

Developing English Learning Material for the Hospitality Students

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ABSTRACT

The purpose of the research is to understand the process of LPK ISI (Indonesia Institute of Technology) in developing English materials. This research focuses on hotel and cruise planning and research products. The method used in this research is research and development (Research and Development) by following of research models is ADDIE (Analysis, Design, Development, Implementation, and Evaluation). The procedure in this research the researcher analyses to know the students need what they need and want (teaching goals). After finishing the English course, Design the researcher designs as syllabus, lesson plans, English materials and assessments after that continues to the Development stage, the process is implemented in the classroom, which curriculum; after the learning ends, the researcher evaluates to understand to know the efficacious of the curriculum then, continue to revise the curriculum, the curriculum, which revises the newer for the next batch. Result of this research showed the process of developing English learning material on the students at the three batch until the researcher has done designed English material for the next batch and this research show the product of this research is a textbook, the title is English for Hospitality and Cruise Ship Program.

Keywords: *English Learning Material; ADDIE; Research Product*

INTRODUCTION

The Job Training Institute (LPK) Indonesia Skills Institute (ISI) is a job training institute located in Lampung, focusing on hospitality and cruise ships. These students participate in this training program they follow several stages before being transferred to work in the first stage, students participate in the IHT (In house training) program for 2 months. After that, the students were required to participate in local training programs (on job training) in hotels in Lampung. After that, students participated in on job training abroad (OJT) for 6 months after which the students returned to Indonesia and then distributed to work either in Indonesia or abroad (MoU ISI Lampung, 2020).

In the ISI training program, students are required to obtain important subjects when training abroad, such as food and beverage service, front desk, housekeeping and English. In this study. Researcher focuses on course its English. English subject divided into three subjects are general English, hotel English and job interview English. For the first time, the researchers joined forces for English Instructure The researchers consulted an English teaching institution with experience in teaching English to hotel students. For the first batch (batch 1) the researcher followed the instructions, which he explained until the first batch was finished. then, the researcher doing evaluating the

researcher finds the English material, which suitable for the students, the English materials do not provide for the students while the students training on aboard, some of the students need to learning English start from beginner level, in learning and teaching the students not provide the textbook based on the problem that the researcher tried to development the English materials.

There have been some previous studies related to developing English material. One relevant study is the study done by (Afriandi & Fatimah, 2021). The title is “ Developing English Materials for English for Tourism’. This study aims to develop English materials for English for Tourism and to find possible English-developed materials for Tourism. The type of this research is Research and Development (R&D). The subject of this research is the students of English Education Department, Universitas Ahmad Dahlan. The research results show that the total score of expert material’s validation is 82%, which means that the developed materials are excellent. The mean of the subject trial assessment is 82.94%, meaning the product is excellent.

The content of the journal (Afriandi & Fatimah, 2021) written by systematically, with good grammar after reading more detail, the researcher finds some mistake like the researcher doesn’t show how the process development of English materials in the cycle. In this research the researcher focuses on the process of developing English materials at LPK ISI Pringsewu until becomes research product (book).

English for specific purpose is teaching English focuses on particular area activity which every discipline has differences materials which a material narrow range of the topics (Marcu, 2020). In other hand ESP is students more motivating because task based on syllabus and partical based on business situation, more authentically, the material students’ more focus on specializations (Yang & Wyatt, 2021). Moreover ESP its based on particular context and the curriculum based on the learners’ specific needs (Otilia & Brancusi, 2015). ESP have many types likes English for Business and Economic (EBE), English for Academic Purposes (EAP), English for Occupational Purposes (EOP) (Hermayawati, 2019). The characteristics of English materials in ESP are materials simulation activities, provide the language items, language use, the topics are communicative task (Masyhud & Khoiriyah, 2021) moverover ESP Materials based on the students’ field and utilize, the content of a specific discipline. English special purpose is the students learn English based on their department or discipline, the department or discipline as technology, law, religions, medicinemedicine, and many others (Latif, 2019), the fields in this research is a hospitality, the materials give the students in Hospitality context while the students practice listening, speaking, reading and witting, whichThis is based on the hotel's environment, capabilities and their needs. English for Hospitality its teaching English more focuses on the students in English language skills and language communication the students have ability in English because English used while work, hospitality is international service industry like service sector, accommodation, food and beverage (Arafah et al., 2019).

Learning materials are an integral part of the teaching learning process, and they are a key part of most language courses (Richards and Renandya, 2002 in (Syafii & Gestanti, 2018). Although it is important to teach English learning materials, English materials are used as tools or tools for educators and learners and consist of materials and materials suitable for students (Etfita & Wahyuni, 2020). In developing learning material, the teacher used some strategies are the sequence of the materials and tasks from easy to complex which based on the lesson in makes own materials, which based on the real situation and students in real communication (Richard and Harmer in (Andariyani & Nurhajati, 2016).

Material Teaching hospitality students at the ISI students learn about basic English (Alphabet, Number, Introduction, etc), Grammar (Past tense, present tense and future tense), expressions and language skills. Language skills the researcher teaches language skills listening, speaking, reading, and writing (Savignon, 1991 in (Singh, M. K. Choo, 2012).

Listening is one of language skills by listening the students can acquire decent pronunciation of words, phrases and sentences (Listiyarningsih, 2017). Listening the activity which the students paying attention and trying to get the meaning from the something hear (Adnan, 2014). The learning materials in listening practice such as discussion based on the topics, taking part in communication or small talk situation, listen about announcement, information, advertisements, radio program or the materials related to real life conditions (Oktalia et al., 2018). Speaking is language skill which language skill the students communicated English by orally and express their idea (Aini khoyimah et al., 2020). In other hand speaking is the process of sharing a meaning by using verbal and non verbal and includes grammar, vocabulary and pronunciation (Zare-Behtash et al., 2016). English materials in speaking based on the topics and give more example for the students. The activities likes give questions, play game (Nur Ali Mubar, 2015).

Reading is the ability to understand information in a text, linguistic knowledge, syntactic knowledge and schematic knowledge (Italia et al., 2018). Reading is the process to understand what is the implied what the writer is write, the reading activities likes recording, decoding and meaning (Fatmawaty & Sholihah, 2020). The reading materials must be authentic materials for motivated, attractive and interested the students in learning for example descriptive text in descriptive text presented the facts and gives information or describing the objects (Azizah et al., 2021).

Writing is one of types for communication to audience for gives ideas or message into words (Nurdiansyah & R. Abdulrahman, 2020). Moreover, writing is the activities to express our idea write into arrangement the sentences and has meaning in the sentence have component skills such as vocabulary, grammar, syntax, mechanics, coherent and cohesive form (Aryanika, 2016). Writing materials based on the target language and less of pressure, integrating with the good various teaching techniques, real life situation, based on the students' need, contextual grammar and vocabulary (Fachrurazy, 2011; Kumar 2013 in (Kurniasih & Rahmawati, 2018). The objective of

this research is to know how the process of the developing English materials until product

METHOD

The method used in this study is research and development (R&D) method. The method is considered to present the development materials process until this research produce certain product after the process of learning material. Development materials process in this research used ADDIE (Analysis, Design, Development, Implementation and Evaluation) (Januszewski and Molenda, 2008) in (Cahyadi, 2019). the development of english materials following a few stages are analysis, design, development, implementation and evaluation below the stages of this research :

a. ANALYSIS

First step the researcher analysis the learning goals based on their goals. Learning process in ISI the students are follow class to got knowledge and practice after that their practice on hotels in Indonesia and their goals are training (OJT) on aboard, so the researcher analysis the students based the ISI Program.

b. DESIGN

Researcher discuss with Instructors which have works experience at hotel or cruise ship by using english while on thier works and communication based on listen thier experiences the researcher continue to design syllabus and lesson plan.

c. DEVELOPMENT, IMPLEMENTATION AND EVALUATION

Development, Implementation and Evaluation are bellows the researcher descirbe by using the diagrams bellow

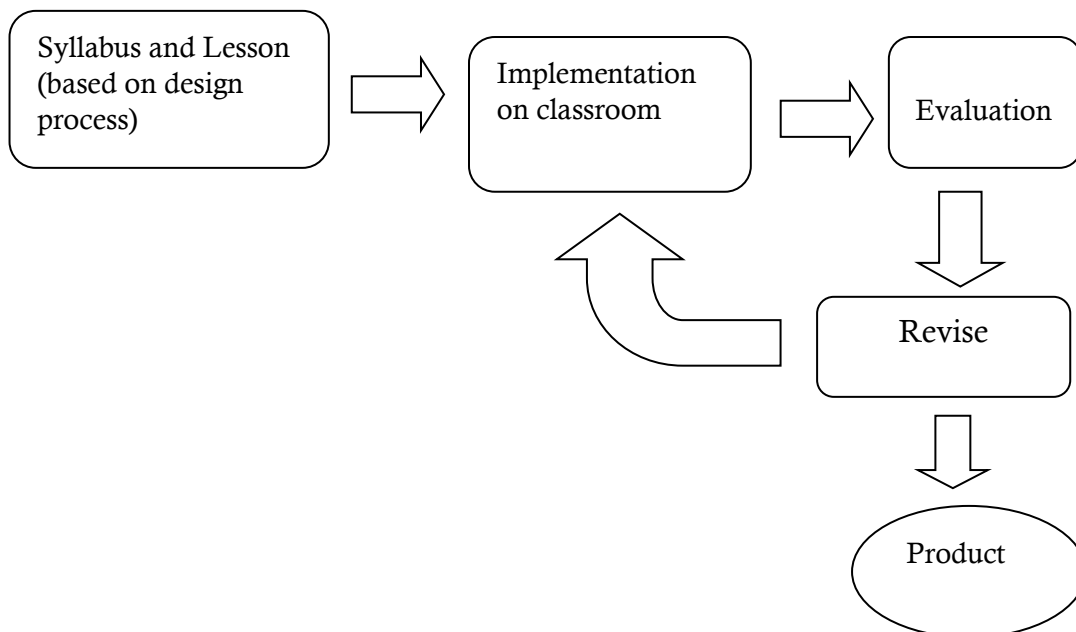


Figure 1. Development English Material Process

Development english materials following a few stages based on the picture above the stages are after the resercher complicated design of the syllabus based on the analysis the researcher continue to teaching english the students ISI Pringsewu at batch 1 after the class finish for about 2 months the researcher conducting the evaluation based on the field report (take notes), scores and students improvement in English after doing evaluation and consult with the head of the curriculum the researcher doing revise after the revise of the materials finish the researcher ready to teacing the next batch and the cycle above the researcher doing until 2 times after doing the reseacher design to makes a product.

FINDINGS AND DISCUSSION

Table 1. English Materials on First Batch

Language Skills	Materials
Basic English	Alphabet, Number, Time, Noun, Pronoun, Adjective, Adverb, Verb, Irregular verb, Article, Daily Expression
Grammar	Past tense, Present tense, Future tense
Speaking	Introduction myself, Hotel conversation (Eating in the restaurantt, Food complain , Reservation (walk in) , Front office (handling complain) , Reservation by telephone , Room cleaning , Sightseeing) , Job Interview .
Listening	Listening song
Reading	Reading genre text (Narrative dan Descriptive)

After the learning its ends the researcher conducted the evaluation which based on the take notes during teaching and learning process and the students respons after learning english. based on the take notes the reseacher finds that english material in speaking because the researcher finds that the many students are mispronunciations, less basic english conversation other hands the researcher finds that english materials is need to adding for listening because the stduents need to habitual to listen the native speaker how to speak. Based on the table 1. Above language skills writing the instructure not gives materials writting skill. Based on the some of the faced problems above the researcher conducted to revise the english material for the students on the next batch (batch 2).

Table 2. English Materials on Second Batch

Language Skills	Materials
Basic English	Article, Verb, Irregular verb, Noun, Pronoun, Adjective, adverb, Alphabet, Number , Days , Month , Time, Family
Grammar	Past tense, Present tense, Future tense
Speaking	Introduction myself, Introducing someone, Daily activities, Physical appearance, Giving direction, Hotel Conversation (Eating in the restaurant, Food complain, Discuss menu, Room service, Reservation walk in, Front office (Handling complain, Information hotel facilities, Room cleaning), Job Interview Practice
Listening	<ul style="list-style-type: none"> • Listening song • Listening Speech • Listening conversation • Reading (Beginner level)
Reading	<ul style="list-style-type: none"> • Reading (Intermediate level) • Reading genre text (Narrative dan Descriptive) • Writing beginner (beginner and intermediate level)
Writting	<ul style="list-style-type: none"> • Rewriting or retelling from the story or text. • Make Job application letter and Curriculum Vitae

After the learning its ends the researcher conducted the evaluation which based on the take notes during teaching and learning process and the students respons after learning english. based on the take notes the reseacher finds that materials for the hospitality students feels that still uneffective because materials for speaking all materials gives to the students but still the some materials are not gives especially the students are less practice on listening,the students are also less exrecise on reading and writting. Based on the some of the faced problems above the researcher conducted to revise the english material for the students on the next batch.

Table 3. English Materials on Third Batch**A. Speaking and Listening****a) Speaking Materials**

	Materials
Basic	Greeting, introduction myself, alphabet, number, days and month, introducing someone, talking new friend, family, physical appearance, daily activities.
Daily conversation	Talking about hobby, giving direction, making accepting and refusing invitation, agree and disagreeing, offering, asking and giving help
Hotel conversation	Eating in the restaurant, Food complain, Discuss menu, Room service, Reservation walk in, Front office (Handling complain), Information hotel facilities, Room cleaning, changing room, information about hotel facilities.
Job Interview	❖ Interview practice

b) Listening Materials

	Materials
Song	British and American songs likes Nikka Costa “My First Love”; Jasson Miraz I’m Yours,etc.
Speech	Emma Watsson Speech and famous people speech
Conversation	Conversation on daily likes between students and teacher and discussion with friends
Hotel conversation	Reservation and Handling complains

B. Reading and Writing**a) Reading Materials**

	Materials
Beginner	Short paragraph (answers question)
Intermediate	Long paragraph (answers question)
Comprehension	Reading comprehension of text (genre paragraph and short story)

b) Writting Materials

Materials	
Grammar/ Structure	Parts of Speech, Grammar
Beginner and Intermediate level	rearrange sentence, simple paragraph, Describe pictures
Retelling	Retelling short story

Technical learning the students on the second batch the researcher devided into two classes the first class named “Speaking and Listening Class” second class named “Reading and Writting Class”. “Speaking and Listening class” the students learn three times in week and “Reading and Writting Class” the students two times in week. After the learning its end the researcher doing the evaluation whic based on the takes notes, the researcchr finds thats some materials are not teach the materials in the Speaking are discuss menu, room service and information hotel facilities in reading and writing class the some of learning materials are not done to gives to the students so, the materials between speaking listening class and reading and writting class.

Table 4. English Materials on batch four

Meeting	Materials	Skill	Activity
1	1. Introducing of course.		1. Students understand the planning of learning.
	2. Greeting	Speaking	2. Students practice to greeting and introduction my self
	3. Introduction	Listening	3. Students listen how to pronounce words from native speaker.
	4. Alphabet	Speaking	4. Students practice to spelling.
2	1. Number	Listening	Number:
	2. Days and month	Speaking	1. Students listen how to pronounce cardinal and ordinal number.
			2. Students practice
			Days and month: 1. Students listen how to pronounce cardinal and ordinal number. 2. Students practice
3	1. Listening song	Listening	Listening song :
	2. Physical Appearance	Writing	1. Students listen song then fill blanks. Physical Appearance:

Speaking	1. Instructure gives vocabularies
	2. Gives example how to describe.
	3. Instructure gives picture
	4. Students describe the picture then, oral test.

Based on the few of the problem looks at English Material on Batch 3 the researcher develop the english material by combine our language skills in each meeting if the activity its any still not done will teach in next meeting.

PRODUCT

Before



Modul Pembelajaran Hospitality and Cruise ship

(English, Housekeeping, Food and Beverage and Interview) is textbook which have been written by team teaching of Indonesia Skill Institute Lampung. Total chapter are four chapters are Chapter 1 *Melaksanakan Prosedur Klerikal*, Chapter 2 Housekeeping Knowledge, Chapter 3 Food and Beverage Service and Chapter 4 English for Hospitality. In Chapter 4 the materials such as Greeting Guests, Dealing with guests requests, problem and complaints, common expression in hotel and English daily expressions.

After

English for Hospitality and Cruise Ship Program



English for Hospitality and Cruise Ship Program is textbook for the students at hospitality students which written by Garda Arif Wicaksono, total chapters are three chapters, Chapter one about Basic English, Chapter two about Listening and Speaking, Chapter Three about Reading and Writting. The book publish in Guepedia, West Java. The goals the book its can be used by the reader who wants learn English which begin in beginner level because this book provide the content Basic English (Chapter one). Listening and Speaking (Chapter two) the writer in the content of books provides some of the exercise in listening and speaking, the level exercise in three levels (beginner, intermediate and advance level. the speaking materials not only Hotel Conversation but also basic conversation and daily conversation, Reading and Writting the writer provide the exercises for beginner, intermediate and advance level (Garda,2021).

CONCLUSION

This study focuses on the develop english materials which conducted at the students in hospitality program at ISI Lampung. in this reasearch in develop materials the researcher follow ADDIE Process, in each batch 1,2 and 3 the researcher tries to develop or changes which based on the students need, ability and the model of exercise this is one of the effort to makes the students can used english in communication in thier works in hotel as the ends of the research the researcher have products as the results of conducting research the products is books, the title of the books is “English for Hospitality and Cruise Ship Program” as the books students at take hospitality program especially the students in the level start learn english, this books recomended the students as the reference or as guide in learn english at the classroom or learn by self.

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