

## SATUAN ACARA PERKULIAHAN

Kode dan Nama Mata Kuliah : MR Pre Intermediate English for Tourism (2 SKS)  
 Topik Bahasan : Pre Intermediate English for Tourism  
 Tujuan Pembelajaran Umum (kompetensi) : The students are able to communicate well and know more about tourism in English  
 Jumlah Pertemuan : 16 kali

Pertemuan	Tujuan pembelajaran khusus (performansi/indicator)	Sub pokok bahasan dan rincian materi	Proses pembelajaran (kegiatan mahasiswa)	Tugas dan evaluasi	Media & buku sumber
1	<ul style="list-style-type: none"> <li>- The students know exactly what they'll get in this semester</li> <li>- The students are able to master well what they're got from the previous semester</li> </ul>	<ul style="list-style-type: none"> <li>- Telling or informing all lessons that they'll get clearly</li> <li>- Reviewing the previous lessons</li> </ul>	<ul style="list-style-type: none"> <li>- explaining each lesson that they'll get clearly</li> <li>- Discussing or asking and answering questions about the previous lessons</li> </ul>	<ul style="list-style-type: none"> <li>- The student have to jote down all about the syllabus</li> <li>- The students have to answer the questions related with their previous lessons</li> </ul>	<ul style="list-style-type: none"> <li>- Syllabus &amp; SAP Pre Intermediate English</li> </ul>
2	<ul style="list-style-type: none"> <li>- The students are able to talk about hospitality industry well</li> <li>- The students get or know more terms about hospitality industry</li> </ul>	<ul style="list-style-type: none"> <li>- Read the text not always hospitality</li> <li>- Do the exercises then discuss them</li> </ul>	<ul style="list-style-type: none"> <li>- Discuss the text</li> <li>- Discuss the hospitality industry in the real world</li> <li>- Answer some written exercises</li> </ul>	<ul style="list-style-type: none"> <li>- The students should find what kind of jobs they'll have later in the real hospitality industry</li> <li>- The students should discuss what advantage and disadvantages of working in hospitality industry</li> </ul>	<ul style="list-style-type: none"> <li>- English for Intermediate tourism</li> </ul>
3,4 & 5	<ul style="list-style-type: none"> <li>- The students are able to express their ideas about advantages 7 disadvantages of working in hospitality industry</li> <li>- The students should be able to have a discussion about hospitality industry among them self</li> </ul>	<ul style="list-style-type: none"> <li>- Expressing their ideas especially about advantages and disadvantage of working in hospitality industry</li> <li>- Practice making questions and answering questions in the right way</li> </ul>	<ul style="list-style-type: none"> <li>- They have been trained to talk in front of class in English so they'll have good self confidence</li> <li>- They've have been trained to express</li> </ul>	<ul style="list-style-type: none"> <li>- They have to have individual presentation</li> <li>- Then they have discussion session related with their presentation</li> </ul>	<ul style="list-style-type: none"> <li>- Any sources (internet, journal, etc)</li> </ul>

			their ideas in English about benefits, team work, human resources in hospitality industry		
6,7	<ul style="list-style-type: none"> <li>- The students are able to take or handles payment by cash, credit card and travel cheque</li> <li>- The students are able to give change</li> <li>- The students are able to explain exchange rates</li> </ul>	<ul style="list-style-type: none"> <li>- Read the dialogues then have a discussion</li> <li>- Do some dialogues completion and sentence completion</li> <li>- Do some other written exercises</li> </ul>	<ul style="list-style-type: none"> <li>- Create their own dialogues based on/ using our own currency</li> <li>- Answering some written exercises</li> </ul>	<ul style="list-style-type: none"> <li>- They have to practice having the dialogues</li> <li>- Role-play</li> <li>- Asking and answering questions/ discussion sessions</li> </ul>	Five star
8	Review the lessons in written	UTS			
9	The students are able to handle guest complaint such as complaint about resort's facilities service, human resources, etc.	<ul style="list-style-type: none"> <li>- Read the dialogues in pairs then have a discussion</li> <li>- Do some written and oral exercise</li> </ul>	<ul style="list-style-type: none"> <li>- Practice having dialogues about guests complaint</li> <li>- Doing the written exercises then we discuss them</li> </ul>	<ul style="list-style-type: none"> <li>- Make up dialogues in pairs based on the situations given</li> <li>- Asking and answering questions</li> </ul>	Five stars
10, 11	<ul style="list-style-type: none"> <li>- The students are able to ask for apologizing</li> <li>- The students are able to give suggestions and advice</li> <li>- The students are able to request politely</li> <li>- The students are able to handle missing things, which are not working and annoying things, etc.</li> <li>- The students are able to make letters of complaints and reply them</li> </ul>	<ul style="list-style-type: none"> <li>- Read the dialogues and discuss them</li> <li>- Read some letters of complaints and discuss them</li> </ul>	<ul style="list-style-type: none"> <li>- Asking and answering questions</li> <li>- Do some exercise</li> <li>- Then discuss the correct answers</li> </ul>	<ul style="list-style-type: none"> <li>- Practice in pairs based on the situations given</li> <li>- Make letters of complaints based on the situations given</li> <li>- Then exchange them and make reply letters (respond them)</li> </ul>	Five star English for Hotel Professional
12, 13	<ul style="list-style-type: none"> <li>- The students are able to make letters</li> <li>- The students are able to make invitations letters and respond them</li> </ul>	<ul style="list-style-type: none"> <li>- Read the letters one by one and discuss them clearly</li> </ul>	<ul style="list-style-type: none"> <li>- After having a discussion then they have to make letters</li> </ul>	<ul style="list-style-type: none"> <li>- After they have made the letters then check them and discuss the mistakes</li> </ul>	Five star English for hotel

	- They are able to make cancellation letters and respond them		- based on the situations given - Exchange the letters and respond them	- and inform the correct ones	professional
14, 15	- The students are able to make and have welcome and farewell speech individually	- Read the examples of welcoming and fare well speech and discuss them clearly	- They have to create their farewell and welcoming speech with different situations based on their creativities	- Make their speech them check them - Practice having welcoming and farewell speech individually in front of the class	- English for Hotel professional
16	- UAS				