprehension Questions

Answer the following question based on the text!

1. What is place?
2. What is place to visit?
3. What does the first paragraph tell about in pattern 1?
4. What is the function from the text n pattern 1 to the readers?
5. What does the second paragraph tell about in pattern 2?
6. What is the function from the text n pattern 2 to the readers?
7. What tours are located in kediri?
8. What kind of food or culinary is in Kediri?
9. Why is Borobudur temple said to be one of the seven wonders of the world?
10. From the conception of the universe in Buddhist cosmology that the universe is divided into three. Explain what is meant by kamadhatu,rupadhatu, and arupadhatu.

State Whether Each of the Following Statement is TRUE or FALSE

.....	1.	The city of Kediri is in East Java and has a lot of tourism.
.....	2.	Gumul Simpang Lima is an old icon that stands in Kediri
.....	3.	Surowono Temple is located in Pare, about 30 km from the city of Kediri. The temple is a historical relic from the purification of the king of Wengker.
.....	4.	Mount Kelud has been opened as a tourist spot in 2004. Mount Kelud has a lake in the middle of Mount Kelud, it's because of the eruption of Mount Kelud.
.....	5.	Borobudur temple is one of the seven wonders of the world which needs to be preserved its circumstances.
.....	6.	Borobudur temple was built by Syailendra Dynasty during the eighth century. It needed more than two million river stones. It is the biggest temple in the world.
.....	7.	The design of Borobudur symbolizes the conception of the universe in Hindu cosmology.
.....	8.	Borobudur temple which is rededicated as an Indonesian monument in 1983 is a valuable treasure for Indonesian people.
.....	9.	The National Monument, or "Monas" as it is popularly called, is one of the monuments built during the Sukarno era of fierce nationalism.
.....	10.	Construction started in 1961 under President Soekarno but was not completed until 1975, under President Soeharto.

Vocabulary

A. Find their meaning/equivalence in Indonesian!

Accounting Terms	Meaning
Place Visit Specific Area Country Promote Student Tourism Card Bird Eye View Beautiful Mountain National	

A	Place	B	Temple	C	Monument
D	City	E	Resort	F	Era
G	Country	H	Word	I	National
J	Food	K	House	L	People

B. Match the words above with the dictionary definition which follow!

1.	Men and women who work for the same organization, do the same type of work, or share the same interests.
2.	Relating to one particular nation and not including other nations.
3.	A period of time that has a particular quality or character.
4.	A structure built in a public place to celebrate an important person or event monument to.

5.	A building for living in, usually where only one family lives.
6.	A single unit of written or spoken language.
7.	A place that many people go to for a holiday.
8.	A building used for worship in some religions, typically religions other than Christianity.
9.	An area, building, or space that is used for or suitable for a particular purpose.
10.	The things that plants need in order to grow.
11.	A large important town.
12.	To go and see someone and spend some time with them.

Speaking Activity

A. Read and practice the following dialogue with your friend!



Apu: Hello, Tipu, how are you?

Tipu: I am fine, But I could not see you last week.

Apu: yes, you are right. Last week I visit went to Bagerhat with my elder brother.

Tipu: Oh, it is good news. But why did you select Bagerhat to visit?

Apu: You know it is a place of historical interest. The Shat Gambut Mosque has been declared as a world heritage site. A large number of people every visit Bagerhat.

Tipu: How did you enjoy the visit?

Apu: Oh, really it was a great experience for me. I could Know many things of our past history.

Tipu: What were the things that you witnessed there?

Apu: I saw the Mazar of Khan Jahan Ali, the Shat Gambut Mosque?

Tipu: Can you please tell me something about the Shat Gambut Mosque?

Apu: It is the important architectural design of the Mughal empire. The mosque is unique because it has sixty pillars supported by seventy-seven domes. It was used both as a mosque and as a court by Khan Jahan Ali.

Tipu: Have you seen the tank and the Ghora Dighi.

Apu: The tank is a wonderful thing. It was dug for pure drinking water. I could see some big crocodiles in the tank. They come upon the bank to bask in the sun.When any visitor

gives any food, they come nearer to take food. Ghora Dighi is a vast dighi. It is said that a horse was allowed to run across the vast area. The land which was covered by the horse had been dug as a dighi. So it is known as Ghora Dighi.

Tipu: Thank you. I could know many things from you.

Apu: Most welcome.

B. Discuss the questions below with your partners (refer to reading text)!



1. Why Tipu don't see Apu last week?
2. Where did Apu go last week?
3. Why apu choose Bagerhat to visit?
4. How did Apu enjoy the visit?
5. What are the things Apu saw there?
6. Can you tell me something about Shat Peat Mosque
7. What is meant by tank and ghira dighi
8. Can you explain what Mazar Khan Jahan Ali is?
9. What experience did you get at bagerhat?

10. How many pillars does the Shat Gambut Mosque have?

Pronunciation Practice

Pronounce these words after your lecturer!

Verb frequently used in Place to visit.

Verbs	Indonesian
Tour	Tur
Recommend	Rekomendasi
Arrival	Kedatangan
Depart	Keberangkatan
Surroundings	Sekeliling
Scenery	Pemandangan
Highlight	Suatu hal yang paling disorot di suatu daera
Custom	Adat
Dining district	Daerah yang dipenuhi oleh tempat makan
Entertainment district	Daerah yang dipenuhi oleh tempat hiburan
Business District	Daerah yang padat oleh perkantoran
Attraction	Atraksi
Trip	Kunjungan
Travel agent	Agen perjalanan
Travel	Bepergian
Route	Rute
Passenger	Penumpang
Destination	Tujuan

Writing Activity



A. Based on the list of verb, adjective, noun, conjuction, adverb, and preposition.

Write a short paragraph individually!

Look at the example!

This place is very beautiful and spacious. In here people must be wear polite clothes.

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B. Fill in the blank spots using the following words! One, mixture, carbonate, microscopic, marine, species, diving, sea, and lovers.

Pink Beach or Pantai Merah Muda is ..... of the beaches in Komodo island, East Nusa Tenggara. The beach is called Pink.



Beach because the sand beach is pink. The pink color of its beach is a ..... of white sand beach colors mixed with crushed coral, shells, calcium ..... from marine invertebrates that are very small, and also Foraminifera, ... amoeba that has a red body shell.

At Pink Beach, there are so many ..... organisms. No fewer than 1,000 species of fish, 260 species of coral, and 70 ..... of sponge can be found here. Having so much marine life, this place is a proper spot for snorkeling and ..... for ..... sports .....

Listening Comprehention

Listen to the radio. Then, fill in the blank with the words that you have heard!

Tana Toraja



Tana Toraja is a district located in South Sulawesi. The capital of Tana Toraja district is Makale. The people live there are mostly dominated by the [1] origin tribe of Toraja. Those inhabitants of Tana Toraja are predominantly Christian. However, there are still people who embrace Islam and the beliefs of [2] Animism, or can be called Aluk To Dolo. Toraja word derived from the Bugis language is to riaja which means people who live in the land above them. Its name refers to the [3] uniqueness of the culture or society that inhabit this land. The Toraja people mostly live in valleys between high mountains and granite cliffs. This corresponds to the Toraja word derived from the coastal language "to" meaning people, and "riaja" which means the [4] plateau. Toraja culture is generally a Proto-Malaysian Austronesian civilization that is still well preserved until today. Traditional clothing of Toraja people referred to as Pokko 'dress for women, while for men is called Seppa

Tallung. The dominant colors for this custom clothing are red, white, and yellow.



There is also Kandore, which is a Toraja clothing suits with [5] beaded ornaments to decorate the chest, bracelet, headband, and belt. Tana Toraja has its own style of art such as music, dance, oral literary arts, language, and carving. The music of Toraja is blended with its dancing style due to their [6] unseparable existence in this culture. The funeral is one of the shows featuring typical Toraja dances. This dance shows a sense of grief, as well as respect and encourage spirits of the dead. There is a ritual called Ma'badong in which a group of men will sing a song to honor the [7] deceased in a funeral. There is also a Ma'randing dance that is displayed to glorify the courage of the deceased during his lifetime with properties such as swords, shields, horn helmets, and other war gear. The [8] commonly used language in Tana Toraja is the Toraja language with Sa'dan Toraja dialect. In addition to that, there are also many traditional languages according to the geographical location of the community, such as Kalumpang, Mamasa, Tae ', Talondo', and Toala '. Tana Toraja is also known for

its mystery that is not revealed until today. One of these [9] mysteries is the ritual of "walking corpse" (Aluk Tadolo) in Toraja.

This is a traditional ceremony where people will ask the dead bodies of the dead to walk alone to their graves. Family members in this ritual will clear the graves and replace the clothes with new clothes. The act of caring for this corpse is believed to make the [10] ancestors keep protecting the family. The respect for those who have died is also shown in death ceremony lasting for days. The ceremony involves not only the family, but also the entire village community. Therefore, the burial cost for individuals from the Toraja tribe is [11] enormously huge. The higher a person's title, the more expensive his funeral costs will be. One of the main parts of this [12] funeral ritual is the slaughter of buffalo. The higher the degree of someone in the community, the more buffaloes to slaughter.

Grammar Focuse

Present Simple

A. Form

Affirmative	Negative	Question
I Work You	I do not work You	I do You
He She Works It	He She does not work It	He does She work? It
We You Work They	We You do not work They	We do You

Construction

Don't = do not

Doesn't = does not

After he, she and it. Verbs in the affirmative end in –s/s

Examlpe: I play → he works

You play → she plays

We finish → it finishes

When we add –s/-es to verbs. There are sometimes changes in spelling.

Example: study/studies.

B. Use

1. We use the present simple to talk about repeated actions or habits.
    a. I do financial statement every morning
    b. Most evenings my parents ensure tax on time
    c. Do you accept accounting prosedures?
    d. What time does Andi finish work?
2. We use the present simple to talk about situations which are permanent.
    a. Mr and Mrs Shaw live in Makassar.
    b. Accountant suggests to reduce cost.
3. We also use the present simple to talk about general truths.
    a. The river amazon flows into the Atlantic Ocean.
    b. We use account books and acoounting system for efficiency.
    c. Vegetarians don't eat meat or fish.
4. Always/usually/never/often/sometimes + present simple.
    a. Andi always arrives at work on time.
    b. I usually go to work by car but sometime I walk.

Exercise

A. Complete the sentences. Use the present simple of the verbs in brackets!

Example:

The president of the USA lives (live) in the white House.
I don't go (not go) to the theatre very often.

1. The teacher (teach) ..... the students everyday.
2. Mr. Wahyu go ..... to the office.
3. The dancer (dance) ..... in the hall.
4. Water (flow) ..... from the higher to the lower.
5. My mother (not go) ..... to the market.
6. Ramza, Razan and Rajni (study) ..... together.
7. Doctor (check) ..... the patients twice a day.
8. The post man (come) ..... to my school.
9. My little sister (not cry) ..... in the night.

10. The boys (play) ..... football in the afternoon.

B. Arrange these words into sentences. Start with the words in capitals!

1. City/Indonesia/The/capital/Jakarta/is/of.
2. that/we bought/the television/was expensive/ yesterday.
3. we/like/is wonderful/the programme/which.
4. this transportation/for/rapidly/time/the/grows.
5. can/on/films/see/people/TV.
6. tall/she/slim/is/pretty/and.
7. Nutmeg/island/what/produces?
8. For/can/what/I/do/you?
9. Football/team/yesterday/our/won/the match.
10. Usually/spend/I/in/Bali/holiday/my.

PART 13

CHECK OUT



Check-out is a hotel guest who has stayed and then left or left the hotel after the hotel administration was completed. Check-out is an important thing for the hotel because the last impression will be drawn from the smoothness of this process. What's more, a good impression will also present a positive image for guests so that they come back to the hotel.

Checking out at a hotel is relatively simple, but if you're not careful, you may be hit with costly penalties and fees. When checking out, be sure to ask for an itemized receipt after handing over your keys and settling payment.Check out time at the hotel is generally at 12 noon, Prevent fraud and penalties by leaving a credit card instead of a debit card and by verifying the check out time the night before leaving. Make sure you don't forget anything when packing for checkout. Look for forgotten items in all closets, drawers, and shelves.

SOP (Standard Operation Prosedure)

Check out

Preparation:

1. When you finish closing (EOD) at night (close the book), print out all guest folios who will check out. (Headers and billing details).
2. If it is not done at night (Point 1), the paper in the morning before the guests who will check out is in front of the front office desk.
3. Make sure the folio print is correct.
4. Put the Folios in a folder (Folder) with the name "GUEST FOLIO WILL CHE.

Vocabulary Views

- Check out = the final process of the hotel booking stage where the guest returns the key and pays the bill during the stay.
- SOP (standard operation prosedure) = steps that must be considered during the check out process.
- Penalties = Penalized for late check out or violating check out rules.
- Receptionist = A place to receive/make transactions during check-in and check-out.

Comprehension Question

Answer the following questions based of the text!

1. What is check out?
2. What does the first paragraf tell about?
3. How do I check out of a hotel?
4. When will the time of the check out?
5. Check out anything you need to be aware of?
6. Can we give tips at check out to hotel employees?
7. To avoid the occurrence of finalty at check out, should?
8. What to pay attention to when checking out?
9. What do you do after check out?
10. What if you don't check out before leaving the hotel?

State Whether Each of the Following Statment is TRUE or FALSE

.....	1.	Check out is the first part of the process at the hotel
.....	2.	Check out is the final stage of the completion process at the hotel
.....	3.	When checking out we have to give a tip.
.....	4.	When checking out we have to check the completeness of the goods, don't leave them behind.
.....	5.	Goods in the hotel room can be brought home.
.....	6.	12 o'clock is the time to check out on time.
.....	7.	Check out is done before leaving the hotel.
.....	8.	During the check out process, you must return the room key.

…….	9.	A fine will be imposed during the late check out process.
…….	10.	We have the right to give hotel staff a tip if the service is satisfactory as an award.

Vocabulary

A. Find their meaning/equivalance in Indonesia!

Terms in hotel	Meaning
Packing Penalties Receptionist Lobby Luggage Bell boy Key card Luggage cart Bill Tips	

a.	Receptionist	e.	Key card	i.	Luggage cart
b.	Late charge	f.	Bell boy	j.	Service charge
c.	Prepare goods	g.	Final bill	k.	Hotel slippers
d.	Exit	h.	Extra money	l.	Lobby

B. Match the word above with the dictionary definition that follows!

1	Before checking out from the hotel, it's a good idea to check and prepare all items so that nothing is left behind.
2	If we are late checking out we will be subject to finalty and something has to be paid.
3	Officers who serve the arrival or return of guests where all information.
4	a spacious and comfortable place to wait for guests or other things.
5	The officer on duty took us to the hotel room.
6	Sophisticated electronic door lock affixed to the door to open the room.
7	The amount paid after staying at the hotel for the specified time.
8	Some extra money given to officers as a bonus.
9	Items that hotel guests usually take home.
10	Additional service desired by guests when they feel that something is not satisfactory.
11	A tool used to carry a lot of goods which is often assisted by hotel maids.
12	The exit when you have checked out at the hotel.

Speaking Activity

A. Read and practice The following dialogue with your friend!



Fadil: Good afternoon.

Sofia: Good afternoon. Do you want to check out now?

Fadil: Yes. I'm sorry for being a bit late.

Sofia: No problem, Sir.

Fadil: Is there any extra charge for that?

Sofia: No, Sir. May I know your room number?

Fadil: It's 324

Sofia: Mr. Fadil, room booked from August 3rd until 5th. Is that correct?

Fadil: Yes, it is.

Sofia: So, the total of your bill is $845. How would you like to pay, Sir?

Fadil: I will use cash.

Sofia: Alright, Mr. Fadil. Please sign here.

Fadil: Sure.

Sofia: May I know if you enjoyed your stay here?

Fadil: Every thing's great, I loved the meal so much.

Sofia: Thank you, Sir. I hope you will be back to visit us again soon.

Fadi: I will.

B. Discuss the questions below with your partner (refer reading text)!

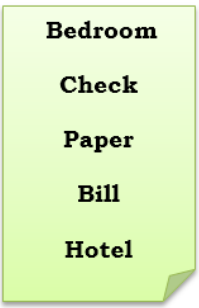
1. Where do you think the conversation happened?
2. What is the profesion of Sofia?
3. What are Sofia and Fadil talking about?
4. What room number is Mr. Fadil staying at?
5. From what date did Mr. Fadil stay at the hotel?
6. How much is Pak Fadil's total bill during his stay?
7. How is Pak Fadil's method of paying the bill?
8. How is Mr. Fadil's response about the hotel?
9. Has Sofia done her asking job well as a receptionist?
10. What did Mr. Fadil really like at the hotel?

Pronounciation Practice

Verb	Indonesia	Noun forms
Checking	Memeriksa	Check
Offer	Menawarkan, Menyatakan	Offering
Service	Melayani	Serviceability
Allow	Mengizinkan	Allowance
Identify	Identifikasi	Identity
Meals	Menepung	Mealtime
Part	Membagi	Partialness
Board	Memapan	Boarder
Shared	Membagikan	Share
Corner	Menguasai harga pasaran	Corn
Serve	Melayani	Servicing
Open	Membuka, memulai	Openness
Involve	Memerlukan	Involment
Close	Menutup/ditutup	Closure
Moderate	Mengurangi	Moderation
Give	Memberi	Give
Surround	Mengelilingi	Surrounded
Accommodate	Menampung	Accommodation

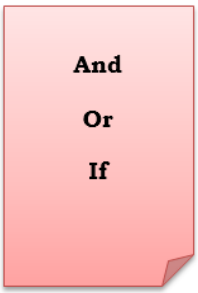
Writing Activity











A. Based on the list of verb, adjective, noun, conjuction, adverb, and preposition. Write a short paragraph individually!

Look at the example!

Each hotel has a service that is quite satisfactory for visitors. Then, every hotel has a good preaparation

.....

.....

.....

.....

.....

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.....

B. Fill in the blank spots using the following words;hotel,depends,almost,treared,natives, and facilities.

HOTEL is a public facility for resting. Hotels usually stand in crowded places. The place where foreign tourists live during their tour. sometimes many ..... stop here for some work or other. The hotel provides various facilities. the purpose of visiting ..... on the level of the hotel.



For example, at a 5-star hotel, you will certainly be ..... to luxuries that may not be found at home. But, of course, to enjoy all the required budget, which is not small. So, if you want to enter this ....., you should prepare a more budget. On the other hand, if you live in a one-star hotel, for example, the ..... are also standard. And of course not satisfying right? Indeed, the cost is quite affordable. However, this is also in order to save money as well. All hotels are ..... the same, it's just a matter of our choices.

Listening Comprehension

Listen to the radio. Then,fill in the blank with the words that you have heard.



Hotel

There is a lot of competition in the hospitality world that provides various 1) hotel facilities, as well as convenience in 2) check-in and 3) check-out and preparing a 4) bell boy that makes it easier for hotel visitors. As well as providing a 5) Convention hall. As we know the hotel provides a choice of 6) Adjoining rooms for visitors. Sometimes also in the hotel there is a 7) complementary breakfast that makes visitors interested.

Grammar Focuses

Passive Voice

Passive sentence or passive voice used to show interest in the person or object that is being acted on and not the person or object that is doing the action. So, the most important thing or person will be the subject of the sentence.

The passive voice formula follows the active voice tenses formula. What always appears in every formula is be + V3. Be here can be be, been, being, am, is, are, was, or were.

A. Form

Passive sentences in English consist of two elements: the appropriate form of the verb to be + past participle.

Positif	Negatif	Pertanyaan	Pertanyaan Negatif
The house was built in 1899.	The house wasn't built in 1899.	Was the house built in 1899?	Wasn't the house built in 1899?
These houses were built in 1899.	These houses weren't built in 1899.	Were these houses built in 1899?	Weren't these houses built in 1899?

PRESENT	
Simple present	S + am, is, are + V3
Present continuous	S + am, is, are + being + V3
Present perfect	S + has, have + been + V3
Present perfect continuous	S + has, have + been + V3
PAST	
Simple past	S + was, were + V3
Past continuous	S + was, were + being + V3
Past perfect	S + had + been + V3
Past perfect continuous	S + had + been + V3
PRESENT FUTURE	
Simple future	S + will + be + V3
Future continuous	S + will + be + V3
Future perfect	S + will + have + been + V3
Future perfect continuous	S + will + have + been + V3
PAST FUTURE	
Past future	S + would + be + V3
Past future continuous	S + would + be + V3
Past future perfect	S + would + have + been + V3
Past future perfect continuous	S + would + have + been + V3

Description:

Moderate is only found in the present continuous and past continuous tenses. Other continuous tenses do not use being in the pattern.

Passive sentences are only sentences that have an object (transitive).

- He left his family: can be passive because of the object (his family)

- He left this morning: cannot be passive because it is not objectified (this morning is an adverb)

B. Use

1. Sentences must have an object or the object is asked with a question word,
2. The subject in the active sentence becomes the object in the passive sentence and or vice versa.
3. Passive sentences must use the third form of the verb (Verb 3/ Past Participle after BE (is/am/are/was/were/be/been/being).
4. The passive voice follows the tense form.
5. The basic form of a passive sentence is BE + VERB+3/PAST PARTICIPLE.

C. Complete the sentences. Use the present simple of the verbs in brackets!

Example:

The president of the USA lives (live) in the white house.

I don't go (not go) to the theatre very often.

1. My father (travel) ..... to Japan last year.
2. My mother (not go) .....to the market.
3. Ramzah, Razan and Rinjani (study) ..... together.
4. Water (flow) ..... from the higher to the lower.

5. The teacher (teach) ..... the students everyday.
6. Doctor (check) ..... the patients twice a day.
7. The post man (come) ..... to my school.
8. My little sister (not cry) ..... in the night.
9. Winda (stay) ..... at hotel everytime.
10. Mr. Wahyu (visits) ..... her cousin every month.

D. Arrange these words into sentences. Start with the words in capitals!

1. a/nice/this/have/rooftop/hotel.
2. girl/hand/in/with/knife/a/die/bathroom/that/the/hotel/in/her.
3. didn't/hotel's/see/last/night/like/something/brother/because/my/he/this.
4. a/price/this/take/hotel/high/is.
5. honeymoon/dina/spend/dino/their/pecatu/in/and/hotel.
6. own/every/history/their/hotel/own.
7. hear/my/something/tonight/in/room/hotel/weird/i.

8. will//check/hotel/i/out/today/at/the.
9. at/my/hardrock/friend/is/hotel,work.
10. i/at/hotel/stay/you/with.

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Tim Penulis



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Indonesia menulis

The books is designed based on needs analysis and also involves both cognitivism and behaviorsm theory, cognitivism is learning theory of psychology that attempts to explain human behavious by understanding the thought process. It is emphasized in the conscious thought. While behaviourism refers to students' observable behavior to create automatic learning includes theuse of instructional cues, practice, and reinforcement. In this case, the role of the teacher in behaviorism theory is determines what type of cues that could produce the desired response, to create conducive situation to reach the target stimuli and to create environmental condition.

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