

DESIGNING ENGLISH FOR TOURISM

Appendix 1

QUESTIONNAIRE FOR ALUMNI OF DIPLOMA III IN TOURISM

The questionnaire is designed to find out information about the significance of English teaching materials that have been used at Tourism Department at Airlangga University. The aim of the reserach is to suggest the improvement on the materials so that the materials will be able to prepare the students for their future career. The questionnaire is anonymous and the data collected will be kept strictly confidential. You are kindly asked to respond to the following questions either using English or using Bahasa Indonesia.

Pertanyaan ini dibuat untuk menemukan informasi tentang pentingnya materi pengajaran Bahasa Inggris yang telah digunakan di Program Studi Pariwisata, Universitas Airlangga. Tujuan dari penelitian ini adalah untuk memberikan saran untuk memperbaiki materi-materi tersebut sehingga materi-materi tersebut bisa dipakai untuk mempersiapkan para

siswa untuk pekerjaan mereka nanti. Nama anda akan dirahasiakan dan data yang diperoleh akan disimpan secara rahasia. Anda diminta untuk menjawab pertanyaan-pertanyaan di bawah ini bisa dengan Bahasa Inggris atau Bahasa Indonesia.

Name :

1. What is your job? (Apa pekerjaan anda?)

.....

2. What are your roles and responsibilities? (Apa tugas dan tanggung jawab anda)

.....

3. How often does your job require you to use English?
(Seberapa sering pekerjaan anda menuntut anda untuk menggunakan Bahasa Inggris?)

.....

4. In what situations/In what tasks do you use English in your working place? (Dalam situasi/tugas seperti apa anda menggunakan Bahasa Inggris di tempat kerja anda?)

.....

5. What skills (speaking, listening, reading or writing) do you need the most in your job? (Skill-skill apa yang anda paling butuhkan dalam pekerjaan anda?)

.....

6. Which topics of materials you have learnt are relevant and not relevant to your jobs at your working place?
(Topik-topik materi apakah yang anda pernah pelajari yang sesuai dan tidak sesuai dengan pekerjaan anda sekarang?)

Give tick (√) if the topics are relevant and give cross (X) if the topics are not relevant.

Beri tanda centang jika topik-topiknya sesuai dan beri tanda silang jika topik-topiknya tidak sesuai.

No	Topics	Relevant/Not relevant
1	Taking phone calls	
2	Giving hotel information	
3	Handling room reservations	
4	Handling restaurant reservations	
5	Recommending places of interests	
6	Escorting guests	
7	Serving in the bar	
8	Giving instruction	
9	Taking food order	
10	Describing dishes	
11	Dealing with requests	
12	Dealing with complaints	
13	Giving directions	
14	Dealing with ticket reservation	

No	Topics	Relevant/Not relevant
15	Making and describing itinerary	
16	Telling prices and dealing with bills and payment	
17	Describing touris attractions	
18	Writing an application letter and CV	
19	Dealing with job interview	
20	Dealing with car hire	
21	Describing festivals	
22	Describing traditional gifts	
23	Announcements	
24	Giving a guided-tour	
25	Explaining rules and safety	

7. What topics of materials you did not get when you were at university but you need at your working place now?

(Topik-topik materi apa yang anda tidak dapat pada waktu kuliah tapi anda butuhkan dalam pekerjaan anda?)

.....

DESIGNING ENGLISH FOR TOURISM

Appendix 2

QUESTIONNAIRE FOR THIRD SEMESTER STUDENTS OF DIPLOMA III TOURISM

1. Please give information about your:

Name :

Age :

Sex :

Native Language :

2. What kind of job do you wish to have for your future career?

3. Are you interested in taking the subject "English for Tourism 1"?

Yes, very much Yes Not much

Not interested at all

4. Do you think that English is useful for your future career?

Yes, very useful Yes Not so useful

Not useful at all

5. What skill(s) do you want to develop the most?

Speaking

Reading

Listening

Writing

6. What kind of learning activities do you prefer?

doing individual work

doing

role-plays

doing pair work

doing

out-of-class projects

doing group work

watching related videos

doing whole class work

doing

spoken practice

others

DESIGNING ENGLISH FOR TOURISM

Appendix 3

Raw Data

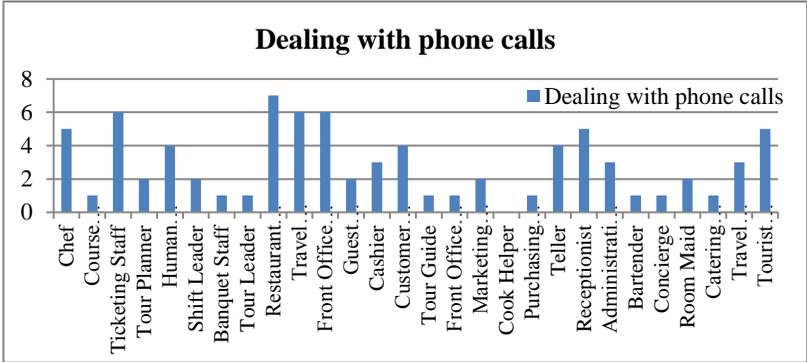


Figure A-1 The Relevance of Topic “Dealing with Phone Calls” to Graduates’ Jobs

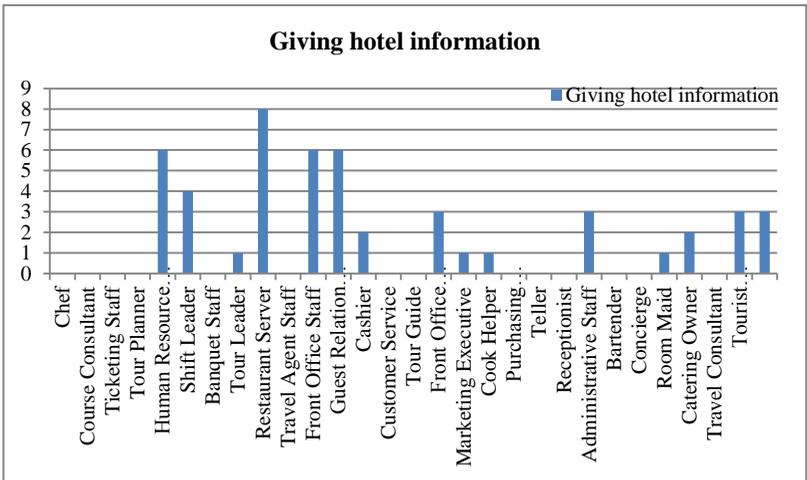


Figure A-2 The Relevance of Topic “Giving Hotel Information” to Graduates’ Jobs

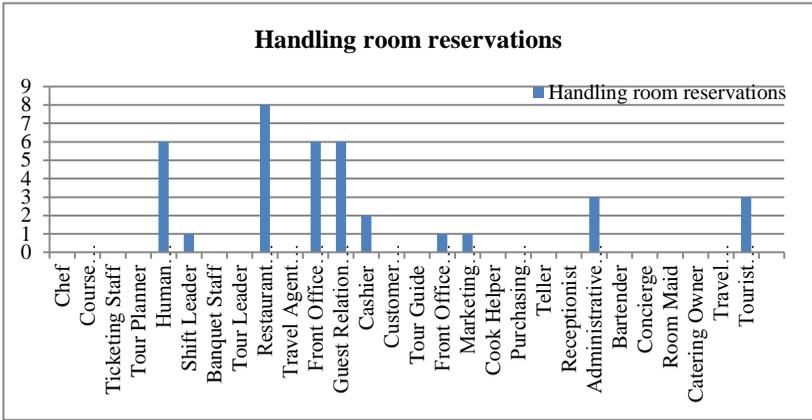


Figure A-3 The Relevance of Topic “Handling Room Reservations” to Graduates’ Jobs

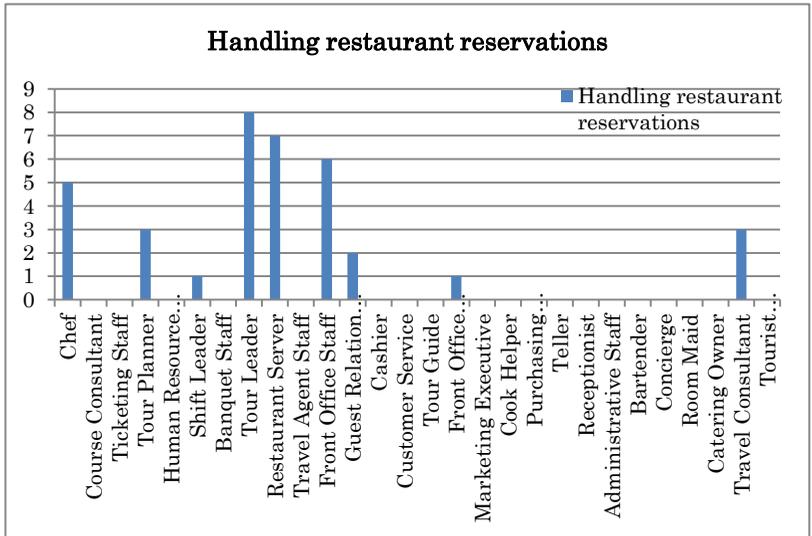


Figure A-4 The Relevance of Topic “Handling Restaurant Reservations” to Graduates’ Jobs

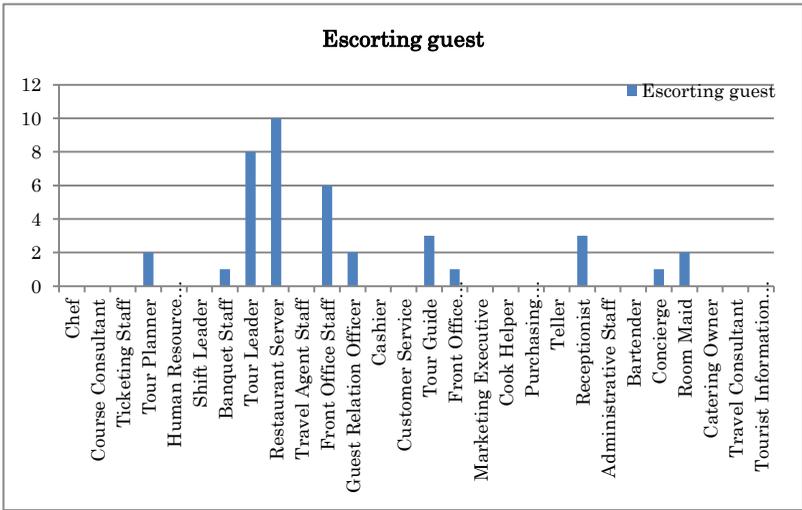


Figure A-5 The Relevance of Topic “Escorting Guest” to Graduates’ Jobs

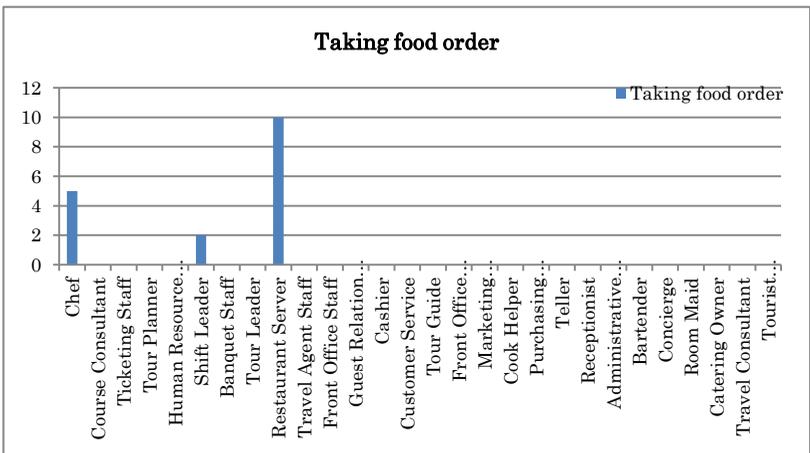


Figure A-6 The Relevance of Topic “Taking Food Order” to Graduates’ Jobs

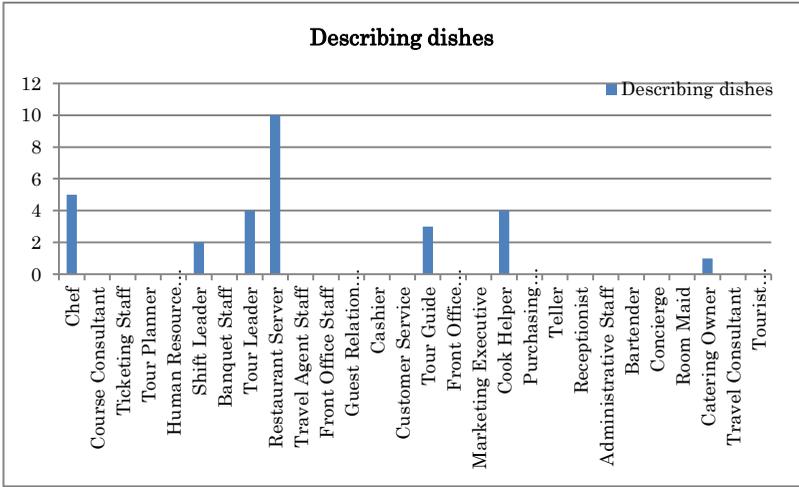


Figure A-7 The Relevance of Topic “Describing Dishes” to Graduates’ Jobs

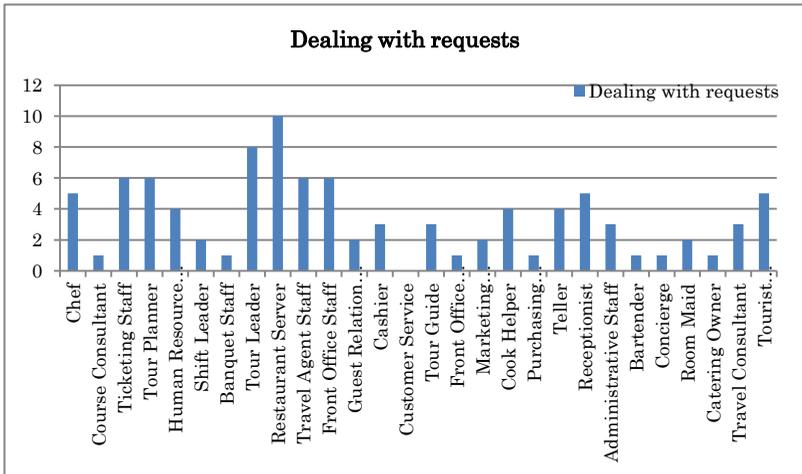


Figure A-8 The Relevance of Topic “Dealing with Requests” to Graduates’ Jobs

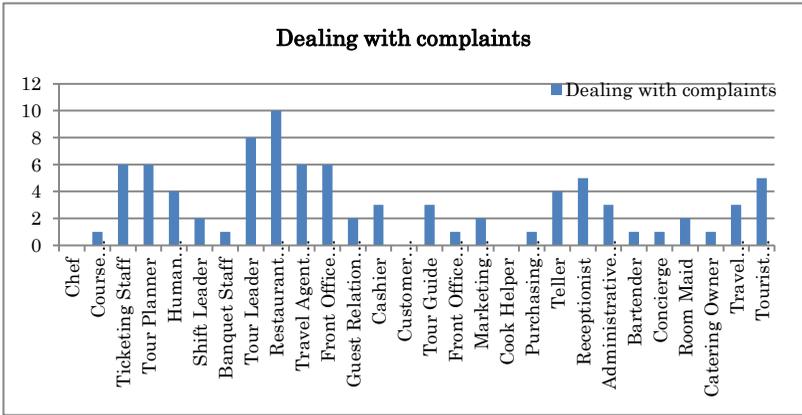


Figure A-9 The Relevance of Topic “Dealing with Complaints” to Graduates’ Jobs

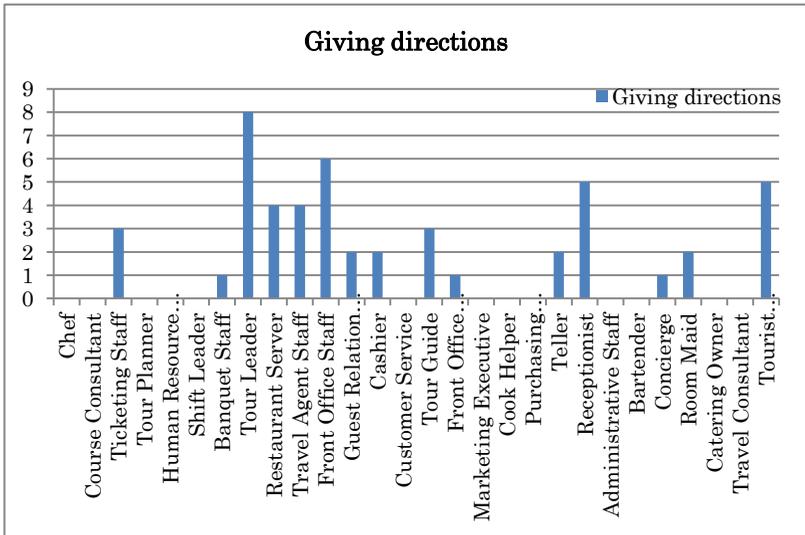


Figure A-10 The Relevance of Topic “Giving Directions” to Graduates’ Jobs

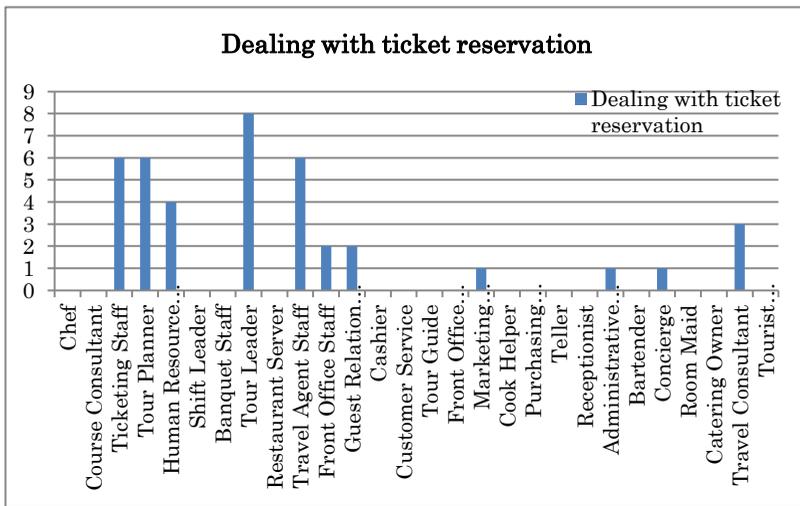


Figure A-11 The Relevance of Topic “Dealing with Ticket Reservation” to Graduates’ Jobs

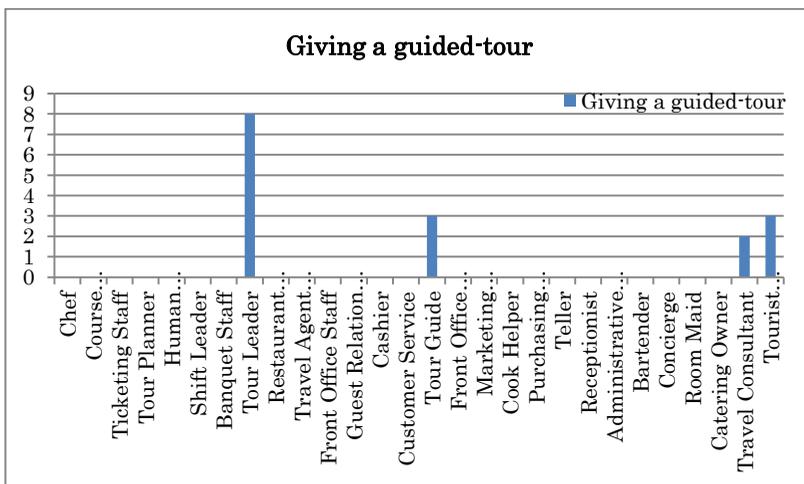


Figure A-12 The Relevance of Topic “Giving a Guided-Tour” to Graduates’ Jobs

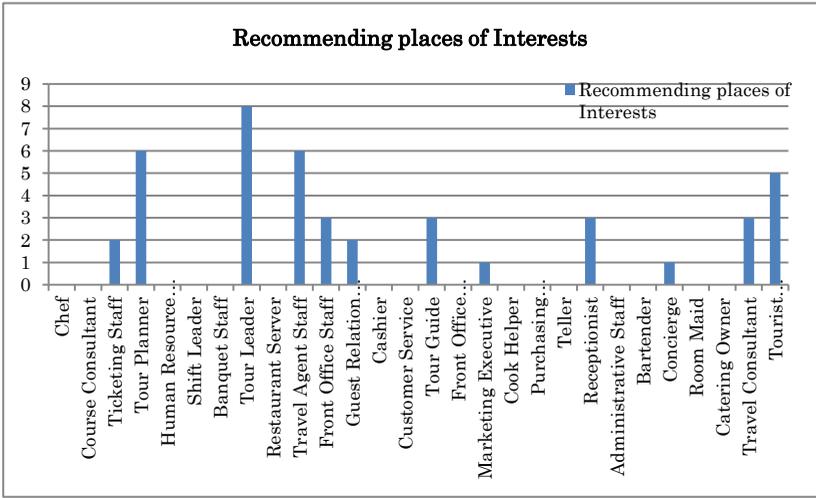


Figure A-13 The Relevance of Topic “Recommending Places of Interests” to Graduates’ Jobs

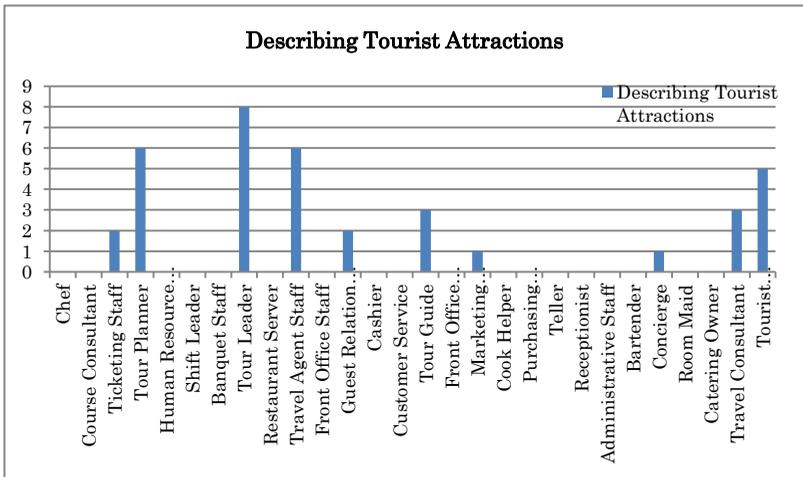


Figure A-14 The Relevance of Topic “Describing Tourist Attractions” to Graduates’ Jobs

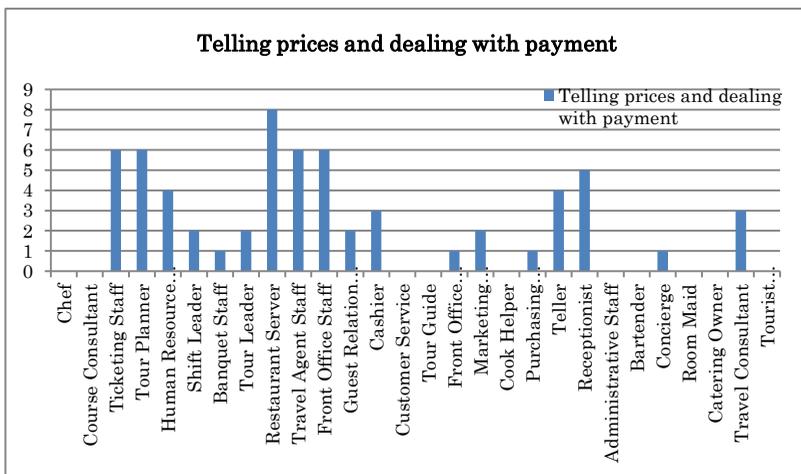


Figure A-15 The Relevance of Topic “Telling Prices and Dealing with Payment” to Graduates’ Jobs

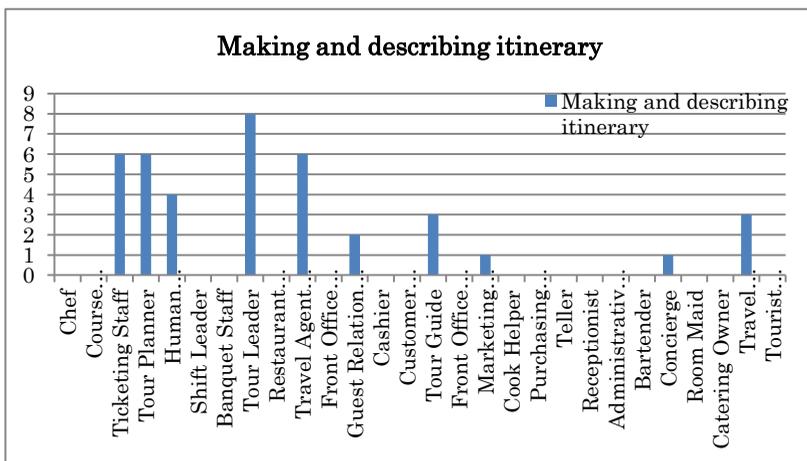


Figure A-16 The Relevance of Topic “Making and Describing Itinerary” to Graduates’ Jobs

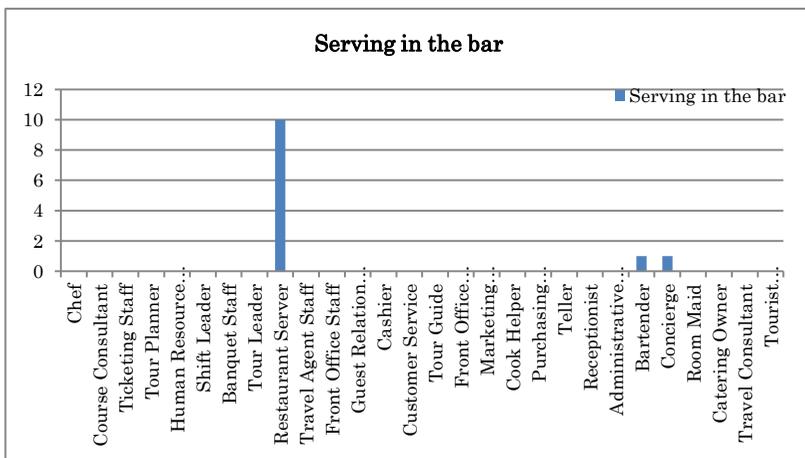


Figure A-17 The Relevance of Topic “Serving in the Bar” to Graduates’ Jobs

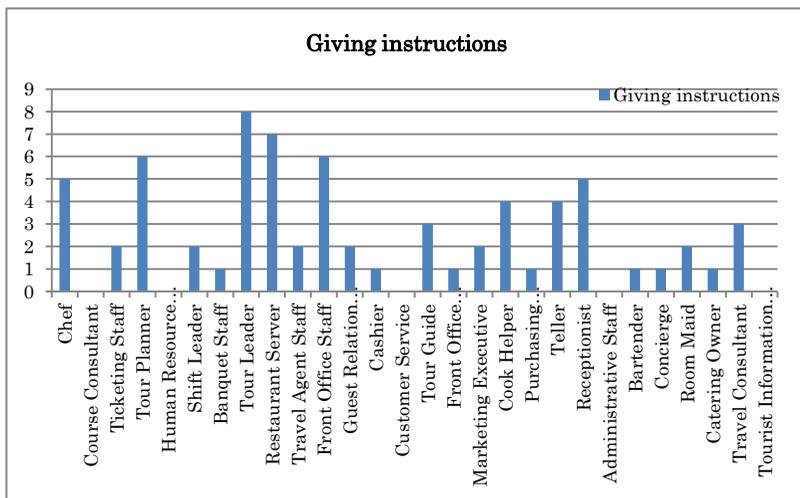


Figure A-18 The Relevance of Topic “Giving Instructions” to Graduates’ Jobs

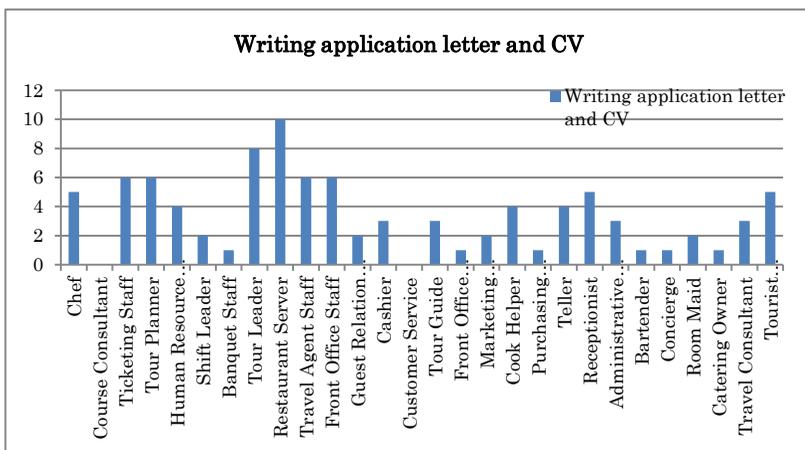


Figure A-19 The Relevance of Topic “Writing Application Letter and CV” to Graduates’ Jobs

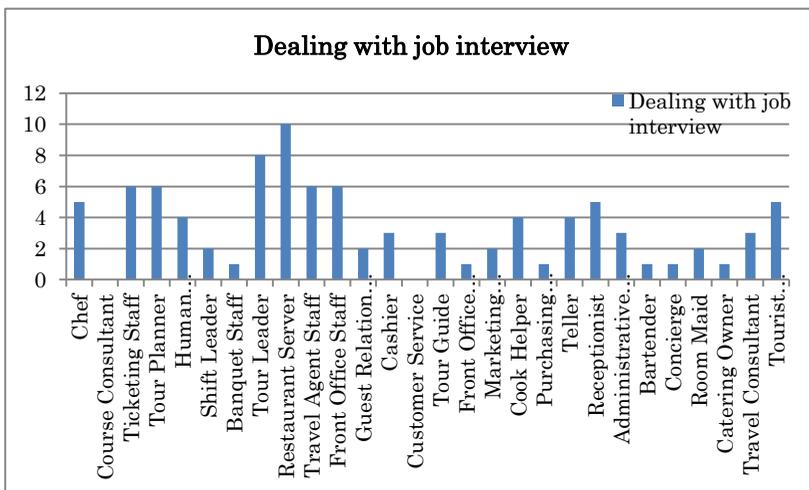


Figure A-20 The Relevance of Topic “Dealing with Job Interview” to Graduates’ Jobs

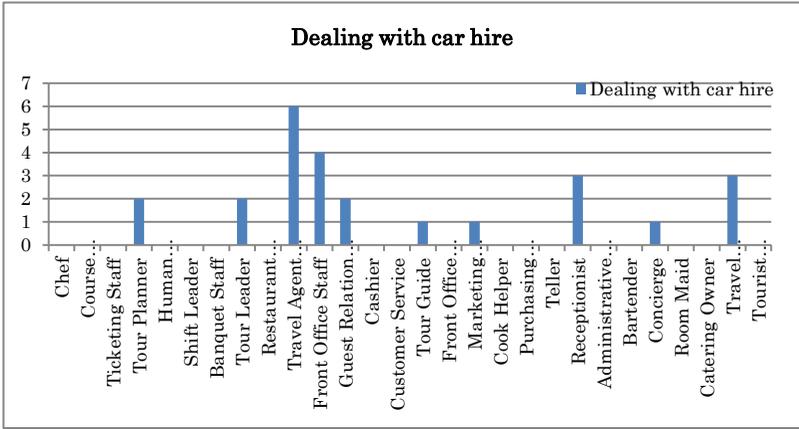


Figure A-21 The Relevance of Topic “Dealing with Car Hire” to Graduates’ Jobs

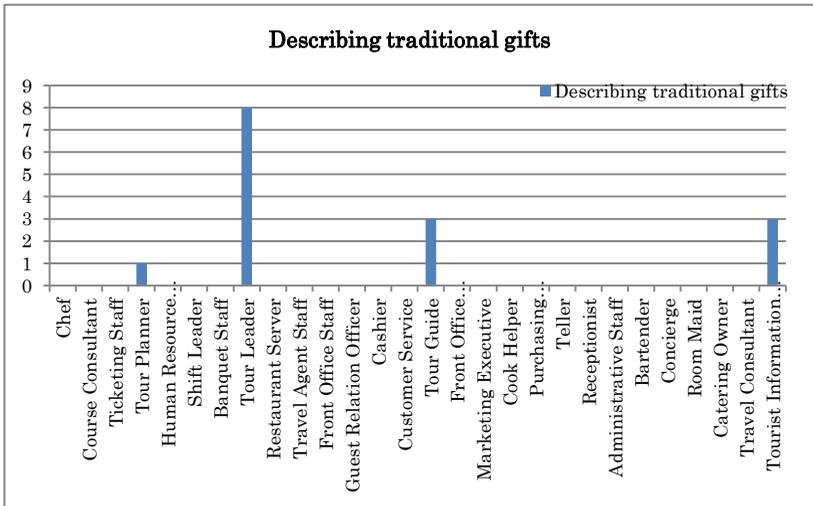


Figure A-22 The Relevance of Topic “Describing Traditional Gifts” to Graduates’ Jobs

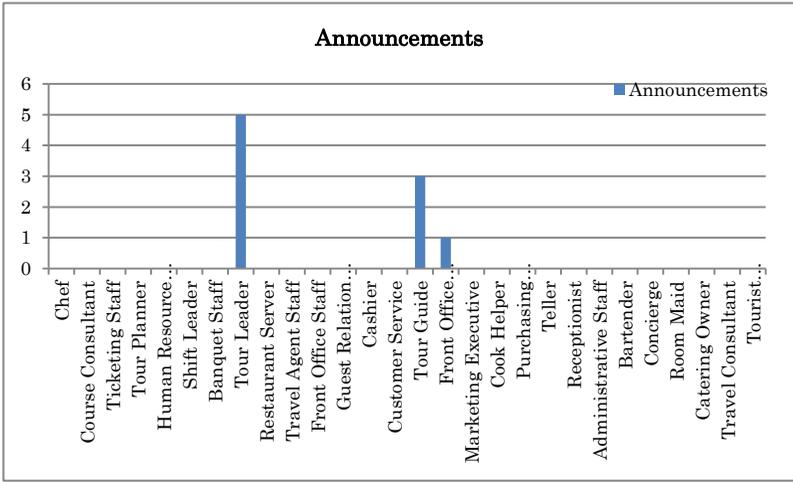


Figure A-23 The Relevance of Topic “Announcements” to Graduates’ Jobs

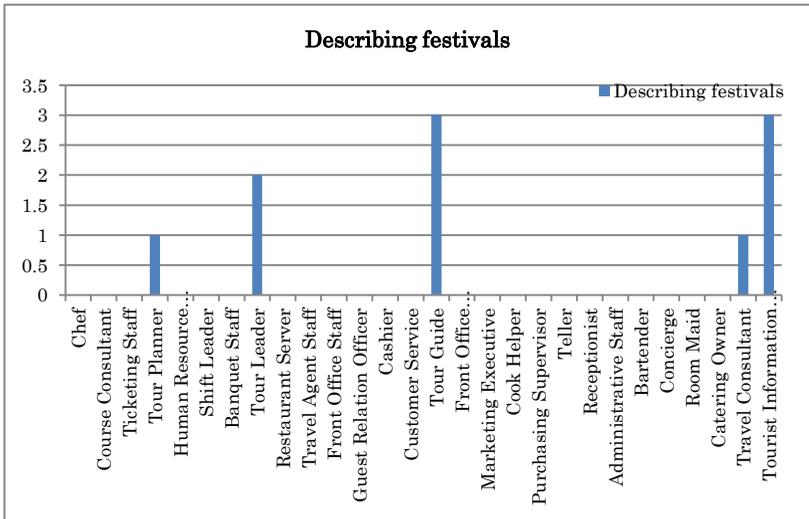


Figure A-24 The Relevance of Topic “Describing Festivals” to Graduates’ Jobs

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Appendix 4

Students needs analysis

Table A-1 Students' Interest and Attitudes toward the Subject

Responses of Students' Interest	Number of Students	Responses of Students' Attitudes	Number of Students
Yes, very much	32	Yes, very useful	30
Yes	7	Useful	10
Not much	1	Not so useful	0
Not interested at all	0	Not useful at all	0

Table A-2 Students' Perceptions on the Skills Need to be Developed

Skills	Number of Students
Speaking	38
Listening	30
Reading	17
Writing	2

Table A-3 Students' Preferences on Learning Activities

Learning Activities	Number of Students
Doing individual work	23
Doing pair work	37
Doing group work	30
Doing whole class work	20
Doing role-plays	33
Doing out-of-class projects	8
Watching related videos	18
Doing spoken practice	32
Others	5

Appendix 5

The Syllabus

Course Title: English for Tourism 1

Course Code: BAE-004

Credit: 2

Type of Course: Compulsory

Academic Year: 2013

Semester: 3

Course Description:

This course as English for Tourism 1 is a course that concentrates on four skills: listening, speaking, reading and writing. The course includes three functional aspects of industry: hotels, restaurants and tourism. This course is designed for students preparing a career in tourism industry who need to improve and practice their English language skills for use in their jobs.

Objectives:

1. To enable the students to listen and speak a wide variety of tourism contexts: dealing with requests, complaints, phone calls, giving directions, giving instructions, telling prices and dealing with payment, and dealing with job interview.
2. To enable the students to read brochure, job vacancy advertisements, article on tips how to write CV and deal with job interview, rules and safety advice in tourist destination places.
3. To enable the students to write hotel information on a brochure, instructions, rules and safety advice for traveller, application letter and CV.

Teaching Methodology

1. Lectures
2. Class activities including role plays, group work and class discussions.
3. Presentations
4. Assignments

Participation

You must attend 80% of the scheduled class times. Failure to do so will result in a lower grade or even failure.

Students arriving more than 10 minutes late will be marked late.

More than 30 minutes late will be considered as absent.

Participation is not only attending classes but also actively taking part in class activity.

Mobile phones are kept silent in the class.

Evaluation

Class Attendance 10%

Class Participation 20%

Assignments 10%

Midterm 30%

Final 30%

Meeting	Topics	Language Functions	Task and Activities
1	Request	Dealing with requests	<ul style="list-style-type: none"> - Listen to some requests and match the responses to the requests - Role play Work with partner to make and respond to each other's requests
2	Complaints	Dealing with complaints - Accepting and apologizing for complaints - Taking action to help customers	<ul style="list-style-type: none"> - Listen to some complaints and match with suitable replies. - Roleplay Problem solving situations
3	Phone Call	Dealing with phone calls - Answering the telephone - Taking phone messages	<ul style="list-style-type: none"> - Listen to dialogue and complete the message - Role play Work in pairs to do practice in taking phone messages based on the situation given

Meeting	Topics	Language Functions	Task and Activities
4	Hotel Information	Giving hotel information from the hotel brochure	<ul style="list-style-type: none"> - Read the hotel brochure - Find the other hotel brochure and present the information in front of the class
5	Directions	Giving directions <ul style="list-style-type: none"> - Asking for directions - Giving directions 	<ul style="list-style-type: none"> - Listen to the direction and complete the phrases. - Role play Work with partner practicing asking and giving direction by using a map given.
6	Instruction	Giving instructions in sequence <ul style="list-style-type: none"> - Explaining how to do and put things in order. 	<ul style="list-style-type: none"> - Listen to the instruction and put the jumbled instruction in order - Group work Discuss with the group to write instructions for example: send email,

Meeting	Topics	Language Functions	Task and Activities
			make omelette, book online ticket, etc.
7	Mid Test		
8	Prices and payment	Telling prices and dealing with payment - Dealing with customer payments - Handling different forms of payment - Explaining the bill to customers	<ul style="list-style-type: none"> - Listen to the dialogue and write the correct methods of payment - Listen to the dialogue and answer the questions - Role play Work in pairs and act out to be cashier and customers. Choose different methods of payment and the amount of the service. Then, change the role.
9	Rules and Safety	Explaining rules and safety	<ul style="list-style-type: none"> - Read the rules and safety advice for visitor in tourist destination

Meeting	Topics	Language Functions	Task and Activities
			<p>places (e.g. at the zoo, temple, national park, etc)</p> <ul style="list-style-type: none"> - Work in group to write the rules and safety advice for foreigner who are planning to visit Indonesia.
10	Application Letter	Writing application letter for job advertisements	<ul style="list-style-type: none"> - Read the information on what an application letter consists of and identify the example of an application letter. - Read a job advertisement, decide to choose one of the jobs offered and write the application letter

Meeting	Topics	Language Functions	Task and Activities
11	Curriculum Vitae	Writing CV	<ul style="list-style-type: none"> - Read the article “How to Write CV” - Make a list of your personal information, education, qualifications, work experience, and personal qualities. - Write your own CV based on the listed information.
12	Job Interview	Dealing with job interview	<ul style="list-style-type: none"> - Listen to a job interview and answer the questions. - Read the article on tips for a job interview and the common interview questions and how to answer

Meeting	Topics	Language Functions	Task and Activities
			them. - Role play Work in pairs to practise interviewing, one becomes an interviewee and the other is the interviewer. Then, change the role.
13	Final Test		

Appendix 6

Teaching Materials Sample

Requests

At the end of the meeting, you will be able to respond to requests.

* Warm-up

Look at the pictures below. What are the guests asking for?

Picture 1

Picture 2





* **Listening**

Listen to the requests and match the responses to the requests

- a. I'll see if there's one free
- b. Of course, I'll get you some now
- c. Yes, Sir. I'll order you now
- d. Certainly. I'll get you one right away
- e. I'm sorry. I'll bring you another
- f. I'll send someone up right away
- g. One moment, I'll check for you

Expression to Learn

- ◆ I'll get you one right away
- ◆ I'll see if there's one free
- ◆ One moment, I'll check for you
- ◆ I'll bring you another

*** Structure to Practise**

Use ***I'll*** (***I will***) + the base form of the verb to make an offer. Use one instead of repeating a singular noun. Use some instead of repeating a plural countable

A : I don't have a knife
B : ***I'll*** bring you one
A : There isn't any milk
B : ***I'll*** get you some

Use ***another*** with singular countable nouns. Use ***some more*** with plural countable nouns or uncountable nouns

A : This cup of coffee is cold
B : I'll send up ***another***
A : The toilet paper is almost finished
B : I'll get you ***some more***

Exercise 1: Respond to the request using one, some, another or some more

Example: A : Could we have some bread, please?
(get/some)

B : Yes, I'll get you some

1. Can I have an orange juice, please? (get/one)
2. Our water jug is empty. (get/some more)
3. This bottle of wine is corked. (bring/another)
4. Could I have a beer, please? (get/one)
5. This fork is dirty. (bring/another)

6. There isn't enough soap in the bathroom. (bring/some more)

* **Speaking Practice**

Work with a partner and act out these situations

<p>Situation 1</p> <p>Student A uses the notes below to make requests to Student B.</p> <ul style="list-style-type: none"> • Have breakfast in room? • Bottle of gin and some tonic in room 644? • More clean towels in the bathroom? <p>Student B respond to Student A's requests.</p>	<p>Situation 2</p> <p>Student B uses the notes below to make requests to Student A.</p> <ul style="list-style-type: none"> • Order newspaper? • Have a wake-up call? • Order a taxi to airport? <p>Student A respond to Student B's requests.</p>
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Teaching Materials Sample

Giving Hotel Information

At the end of the meeting, you will be able to read the brochure and give information from the hotel brochure.

* Warm-up

Look at the brochures below.



<http://4.bp.blogspot.com/-rF9Na1LRQFY/UYc3vZh7RWI/AAAAAA>

AAXQE/y3XftFc03dg/s1600/restaurant-brochure-design-21b.jpg



<https://m1.behance.net/rendition/modules/21156881/disp/26ecae69d4ee824>

f365ba9142c26cc05.jpg

What kind of information can you get from the brochures?

* Reading

Read the hotel brochure below and answer the questions that follow.

Bali is one of the most favourite destinations to travel or holiday. Its famous for its richness of culture, art, tradition, beauty, uniqueness and friendly people.

Bali Always welcomes anyone who needs to enjoy a satisfaction of vacation. It's not just a word, but a true nature.

Stay over the night in Bali is as a time of enjoying a great full dream in paradise. Bukit Jimbaran where you can see the beauty of Bali from high land. Its tropical characteristic temperature gives you more than you wish.

THE WING Ed HOTEL is newest hotel in Bukit Jimbaran southern part of Kuta dedicated for those who want to feel the different of inspiration, services or value.

Services
Other services are available for those who require extra service such as taxi, pick-up airport, laundry, room service and internet online.

THE WING Ed-HOTEL also provides an excellent service during your stay as the hotel is professionally managed by highly educated and trained staff in hotel management and hospitality

Hotel Facilities

- Guest Room
- Superior
- Deluxe
- Suite
- Meeting Room
- Cozy Lobby
- Restaurant
- Laundry
- Harbor View Hall
- Swimming Pool
- Free Internet Service

SUPERIOR ROOM
19 Superior rooms which specially designed for your enjoyment. Each room is completed with air conditioning, hot and cool running water, television, telephone, bath tub, private balcony, and other artificial interior.

DELUXE ROOM
Two deluxe rooms which are exclusively designed for those who want to stay in larger room and more relax. Each room is completed with air conditioning, hot and cool running water, television, telephone, bath tub, shower, private balcony and other artificial interior.

SUITE ROOM
The suite room is the most private room for you and anyone be with you. It gives you special feeling with its king size bed and elegance facilities. The room is completed with air conditioning, hot and cool running water, television, telephone, exclusive outdoor bath tub, shower, kitchen set, living room and other specific high class interior.

http://2.bp.blogspot.com/_F7iNXIAk1i4/TJ5Mnz_pvHI/AAAAAAAAAAbc/mvFQv6BPG_k/s1600/blk.jpg

1. What is the name of the hotel?
2. Where is the hotel located?
3. What kind of facilities does the hotel have?
4. Does the hotel provide pick-up service for the hotel guests?
5. How many types of rooms are available at the hotel?
6. What kind of room facilities does the suite room have?

There are some information can be seen from the hotel brochure such as:

1. the name of the hotel
2. the location
3. the distance from the nearest station, airport.
4. the hotel classification.
5. the hotel facilities.
6. hotel products (beside rooms).
7. the function rooms (the size and capacity).
8. the number of rooms.
9. the types of rooms available.
10. the room facilities: a mini bar, a telephone, air conditioner, etc.
11. the room rate-single, double, triple, suite, etc.
12. types of guest.
13. contact address for reservation.
14. check-in time.
15. check-out time.

*** Speaking Practice**

Find any other hotel brochure, then share and present the information that you can see on the brochure in front of the class.

Teaching Materials Sample

Dealing with Job Interview

At the end of the meeting, you will be able to know the tips for the interview, some common interview questions and how to answer the questions .

* Warm-up



<http://2.bp.blogspot.com/-kBN4BPIP-UA/UrcFv1UInfI/AAAAAAAAAJNw/U2nLIXT08gw/s1600/job-interview-tips1.png>

Have you ever come for a job interview? If so, share to the class the experience you have on the interview session.

* **Listening**

Listen to the job interview and answer the questions.

1. Where did Michel work after he graduated?
2. Why did he quit from his last job?
3. Why does he want to work in the hotel?

* **Reading**

Read the information below about the tips for job interview

Before the interview	<ol style="list-style-type: none"> 1. Company Research 2. Prepare Proper dress and Appearance <p>Standard recommendation:</p> <p><i>For men:</i></p> <p>A navy blue or grey suit, white shirt, and conservative tie. Shoes should be black and well shined. Clothing should be clean, crisp, well pressed, and properly fitted. Hair should be well groomed, not too long and neatly grimed trimmed. Avoid unusual jewelry and if you wear earrings remove them.</p> <p><i>For women:</i></p> <p>A navy, grey or subdued color suit/blazer and skirt, and appropriately coordinated accessories. Go easy on the jewelry, make up and perfume. Pay special attention to personal hygiene and grooming. Hands and fingernails should be clean.</p> <ol style="list-style-type: none"> 3. Get plenty of sleep the night before the interview so that you feel fresh and alert. 4. Eat a healthy breakfast so that you will feel
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	<p>satisfied and have plenty of reserve energy on which to draw as you need it. But don't overeat, since this could cause you to feel drowsy and listless.</p>
<p>On the day of the interview</p>	<ol style="list-style-type: none"> 1. Know where you are going – Be Punctual On the day of interview, you are going to want to arrive at least 15 minutes early. This means that you need <i>to know the exact place</i> (address and room) and time where you will be interviewed. This will help you to <i>feel relaxed and confident</i> as you enter for the interview. 2. Look around you – Observe the surroundings 3. Meet the receptionist – Make sure you know the interviewer's name
<p>During the interview</p>	<ol style="list-style-type: none"> 1. Before entering the interviewer's room, drink a glass of water, to calm yourself. Count to five then enter the room. The initial impression you create will be a lasting one, so make it good. <i>Your greeting should be pleasant and cordial. A warm smile, firm handshake, and good eye contact</i> will go a long way in creating that favorable first impression. Thank your host-hostess for the opportunity to be there and express your positive enthusiasm for the day that lies ahead. <i>"Good morning, Mr., I am</i>

	<p>..... <i>I'm coming for the interview.</i></p> <ol style="list-style-type: none">2. Shake hands firmly3. Stand up until invited to sit down sit firmly and straight on your chair, this will help you to feel grounded and at ease.4. You may feel nervous but try not to let this show by your expression; find a comfortable balance for yourself between a gloomy expression and a fixed grin.5. Make good eye contact with the person you are talking to. If you are being interviewed by a panel, remember to include all panel members in your gaze from time to time, as well as keeping you main eye contact with whoever is questioning you.
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The list of things to do in the interview:

1. Be relaxed, natural and, above all, keen.
2. Pay particular attention to what is being said. It's OK to make the odd note about a specific name etc, but avoid taking copious notes, just enough to let them know you are serious.
3. Don't waffle. If a question is not clear, ask for clarification before you answer.
4. Always try to relate your past experience with the current vacancy.

5. As part of your interview preparation, list of key points you feel will give you an advantage over your competitors. Make sure these are all covered and cross them off in your mind when you go over them during the interview. Refer to them in our notes if you need to.
6. Try to make the conversation flow. If you can develop rapport with the interviewer, so much the better, but don't overdo it.
7. Be well armed with questions to ask at the end (even if you know the answers!)
8. Commercial awareness is a great asset to have. Think how you can add value to the company, not just to the department.
9. Be positive. Expect to succeed.

The list of things not to do in an interview:

1. Don't smoke under any circumstances.
2. Developing a positive, winning mental attitude is more than half the battle. Don't expect to fail. If you do, you will.
3. Don't show your nervousness.
e.g. flip flop your pen, tap the table, snap your fingers.
4. Don't ask about pay and benefits at this stage, unless they are particular relevant to the job.
5. Don't lose interest, no matter how badly the interview appears to be going.
e.g. Don't look at your watch, or appear restless and in a hurry.

Job Interview Simulation

Each of you will pretend to be an interviewee. You will practise the interview session starting from entering the room, greeting, handshake, and how you sit yourself in front of the interviewer. It will be reviewed by the teacher.

A. HOW TO ANSWER QUESTIONS AT THE INTERVIEW

During every interview, there are favorite questions asked for candidates. Some are straightforward, such as: “Why do you want the job?” There may have more of a hidden meaning.

The secret of a successful interview is to keep the conversation flowing, to direct the conversation around the strengths and not to dwell upon any weaknesses. Try to work out what the interviewer is getting at, and be prepared to reinforce your answers with specific examples, where appropriate.

Below are some examples of standard questions you should expect. You should have answers prepared for each of these questions. Either write down your complete answer, or simply the main bullet points you would mention in an interview situation.

Here are the most common interview questions and the possible answers:

Question 1: Explain to us, as best you can, why you have applied for a position in our company.

1. I am very interested in the field your company is in.
2. I need the money.

3. Your company has a very good reputation.
4. Yours is the only company that has offered me an interview.

Question 2: Why do you think you might like to work for our company?

1. Good pay.
2. Famous.
3. Good training.
4. I've always wanted to work in this field, and your company is one of the leaders in this field.
5. I've wanted to work for you since your representative gave a career talk on campus, and gave me a very good image of your organization.

Question 3: What do you know about our company?

1. Famous.
2. Your annual report describes you as...
3. My friends in the field say that your company is...

Question 4: What do you know about the type of work we expect from you?

1. What it says in the job advertisement.
2. Well at first I'd expect to... Then later, hopefully I will be promoted and I will...
3. I'd expect to carry out the functions of the post, and be creative and a good team member.

Question 5: In what way do you feel our company will help you to use your abilities fully?

1. I think I will be able to use my inter-personal skills as a team member...
2. I think I will be able to put into practice the skills I learned at University.

3. I'm afraid I'm not clear on what exactly your company offers its employees in this area.

Question 6: Have you any experience of this type of work?

1. No.
2. Well, from my summer working experience I have teamwork and organizational skills.
3. No, but I'm sure I will pick up the job very quickly.

Question 7: What do you think determines an employees' progress in a company such as ours?

1. Company politics and relationships.
2. Interpersonal and technical skills.
3. Experience.

Question 8: What qualities do you think the job requires?

1. The qualities that I have learned in my university career, for example...
2. I'm not sure.
3. The qualities that you mentioned in the job advertisement...

Question 9: What qualities would you expect of persons working as a team?

1. Cooperativeness and enthusiasm.
2. Team work.
3. Obedience.

Question 10: We have several applicants for this position. Why do you think you are the person we should choose?

1. I don't know the other *candidates*, so I can't answer that question.

2. I have no idea, but I'm sure I'd work hard.
3. I have the abilities, qualities and experience that you requested in your job advert, for example...

Question 11: How are your studies at the Polytechnic University related to this job?

1. Well, they weren't really relevant, but I'm sure I can pick up the job quickly.
2. Several of my courses were directly relevant to this job; for example...
3. In fact, I want to change my career because I'm bored with doing the things I did on my course.

Question 12: Why did you choose your course as your field of study?

1. I chose the course because it would prepare me for this field, and I believe that this field suits my personality and strengths, for example...
2. It wasn't my first choice.
3. My teacher and career counselor recommended it .

Question 13: What projects have you worked on?

1. I did a final year project called...
2. We did a lot of project work. The one I remember best was called... It was the best one because...

Question 14: Could you tell us something about yourself?

1. I believe that I am a well-qualified, experienced person with abilities that suit your needs, for example...
2. Well, as you can see from my resume...
3. I'm the perfect employee you are looking for, you shouldn't miss this chance to employ me.

Question 15: I see you have done some voluntary work. What did you learn from that?

1. I learned to be caring and compassionate, and to look after those less fortunate than myself.
2. I learned responsibility and leadership, for example...
3. I learned to be a better Christian from watching my colleagues and superiors.

Question 16: What do you do in your spare time?

1. I sleep, listen to music and read books.
2. I enjoy cycling and wind-surfing.
3. I enjoy team sports such as basketball and volleyball, and I am the secretary of my department's student society.

Question 17: How do you see your career developing?

1. After a few years of gaining experience in the company and furthering my professional qualifications I'd like to put my experience and skills to use in management.
2. I aim to be promoted within two years, lead a team, and, when I have enough experience in the field, I will start my own company.
3. Well, I expect that after a few years management will promote me when they think that I am ready.

Question 18: Do you have any particular strengths or weaknesses?

1. I think I'm good at...
2. I think I'm good at... As for weaknesses, my Chinese typing speed isn't very good, and I'm studying to improve it.
3. I'm good at... On the other hand I'm a little bit lazy.

4. Sometimes I'm too hard-working and I put myself under too much pressure to make things perfect.

Question 19: What exactly do you know about dealing with subordinates who create a bad atmosphere in your team?

1. I would fire or transfer that subordinate.
2. I would talk to him or her to try to find out the problem.
3. I would first give him a verbal warning, and then go on to disciplinary procedures if necessary.

Question 20: What were the benefits of your summer work?

1. Money.
2. There were no benefits, I just did a very low level job.
3. I learned what it's like to be an employee, how to work in a team, the procedures used by companies, and all the little things that make life in the workplace so different from life as a student.

B. WHAT THE INTERVIEWEE CAN ASK

Why you need to prepare questions to ask at the interview.

At every interview, the interviewee will have the chance to ask questions. If the opportunity doesn't arise during the course of the interview, there is bound to be time at the end.

This is your golden opportunity to ask sensible, intelligent questions which will give the interviewer the feeling that, "this person is serious. He has done his homework, he's obviously keen".

Again careful preparation is the name of the game. Do your research. Find out as much as you can about the company. For example, new products, market

developments, what the competition is doing etc. It does no harm to have these questions written down in front of you. Not only will you remember them, it will also let the interviewer know you really have prepared for this interview. Do not be afraid to post question, even if you already know the answer.

Fifteen Questions to Ask the Interviewer

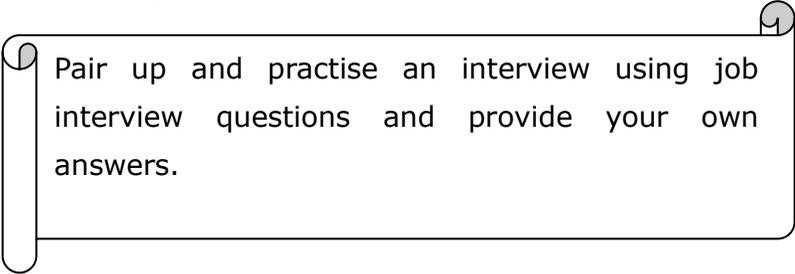
1. What are this job's major responsibilities?
2. What qualities do you want in the person who fills this position?
3. Do you want to know more about my related training?
4. What is the first problem that needs the attention of the person you hire?
5. What are the organization's major strengths and weaknesses?
6. Who are your organization's major competitors, and what are their strengths and weaknesses?
7. What makes your organization different from others in the industry?
8. What are your organization's major markets?
9. Does the organization have any plans for new products? Acquisition?
10. What can you tell me about the person I would report to?
11. How would you define your organization's management philosophy?
12. What additional training does your organization provide?
13. Do employees have an opportunity to continue their education with help from the organization?
14. Would relocation be required, now or in the future?
15. Why is this job now vacant?

Example of Job Interview

- Interviewer*** : Please tell us something about you.
- Candidate*** : Now I am doing graduation from Institute of Sepuluh Nopember Technology. I am also doing a part time job as a computer operator. My hobbies are watching movie and listening to music.
- Interviewer*** : Where are you working?
- Candidate*** : I am working at the office of a chartered accountant.
- Interviewer*** : How much salary are you taking?
- Candidate*** : 2 millions /- per month.
- Interviewer*** : Why do you want to leave that job?
- Candidate*** : Firstly it is a part time job and I want to do a full time job. Secondly I am not interested in that job.
- Interviewer*** : You are doing graduation. How will you be able to do a full time job?
- Candidate*** : I am doing graduation through correspondence. Therefore I am able to do a full time job.
- Interviewer*** : Why do you want to join this company?
- Candidate*** : Career prospects are bright in a big company. Talent is valued here.
- Interviewer*** : What is the main strength of your personality?
- Candidate*** : The ability to talk to any person without hesitation.
- Interviewer*** : Where do you see yourself after five years?
- Candidate*** : Working in your company at a senior position.
- Interviewer*** : Would you like to have your appointment letter just now and join the company from the first of coming month.
- Candidate*** : Definitely. Thanking you a lot for giving me an opportunity to serve the company.

* **Speaking Practice**

Pair Work



Pair up and practise an interview using job interview questions and provide your own answers.

**DEPARTEMEN PENDIDIKAN NASIONAL
UNIVERSITAS AIRLANGGA
FAKULTAS ILMU SOSIAL DAN ILMU POLITIK
DIII KEPARIWISATAAN / BINA WISATA**

**UJIAN TENGAH SEMESTER
SEMESTER..... /.....**

Mata Kuliah : English for Tourism 1
Hari/Tanggal :
Waktu :
Ruang :

Name :
Student Number :

I. READING. (Giving hotel information)

Read the brochure below.

Sheraton Bandara Hotel		
JAKARTA		
Rates		Facilities & Services
Deluxe Garden View	U\$ 160	Airport lounge
Deluxe Lake View	U\$ 180	Complimentary airport transport
Executive Suite	U\$ 350	Flight schedule information service
Ambassador Suite	U\$ 550	Business centre service and board meeting
Presidential Suite	U\$ 850	room

Extra bed	US\$ 35	Flight pre-check in service
Rates are subject to 21% service charge and government tax.		Swimming pool
		Jimbaran Bay, Bambu and Linjani restaurants
Location		Club Bandara Fitness and recreation centre
Sheraton Bandara is about 5 minutes drive from the airport and about 20 minutes form Jakarta city centre.		Hair dresser
		Shopping arcade
		Check-out time
Rooms available		12.00 am
We offer 20 twin and king bedded room with garden and lake views, 208 deluxe rooms, 8 executive suites, and 2 presidential suites and some excellent meeting rooms.		Bandara Soekarno-Hatta, Jakarta
		PO Box 1198, Jakarta 19110, Indonesia
		Telephone: (62-21) 559777
		Fax. (62-21) 5597700
		e-mail: bandara@yahoo.co.id

Here are the guest's questions asking about hotel information. Answer the questions by looking at the hotel brochure.

1. How many different kinds of room are here?

2. What facilities are available?

3. What is the cheapest room?

4. How far is it from the city centre?

5. How far is it from the airport?

6. How many rooms are available?

7. How much is the most expensive room?

8. When is the check-out time?

9. What is so special about this hotel?

10. Where is it located?

II. Arrange these jumbled instructions how to make a Margarita into a good order.

- Shake well, to mix and chill the liquids.
- Next, pour in one measure of tequila.
- Take a cocktail shaker and fill it with crushed ice.
- Pour the Margarita into the glass and serve.
- Garnish with a slice of lime.
- Squeeze some fresh lemon juice into the shaker.
- Pour in a quarter measure of triple sec.
- Add a dash of lime juice.
- Then, put some ice cubes into a salt-rimmed glass.

III.  LISTENING.

Taking phone message

Listen to the phone call and complete the message slip below.

Message for	:
Room No.	:
Caller's name	:
Telp./Fax. Number	:
<input type="checkbox"/> Please call at number above	
<input type="checkbox"/> Will call back at	
Message	:
Date : <i>8 Nov 2012</i>	Time : <i>10:15</i>
The message taken by	: <i>Rosa</i>

Complaints.

Match the complaints and requests with the best reply.

- | | |
|--|---|
| 1. The shower curtain is torn. | a. I'll get the chambermaid to clean it. |
| 2. The pillow is stained. | b. I'll have the heating turned up. |
| 3. The towel is damp. | c. I'll reserve you a table for two. |
| 4. I want a newspaper in my room. | d. I'll get someone to open it. |
| 5. My suitcase is still in my room. | e. I'll have it brought down. |
| 6. There's a lot of noise on the telephone line. | f. I'll fetch you a dry one. |
| 7. The mirror is cracked. | g. If you tell me which one you read, I'll have it delivered. |
| 8. The hairdryer is faulty. | h. I'll get you a clean one. |
| 9. The window is stuck. | i. I'll have it replaced. |
| 10. The room is dirty. | j. I'll have a stronger one fitted. |
| 11. The waste-paper basket is full. | k. I'll have one brought to your |
| 12. The light bulb is too weak for | |

reading.

13. The room is cold.
14. There's no ashtray in my room.
15. I need to book a table for two.

room.

- l. I'll have a new one put up.
- m. I'll have it checked.
- n. I'll call the operator and have it checked.
- o. I'll get someone to empty it.

Requests.

Listen to the requests and number the best responses.

- _____ I'll see if there's one free.
- _____ Of course, I'll get you some now.
- _____ Yes, Sir, I'll order you one now.
- _____ Certainly. I'll get you one right away.
- _____ I'm sorry. I'll bring you another.
- _____ I'll send someone up right away.
- _____ One moment, I'll check for you.

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DIII KEPARIWISATAAN / BINA WISATA**

**UJIAN AKHIR SEMESTER
SEMESTER..... /.....**

Mata Kuliah : English for Tourism 1
Hari/Tanggal :
Waktu :
Ruang :

Name :
Student Number :

I. 🎧 LISTENING.

Payment and Inquiries.

Listen to dialogue and complete the dialogue..

Dialogue 1

Guest: Hello. We're checking out now. Could we have the bill for room 234, please?

I asked for it to be prepared.

Reception:

Guest: With visa. Here's my card.

Reception:

Guest: Thank you

Dialogue 2:

Guest: Excuse me, we're leaving now. Could you bring us the bill, please?

Waiter:

Guest: Have you included the drinks from the bar?

Waiter:

Guest: Ah, and is service included?

Waiter:

Guest: I'm paying cash. Do you accept Euros?

Waiter:

Guest: No thanks. This is fine.

II. WRITING**Application Letter and Curriculum Vitae**

Look at the following job advertisements. Decide to choose one of the jobs offered, and write a letter of application and curriculum vitae.

NIGHT AUDITOR

This is a chance to become part of a well-established international five-star hotel.

We are looking for a Night Auditor for a busy hotel front office. Reporting to the Front Office Manager, you will be skilled at supervising staff, handling guest queries and complaints, maximizing room occupancy and producing the daily business figures.

You're well-presented and patient with a friendly, helpful personality. This position has unlimited and will suit someone looking at his/her career in the long term.

URGENTLY REQUIRED

We are a five star hotel located in Surabaya invite suitable candidates to apply for the position of:

For all position:
a. must have a good command in English

1. Front Office Manager

b. min. 2 years experience in the same field.

2. Personal Manager

3. Guest Relation Officer

c. willing to work hard.

4. Waitress

Send your application and CV

5. Receptionist

within 10 days to: **General Manager**

PO. BOX 6453

Resort Reps

If you enjoy being in foreign places but don't like being on the move the whole time, then being a resort representative is a great job for you. You will need to be enthusiastic, energetic, possess excellent communication skills and be good at dealing with emergencies and making decisions on your own. There is the opportunity to earn commission from selling excursions to boost your basic salary.

Send your CV and cover letter to:

vacancy_new@gmail.com

SPEAKING RUBRIC for JOB INTERVIEW ROLE PLAY

	Poor 1 points	Fair 2 points	Good 3 points	Excellent 4 points
Interview skills				
Preparation and first impression	<p>Poor</p> <p>Shows up late for the interview, does not shake hands, and/or chews gum; does not bring a copy of the resume or references</p> <p>Does not illustrate knowledge about the company or seems to make up information as he/she goes along</p>	<p>Fair</p> <p>Shows up on time for the interview. Does not bring a copy of the resume. Does not illustrate knowledge about the company or seems to make up information as he/she goes along</p>	<p>Good</p> <p>Shows up on time for the interview with a copy of the resume in hand</p> <p>Knows some general information about the company and/or its purpose</p>	<p>Excellent</p> <p>Shows up early for the interview with a copy of the resume in hand</p> <p>Has researched the company and the position thoroughly and is apparent by answers given in response to questions</p>
Quality of questions and responses	<p>Poor</p> <p>Answers with "yes" or "no" and fails to elaborate or explain; talks negatively about past employers.</p> <p>Asked very few questions during interview.</p>	<p>Fair</p> <p>Asked some questions for information or answered questions with limited answers that need further elaboration or gives well-constructed responses, but sounds rehearsed or unsure.</p>	<p>Good</p> <p>Asked appropriate and original questions and give well-constructed responses with specific examples</p>	<p>Excellent</p> <p>Asked original questions and gives well-constructed, confident responses with excellent examples that are genuine.</p>
	Poor	Fair	Good	Excellent

Body language and general attitude	Lack of interest and enthusiasm about the position; passive and indifferent; or overly enthusiastic. Limited eye contact> Doesn't make a confident impression	Seems interested in the position but could be better prepared or informed on certain topics. Sometimes eye contact is limited and/or comes across as insecure.	Interested in the position and enthusiastic about the interview. Good eye contact and poise during interview.	Shows a great deal of interest in the position and is very enthusiastic about the interview. Excellent eye contact and poise during interview. Makes a confident impression
Language				
Grammar and vocabulary	<p style="text-align: center;">Poor</p> Grammatical errors severely hampered communication.	<p style="text-align: center;">Fair</p> Grammatical errors led to many minor difficulties or one major breakdown in communication	<p style="text-align: center;">Good</p> A few minor difficulties arose from not using appropriate grammar and vocabulary. Student uses expressions from syllabus sufficiently	<p style="text-align: center;">Excellent</p> A variety of grammar was used to communicate effectively. Student used extensive vocabulary and expressions from syllabus
Voice and fluency	<p style="text-align: center;">Poor</p> Pronunciation, inflection, and/or expression confused communication. Student may have been very difficult to hear. Was dependent on interviewer to keep the conversation going	<p style="text-align: center;">Fair</p> Some communication problems arose due to unclear pronunciation and/or lack of inflection and/or expression. Student may have been difficult to hear. Some effort was required to maintain the conversation. There may have been a few long pauses.	<p style="text-align: center;">Good</p> No serious problems arose, but better pronunciation, inflection, and/or non-verbal communication could have made communication more efficient. Some minor difficulties maintaining the conversation were evident.	<p style="text-align: center;">Excellent</p> Pronunciation was clear and inflection and expressions were used to enhance communication. Student acted as a facilitator, helping the conversation flow and develop.

	Poor	Fair	Good	Excellent
Comprehension and listening	Student was unable to comprehend questions. Questions had to be repeated. Student didn't understand or ignored most questions and statements. Student may have been using notes.	The student showed little comprehension of questions. Questions had to be repeated. Student failed to answer some questions appropriately OR failed to acknowledge some statements and incorporate these into the conversation.	The student understood most of what was asked of him/her. Student responded to most questions, acknowledged most statements, and incorporated many of these into the conversation.	The student fully understood the questions asked and answered correctly. Student responded to questions with appropriate answers, acknowledged all statements, and incorporated them into the discussion.

(the rubric is adopted from <http://www.rcampus.com/rubricshowc.cfm?code=K5X7AA&sp=yes>)

