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DESIGNING ENGLISH COURSE LEARNING MATERIAL FOR GRAND ZURI HOTEL PADANG EMPLOYEES

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Abstract

This research was aimed at designing English course handout for Grand Zuri Hotel Padang employees. The type of this research is Research and Development toward designing and producing handout for teaching and learning at Grand Zuri Hotel Padang. It is conducted for the employees of the hotel which participates for English class. In addition, there were 50 (fifty) employees involved in English teaching and learning process at Grand Zuri Hotel Padang and they were divided into two meeting. In fact, the result of the study shows that: (1) current analysis about teaching and learning process of Grand Zuri Hotel Padang related to several information of the previous teaching and learning process where the learners are in pre-intermediate level and a meeting last in 120 minutes, but there was no handout for the learners; (2) need analysis showed that the dominant skill needed by the learners based on the questionnaire were listening and speaking, generally the ability of the learners in English are good, and there were 19 (nineteen) topics that could be chosen by the learners; (3) in designing handout, there were 14 (fourteen) topics in the handout and there was also a syllabus of the handout, also the activity in the handout consist of the introduction about the topic, expressions, reading, paired practice, chit chatting, and worksheet; (4) to validate the handout, there were 4 (four) validators involved, General Manager of Grand Zuri Hotel Padang (Surni Yanti,S.Pd), two lecturers from Hotel Management Study Program at Universitas Negeri Padang, and experience trainer for English in otel industry. In conclusion, based on the findings, there should be attractive and easy to understand materials or handout for the employees of Grand Zuri Hotel Padang; (5) in order to know the effectifity of handout in teaching and learning there was limited try out in Grand Zuri Hotel. Based on the result of the try out, there is a conclusion that the material which is prepared for the employees were needed in teaching and learning process , such as handout, which is made by easy and understandable format to be learned.

Keywords: ESP, Handout, English Course for Grand Zuri Hotel Padang Employees

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I INTRODUCTION

English is accepted as international language for commerce and technology, such as manufacturing, investments, foreign trade, employment, public finances, tourism, etc. For those reasons, there could be any relation among people from all over the world for business. Having ability in English could help people in making interaction and relation with other people in other countries. It creates kinds of learners who knew specifically why they learn English, for example, businessmen and –women who want to sell their products to other countries, mechanics that have to read instructional manuals, doctors who need to keep up with developments in their field, hotel employees who serve foreign guests, etc.

Related to the requirement of English ability, the students at school have been prepared with English learning since English is one of the subject courses at school. So, everyone which is graduated from at least high school has background knowledge about English. At the time they getting a job which is required with English ability or come to work field which ask them to know more about English or learn English again.

For people who learn English based on a certain needs is called as English for Specific Purposes (ESP). According to Hutchinson and Waters (1987), “ESP is an approach to language teaching in which all decisions as to content and method are based on the learner’s reasons for learning”. As one of the examples is having English course for hotel employees makes them need to learn English as their job demands. So, there should be English course for the employees in order to optimize their effort to learn English.

In order to teach English for Specific Purposes to people who are required about it, the instructor should know and prepared for the teaching and learning process. In contrast, the instructor seems just giving material about English to the learners without considering about related content to particular discipline, occupations and activities; centre on language appropriate in linguistics aspects; and designing materials to meet specified needs of learners.

As one of the important aspect in teaching and learning, the instructor should design the materials based on the learners needs. At first, doing need analysis will help the instructor to

know about it. Need analysis is related to necessities, wants, and lacks (Waters and Hutchinson, 2008:55). Necessities are related to the demands of the target situation which the learner has to know in order to function effectively in the target situation. Then, the need of particular learners should be identified as the learners lacks. After that, what the learners want or feel they need should be considered by sponsor or ESP instructor.

Since course materials is one of important aspects in teaching and learning process, the study focus on designing courses for Grand Zuri Hotel employees branch in Padang, West Sumatera. Grand Zuri Hotel Padang is a branch hotel which has operated in two years in Padang which is required the employees to serve the International tourist which is come from various countries because it is located near from Teluk Bayur Harbour. So, there is English course for the employees which are held since the hotel firstly activated. As a course, there should be several materials and tasks for the learners. So that, an observation toward the learners need should be analyze first in order to make the appropriate materials.

As the preliminary research which has been done with HRD and the instructor, teaching and learning for the employees should be concluded all skills in English for all positions and it is a kind of English for specific purposes that divided into basic and intermediate classes based on the employees educational and knowledge background of English. In addition, teaching and learning should be interesting for the learners, for example game is concluded, role play, vocabulary development, any activities which make the employees become confidents in using English. There is also one day where the employees to talk in English in the workplace area in order to make them become confident in using English. Since there is an English course in the hotel and there is also requirement for the employees about learning English there should be handout which could make the employees could learn English in a good order or it could make them reminding what they have learned after having course since there was not all of the learner want to take a not while learning.

Consequently, the instructor or practitioner needs to develop the necessary skills which are

crucial due to the rapid change and development of the job market that requires the learners. The instructor should know the learners' needs in order to teach English course in Grand Zuri Hotel Padang. Based on the contents, Fabiao (2005: 25-26) also summarizes several topics provide in English course for hotel, they are: "taking phone calls and bookings; checking guests in and out including giving information about facilities and services; giving information; information of directions and explanations; taking payment, applying for a job, offering help, and advice." Related to the content, material for learners could be designed.

I. RELATED LITERATURE

There are some studies which have been analyzed about English for hotel needs. Fazeelah evaluates a syllabus by Blue and Harun (2003) and discusses with her lecturer. The language activities, which can be considered for the recommended syllabus, might include job hunting skills that comprise understanding advertisement, application letter, telephone skills, understanding job related documents such as faxes, memos, and reservation forms.

Besides, Fabiao (2005) in his disertation about "An ESP approach to the linguistic needs of the hotel receptionists in Portugal" have a suggestions for designing a course that attempts to respond to specific workplace needs. Through a quantitative approach of using a selfcompletion, structured questionnaire, analysis of authentic materials, interviews, and visits to the workplace, a detailed understanding has been obtained about the communication between the receptionists, guests and other entities in the various Portuguese hotels.

II RESEARCH METHOD

The type of this study is Research and Development that consist of a sequence process of a specific education product, for example handout. As explain by Sugiyono (2012: 407) that Research and Development (R & D) is the study which use to produce a certain product, and then the effectivity is validated. As the sequence of the process, Sugiyono describes several activities in designing handout for Grand Zuri Hotel Padang employees: current analysis, need

In addition, Kuppen (2008) in his disertation "An Evaluation of an English Course for Hospitality Mangement in A Tertiary Institution" evaluates English for Hospitality Purposes course, which is one of the English for Specific Purposes course offered in Unversity Utara Malaysia (UMM) in Faculty of Communication and Modern Language. The aim of the study is to investigate the current language needs of the students and to determine whether the course met the actual needs of the hospitality management students in term of course objectives, course contents, teching and learning materilas, teaching methodology, time allocation and evaluation system.

Based on Chen (2011) entitled "A Study Constructing a Holistic English for Specific Purposes (ESP) Curriculum Model for Tourism and Hospitality" about designing curriculum about english for Hotel Seviles there are several content including, they are: travel services; booking; custom clearence, entry and exit, foreign currency exchange; scenic area introductions; restaurant, hotel, airport and station services; shopping and relevant emergency management; introduction to local specialty products; medical care anadrelevant emergency management; and introduction to culture.

Shortly, based on three previous study above, acquiring english course for hotel industry means the instructor should develop the materials based on the contents and materials required. Also, the instructor should consider the materials which is elaborated from several references and elaborate them.

analysis, designing handout, validation, revision, tryout of handout, revision of handout, final handout (2012: 409).

The setting of the study was in Grand Zuri Hotel Padang. A hotel located at Jln. M. Thamrin No. 27 Padang. The participants of this study were employees of Grand zuri Hotel Padang. They learned English since the first time Grand Zuri hotel Padang was operated. It has been 2 years the teaching and learning process keep

going continuously. The instruments used in this study were questionnaire, interview, and documents.

III RESULTS AND DISCUSSION

There are five parts of the findings. First is about current analysis of teaching and learning at Grand Zuri Hotel Padang. Second is need analysis descriptions of teaching and learning needs. Third, handout which was designed for Grand Zuri Hotel Padang Employees. Fourth, expert suggestions in order to validate the handout. Fifth is about limited try out of the handout. The discussion of these things explained as follow.

1. Current Analysis of English Teaching and Learning at Grand Zuri Hotel Padang.

As the current analysis, English course in Grand Zuri Hotel Padang has been last for two years. The students were in pre-intermediate level. The purpose of having English class is to make the employees have good English and being confidence when they are talking with the guests in English.

It is relevant with Hutchinson and Watters (2008: 16) “ ESP is an approach to language teaching in which all decision as to content and method are based on learners’ reason for learning”. So, in teaching hotel employees, the teacher should identify what the learners’ needs. In addition, before conducting need analysis, current analysis about teaching and learning in Grand Zuri Hotel Padang should be conducted. What kind of English in the hotel before could be identified from current analysis. As explain by Evans and John (200:5) which is divided ESP into two main areas: English for Academic Purposes (EAP) and English for Occupational Purposes (EOP).

2. Need Analysis

The result of needs analysis in the form of questionnaire shows that listening and speaking are important skills for them. Based on Waters and Hutchinson (2008:55) there are three terms of target needs: necessities, lacks and wants. In the necessities, the importance of English ability for students could be identified from

questionnaire and interview with the learners, Human Resources Manager, Instructor. Meanwhile, the learners prior knowledge (lack) could be identified from the questionnaire which shows that most of them have a good ability in English. Then, the content expected to be focus of the learning (wants) could be known by asking the learners to choose several topics.

In addition, Dudley-Evans and John (2008:125) determine about what need analysis establishes through several aspects related to environmental situations: personal information about learners, language information about target situation, learners’ lacks, learners’ needs from course, language leaning needs, how to communicate in the target situation, professional information about learners. In fact, those statements are quite similar with Hutchinson and Waters point of view.

3. Handout for Grand Zuri Hotel Padang Employees

As the topics that should be in the handout, Fabiao (2005: 25-26) summarizes: “taking phone calls and bookings, checking guests in and out including giving information about facilities and services, giving information, information of directions and explanations, taking payment, applying for a job, offering help and advice. In fact the topics is exist in the handout which was designed

4. Experts Judgements of Handout Designed

In order to make it valid to use in Grand Zuri Hotel Padang, there should be judgement from the experts. As stated by Brian Thomlinson (1998: 1) that what are being involved in materials development should do is to:

1. Clarify the terms and concepts commonly used in discussing materials development.
2. Carry out systematic evaluations of materials currently in use

in order to what degree, how and why they facilitate language learning.

3. Consider the potential applications for materials development of current research into second language acquisition and into language use.

4. Consider the potential applications of what both teachers and learners believe is valuable in the teaching and learning of a second or foreign language.

5. Pool our resources and bring together researchers, writers, teachers, learners and publishers in joint endeavors to develop quality materials.

In number 5 (five) based on Thomlinson statements, there should be the experts judgments in order to make it valid to be used.

As result of the study, there were 4 (four) experts which were involved: they were Ibu Surni Yanti, S.Pd as General Manager of Grand Zuri Hotel Padang, Bapak Hijriantomi Suyuti, S.IP, M.M. as lecturer of Hotel Management Study Program of Universitas Negeri Padang, Bapak Heru Pramudia, S.ST, M.Si. as lecturer of Hotel Management Study Program at Universitas Negeri Padang, and Ibu Desy Hodril, S.Pd. as experinced teacher of Hotel employees.

IV CONCLUSION

There is an English course at Grand Zuri Hotel Padang. Handout for English teaching and learning is very important. There are five phase to produce an effective handout. Firstly, there were current analysis about teaching and learning process of Grand Zuri Hotel Padang, there were several information about teaching and learning process which has been done in Grand Zuri Hotel Padang. The learners have no handout because the teacher just present it in power point, the learners took a note.

Then, there were also need analysis from questionnaire, interview, and documents about the importance of English class for hotel employees, especially for the persons which is directly contact with the guest, such as Front Office (FO) or Front Base service like waiter or waitress. Then, Listening and speaking skills are the important skill for the employees for having a good communication. In addition, there were 19

5. Implementation of the Handout (Limited Try out)

The handout have been thought to the learners and asked about their comments about the handout. Most of the learners agree with the handout but they were wanted to attached grammatical in the handout. It have been attached at the handout, but it would be thought indirectly to the learners. As stated by Sugiyono (2013:409) about the steps of Research and Development study, there are try out the handout or material before having final materials and revised it.

In order to know the efficiency and effectiveness of the handout in the field, a test of the product should be held. Then, it should be revised after getting the learners' comments about the handout.

(nineteen) choices topics which could be choose by the learners.

Thirdly, in designing handout there is 15 (fifteen) topics chosen based on the learners choices. In addition, there is a syllabus related to the handout. In Grand Zuri hotel handout, there is several activities in a topic. They are consist of introduction about the topic, expressions, reading, paired practice, chit chatting, and work sheet.

Fourthly, to make the handout validated, there were 4 (four) comments from the expert. Based on the validator comments, the handout is related to the material for hotel employees.

At least, there were limited try out of the handout. It is being thought to the employees of Grand Zuri Hotel Padang and asked for their opinions about the handout. In their comment, the handout is related to hotel service.

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