

ABSTRACT

Setiabudi, YohanaKurniawati. (2014). *Designing a Set of Communicative Language Teaching (CLT) – Based English Speaking Materials for Front Office Staff of Villa Borobudur*. Yogyakarta: English Language Education Study Program, Department of Language and Arts Education, Faculty of Teachers Training and Education, Sanata Dharma University.

In this globalization era, English becomes a very important aspect which should be mastered by all people. English also becomes an important aspect in some working fields. One example of the working fields that need English mastery is Villa Borobudur. Villa Borobudur is a five-star hotel that is strategically located, offering its customers a beautiful view and Authentic Java Experience. Almost all of the customers that come to Villa Borobudur are foreigners and because of that, the staff of Villa Borobudur, especially the front office staff should be able to speak in English in order to communicate with the guests. Besides, they need to be able to speak English fluently to explain and give information about Villa Borobudur to guests. These conditions become the reasons why the researcher would like to design the English speaking materials for them.

There are two research problems for this study, such as (1) how is a set of English speaking materials for front office staff of Villa Borobudur using Communicative Language Teaching designed? And (2) what does the designed English speaking materials look like?

In order to answer the first question, the researcher combined several steps from Yalden's model design and Kemp's model design and also R&D steps. The combined steps were: (1) collecting information, (2) deciding goals, topics, and general purposes, (3) stating learning objectives, (4) selecting the types of syllabus, (5) listing subject content, (6) selecting activities, (7) conducting evaluation and (8) making revision. For the second question, the researcher designed the English speaking materials which consist of four topics and eight units of language function. They are: (1) Greetings and Introduction (which has three units, like greeting guests, welcoming guests, and introducing oneself), (2) Reservation (which has three units, like handling reservation, handling check in and handling check out), (3) Handle Complaint (which has one unit named handling complaint) and (4) Message from Guests (which has one unit, named taking message).

Based on the results of the material evaluation, the researcher can conclude that these English speaking materials are appropriate for the front office staff of Villa Borobudur. Even though, there are still some revisions that should be done by the researcher, like the grammar of the sentences and the list of vocabularies that are related to the topic.

Keywords: CLT, speaking materials, speaking, ESP

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Pada era globalisasi seperti sekarang ini, Bahasa Inggris menjadi salah satu aspek yang sangat penting yang harus dikuasai oleh semua orang. Bahasa Inggris juga menjadi aspek penting di dalam lapangan pekerjaan. Salah satu lapangan pekerjaan yang membutuhkan penguasaan Bahasa Inggris yang baik adalah Villa Borobudur. Villa Borobudur adalah hotel bintang lima yang memiliki lokasi strategis, yang menawarkan keindahan pemandangan kepada para pengunjung, dan keaslian pengalaman Jawa. Hampir semua pengunjung yang datang ke Villa Borobudur adalah tamu asing dan oleh karena itu, para karyawan Villa Borobudur, terutama front office harus mampu berbicara dalam Bahasa Inggris agar dapat berkomunikasi dengan para tamu. Selain itu, mereka juga harus mampu berbicara Bahasa Inggris dengan baik agar dapat menjelaskan dan memberikan informasi mengenai Villa Borobudur kepada para tamu. Kondisi inilah yang menjadi alasan penulis untuk membuat materi speaking untuk mereka.

Di dalam studi ini, terdapat dua permasalahan yang akan dibahas, antara lain (1) bagaimana materi Bahasa Inggris untuk karyawan front office yang menggunakan Communicative Language Teaching dibuat? Dan (2) seperti apakah materi Bahasa Inggris untuk karyawan front office Villa Borobudur itu?

Untuk menjawab pertanyaan pertama, penulis mengkombinasikan beberapa langkah dari model desain Yalden dan model desain Kemp dan juga langkah R&D. Langkah kombinasi tersebut adalah (1) mengumpulkan informasi, (2) membuat goals, topic dan general purposes, (3) merumuskan learning objectives, (4) memilih jenis silabus, (5) mendata subject content, (6) memilih kegiatan, (7) melakukan evaluasi dan (8) membuat revisi. Sedangkan untuk menjawab pertanyaan kedua, penulis membuat materi speaking yang terdiri dari empat topic utama yang menampilkan delapan language function. Mereka adalah (1) Greetings and Introduction (yang memiliki tiga unit seperti, greeting guests, welcoming guests, dan introducing oneself), (2) Reservation (yang memiliki tiga unit seperti reservation, handling check in dan handling check out), (3) Handle Complaint (yang memiliki satu unit bernama handling complaint) dan (4) Message from Guests (yang memiliki satu unit bernama taking message).

Berdasarkan hasil evaluasi materi, penulis dapat menyimpulkan bahwa materi speaking ini sesuai untuk karyawan front office Villa Borobudur. Meskipun demikian, ada beberapa hal yang masih perlu diperbaiki seperti tata bahasa dari kalmia tdan kosa kata yang digunakan.

Kata Kunci: CLT, speaking materials, speaking, ESP