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SPILT

SPECIFIC PURPOSE ENGLISH LEARNING
AND TRAINING

English Course for Front Desk Officers

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INTRODUCTION

The observations revealed that most employees at PT Tata Karya Gemilang Outsourcing have a basic understanding of English. In their respective workplaces, such as hospitals and hotels, these employees utilize English primarily to communicate with foreign guests. Despite their focus on verbal interaction with colleagues and guests, the employees have expressed an interest in improving other aspects of their English proficiency, particularly in writing skills. This need is driven by the occasional necessity to compose formal documents such as memos or letters for foreign clients.

English has become the standard language for international communication, especially in the hospitality industry. Front desk officers often interact with guests from various countries, many of whom may only speak their native language and English. Therefore, it is important for front desk staff to be confident in using English to deliver professional service and ensure guests' satisfaction and comfort.

This module is designed to help front desk officers develop essential English communication skills in real workplace settings. This module covers the materials and practices in writing professional emails and letters, taking direct notes from phone calls, and participating in speaking simulations that are relevant to front desk interactions. Through the materials and practical activities, the learners—in this case, front desk officers—will improve their written and spoken English abilities in the contexts that they commonly encounter during their work.

Considering the front desk officers' workplace conditions, we designed this module using the Task-Based and Communicative Language approaches to suit the specific purpose of the course. We realized that front desk officers need to perform specific tasks like conversing with the guests, responding to the guests' needs or complaints, handling bookings, and also writing emails and letters. In order to accommodate them with the real-life situations of English usage, we incorporate Task-Based Language Teaching (TBLT) into the module and activities design. We designed the activities for the front desk officers to write emails and letters and also to do the note-taking based on the audio that we provided. Other than that, in order to assist the front desk officers in improving their communication ability so that they will be able to communicate effectively and confidently with the guests, we implement Communicative Language Teaching (CLT) through the learning process. We used this approach in the activities

of role plays during the speaking simulation activities. Therefore, our module is made based on the learning approaches that are meant to meet the clients' needs and to match their working situations.

COURSE DESCRIPTION

English course for Front Desk Officer is an English course that is designed based on the needs of the front desk officers in using English language in front desk activities. The courses focus on developing front desk officer English skills in business writing and speaking through the English language. In the business writing section of the courses, participants will be taught about professional letter writing, professional email writing, and note-taking activities. The learning objectives for the business writing section consist of the course participants ability to identify and use language elements appropriately in professional emails, letters, and note-taking, course participants' ability to generate and respond to professional emails and letters appropriately, and course participants' ability to break down information from conversation correctly. After the business writing sections, the speaking sections will be initiated with their own focus, which is course participants' ability to identify and comprehend oral communications and course participants ability to initiate and respond to oral communication appropriately. It is expected for the course participants to develop their language skills from B1 preliminary to B2 English skills level. At the end of courses, the course participants are hopefully able to use professional English language through oral and written communication with their clients.

To achieve learning objectives of the courses, the courses are divided into 8 meetings. Each of the 8 meetings will be divided into 4 chapters based on the 4 topics, which are 1 meeting on email writing, 1 meeting on letter writing, 2 meetings for note taking, 3 meetings for speaking simulation, and 1 additional meeting for final assessment that is initiated at the end of the courses. Topic focused meetings will be initiated for 90 minutes, divided into materials and practice. The final assessment will be initiated for 120 minutes, which consists of the simulation revolving around topics that have been learned. In total, the courses took 750 minutes in 8 days of meetings.

The meetings ideally happened in a face-to-face environment or offline style class that provided human-to-human interaction in real time. However, the email writing, letter writing,

and note-taking meetings can be initiated online since the topic does not fully need face-to-face interaction. However, for the topic of speaking simulation which focuses on real human interaction. Even though the courses can be initiated online, it is not advisable to initiate online learning since the lecturer will find difficulties in giving real-time inputs and needed advice to the participants.

The courses used multiple media and technologies to initiate the class. Email Writing, Letter Writing, and Note Taking heavily used technology to support and initiate the lessons. Audio recording is utilized to simulate human interaction that needs to be interpreted. The recording used two sources which are lecturer audio recordings, which help learners familiarize themselves with English language and Artificial Intelligence that simulates multiple accents which provide participants with challenges with variation of English language. Burner email is also used to provide the participants a secure and private way to participate with email writing activity without their own private email. The audio recording can be accessed through QR codes that are embedded in the worksheets. The courses utilize material books as guides. Other than QR codes for audio recordings, there are language elements, tips, and multiple worksheets that are used in the courses. We also provide a room for participants to reflect on themselves and the course itself through Google Form for every meeting. The Form will act as a space for the participants to give insights for the tutors and themselves on what they should do next. The courses can be modified following the situation and the needs of the participants.

LEARNING OUTCOMES

This module is made to fulfil some learning outcomes that will be beneficial for the front desk officers. The module is designed as the learning guide to help the front desk officers to practice doing some real-life tasks, such as writing emails and letters, doing the note-taking from phone calls, and responding to guests' complaints and conversations about their needs. By joining the course and doing the activities inside this module, our aim is that the front desk officers will be more confident in communicating effectively using English in real-life situations. Aside from that, our goal is for the front desk officers to be able to have more exposure to English training that is specifically made for them. The overall module is made to assist the learning process that can be accessed by the front desk officers even outside the class.

The module is divided into three parts, which are business writing, note-taking, and speaking. Here are the learning objectives for the business writing lessons. In the first chapter, which is email writing, the front desk officers are to be able to identify and use the language element of professional emails correctly. Other than that, the other goal is for the front desk officers to be able to create professional emails and respond to them accordingly. For the second chapter, which is letter writing, the aims are for the front desk officers to apply the language elements of professional letters correctly and for them to be able to create professional letters and respond to them accordingly.

Other parts of this module are covering the note-taking for the third chapter and speaking simulation in the fourth chapter. In the third and fourth meetings, which are the note-taking meetings, the learning objectives are for the front desk officers to be able to comprehend the language elements related to the hospitality industry in the note-taking activities correctly. Aside from that, the goal is to enable the front desk officers to break down information presented in conversation with the guests correctly. Meanwhile, the learning objectives for the fourth chapter are to enable the front desk officers to comprehend and identify purposes of oral communications correctly to the guests. Another one is to enable the front desk officers to initiate and respond to oral communication accordingly and politely to the guests.

 SPELT SPECIFIC PURPOSE ENGLISH LEARNING AND TRAINING	SPELT Company for PT. Tata Karya Gemilang
	Syllabus of the whole course (8 meetings)

Time Allocation 2 x 45' per meeting

Tutors Ana Maria, Najwa, Mahesa Agni, and Kefas Yogatama.

Course Description:

This course is designed to introduce the theories and practices of writing and speaking skills in the context of front office and receptionist roles at PT Karya Gemilang. The course will cover theories and techniques for effective personal writing, as well as composing various types of work-related documents. On doing this, the participants will be occupied with the approaches to professional written communication and the development of relevant written materials to support front office and receptionist tasks. At the end of the course, participants will be able to develop writing skills programs suitable to their occupational roles.

Course Outline:

Meeting	Skills	Lang. Focus	Chapter, Title/ Main Topic	Materials	Learning Outcomes	Assessment
1	Writing and Reading	Grammar, Vocabulary, and Sentence Structure	Chapter 1: Email Writing	Theories and practices of formal emails writing - The must-have emails' structure in English (subject, body, closing) a. Structure of a <u>formal thank you email</u> b. Structure of a <u>formal response email</u> c. Structure of a <u>formal apology email</u>	● Learners are able to identify and use the language elements of professional emails correctly. ● Learners are able to create professional emails and respond to them accordingly.	● Formative assessment: Identify which of the given email examples is in the correct format. ● Summative assessment: Write emails based on the given situation with the correct format.

				- Practice on writing and sending formal email (make email in all structures (subject, body and closing))		
2			Chapter 2: Letter Writing	Theories and practices of formal letters writing - The structures of letter (the important phrases) - Practice on writing formal letters	• Learners are able to apply the language elements of professional letters correctly. • Learners are able to create professional letters and respond to them accordingly.	• Formative assessment: The teacher will give guided questions related to the topic in English. • Summative assessment: Write letters based on the given situation with the correct format.
3	Writing and Listening	Vocabulary and Comprehension	Chapter 3: Note-taking	Direct note-taking based on the verbal communication simulations based on the audios by the tutors - Tips & tricks about direct note-taking - The practice: participants will hear	• Learners are able to comprehend and apply the language elements related to the hospitality industry to the note-taking correctly. • Learners are able to break down information presented in	• Formative assessment: by doing the Wordwall listening quiz. • Summative assessment: by completing note-taking practice based on 5 human-phone-call audios (meeting 3) and 5 AI-based audios

				the audios by the tutors that are played. While listening to those audios, the participants will write the notes about the information given on given handouts (fill-in-the blank)	tutor's phone call conversations into the note-taking correctly.	(meeting 4).
4				Direct note-taking based on the verbal communication simulations based on the audios by the AI tool - The tutors will give examples on note taking using some accents of English to the participants - The practice: participants will hear the audios by the AI	• Learners are able to comprehend and apply the language elements related to the hospitality industry to the note-taking correctly. • Learners are able to break down information presented in AI phone call conversations with multiple foreign accents into the note-taking correctly.	• Summative assessment: by completing note-taking practice based on 5 human-phone-call audios (meeting 3) and 5 AI-based audios (meeting 4).

				using different accents that are played. While listening to the audios, the participants will write the notes about the information given on given handouts (fill-in-the-blank)		
5	Speaking and Listening	Pronunciation, Vocabulary, Comprehension, Interactive Communication, and Fluency	Chapter 4: Speaking Simulations	Oral communication simulations with the tutors based on a condition: <u>the guest wants to make an offline reservation.</u> - Groups of participants (4 participants) will be discussing with one tutor about how they communicate with clients when	● Learners are able to comprehend and identify purposes of oral communication correctly to the guests. ● Learners are able to initiate and respond to oral communication accordingly and politely to the guests.	● Formative assessment: The teacher will give guided questions related to video that have been watched. ● Summative assessment: Simulating oral communication with multiple situations on front desk officer

				trying to check in or asking questions. - The participants will roleplay with tutor in groups about conversation that might happen on the front desk using English with tutor guidance and feedback.		
6				Oral communication simulations with the tutors based on a condition: <u>the guest wants to cancel the room booking and handling guests complaints.</u> - Groups of participants (4 participants) will be discussing with one tutor about how	● Learners are able to comprehend and identify purposes of oral communication correctly to the guests. ● Learners are able to initiate and respond to oral communication about cancellation and urgent conditions accordingly and politely to the guests.	● Summative assessment: Simulating oral communication with multiple situations on front desk officer

				they usually deal with complaining clients in Indonesian. - The participants will roleplay with the tutor in groups about handling customers' complaints using English and receive feedback from the tutors.		
7				• Oral communication simulations with the tutors based on a condition: <u>calling the guests when there is an urgent matter that they need to come to the front desk, and if there is an urgent condition where they</u>	• Learners are able to comprehend and identify purposes of oral communication correctly to the guests. • Learners are able to initiate and respond to oral communication about cancellation and urgent	• Summative assessment: Simulating oral communication with multiple situations on front desk officer

				<u>need to stay in their room</u> - Groups of participants (4 participants) will be talking with one tutor and the other participants about a condition when they face the customers with missing items or things and the customers who ask for directions.	conditions accordingly and politely to the guests.	
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				The participants will roleplay with the tutor in groups about handling customers' complaints using English and receive feedback from the tutors.		
8	Summative assessment			Final assessments: - Formal email writing - Formal letter writing - Note-taking activity - Spontaneous simulation of front desk direct communication with the tutor (approximately 15 minutes) (the participants will be divided into a group of 2 to 3 people, each participant will receive a case and will be given 5 minutes to do the one-on-one direct roleplay/simulation of front desk communication with a tutor. One group will face one tutor).		

Learning Strategies:

Discussions, role-playing, writing practices, case-based learning, and communicative language teaching. questions and answers, group works, practices, and feedback given by the tutors at the end of each meeting.

Chapter 1:

Email Writing

By: Najwa

Learning Objectives for Meeting 1:

- ✎ Learners are able to identify and use the language elements of professional emails correctly.
- ✎ Learners are able to create professional emails and respond to them accordingly.

Learning Procedure

In this chapter, learners will begin with warm-up activity focused on identifying emails, explore vocabulary commonly used in email correspondence with guests, study the essential email format, and practice composing an email.

Assessments

In this chapter, learners will have:

- **Formative assessment:** Identify which of the given examples is in the correct format of email.
- **Summative assessment:** Write emails based on the given situation with the correct format.

MEETING 1 - EMAIL WRITING

Email Identification!

Which of the following is an email?

To: escobar.pablo@gmail.com

Subject: Apology for Unsatisfied Service

Dear Mr. Escobar

To further your email regarding your experience in the Punakawan Hotel, Duo Street. Please allow us to apologize for the unpleasant experience in our Punakawan Hotel.

It occurs to us that there are some human errors and miscommunication in our services. We have already taken measures to discipline the affiliated individuals. We assured you, your experiences are our priority and we will make sure that the same mistakes will not happen again.

We hope that this accident did not damage your trust to Punakawan Hotel services. We hope we can maintain a good connection.

Once again we apologize for the inconvenience.

You may contact us further by mobile on +6287735204777.

Yours sincerely,
Punakawan



Confirmation for Hotel Booking at Malioboro Hotel

Dear Sir/Madam,

This is to confirm your booking request for a Deluxe queen bed in our hotel. We are ready to serve you with all our efficiency. The hygiene standards you asked for are what we assure and confirm to provide you with a perfectly sanitized environment.

We also need to mention here that the advance amount Rp 300,000 you have paid will be deducted from the final bill during check-out. Please consider this confirmation letter the final booking document and produce it at reception while checking in.

We assure you of every comfort you need during your stay here.

Best Regards,
Malioboro Hotel

What is Email?

Email is important in delivering messages clearly and efficiently. During communication without needing real-time interaction (for example between a company and its clients), especially for the professionals handling business correspondence and internal updates.

Email penting dalam menyampaikan pesan secara jelas dan efisien. Selama komunikasi tanpa perlu interaksi langsung (misalnya antara perusahaan dan klien), terutama bagi profesional yang menangani korespondensi bisnis dan pembaruan internal.

Types of Emails

a. Confirmation Hotel

Subject: Confirmation of Hotel Booking - Booking ID 1214037194

Thank you for choosing **Griya Persada Convention Hotel & Resort** for your upcoming stay.

We are pleased to confirm your reservation with the following details:

- **Guest Name:** Najwa
- **Booking Number:** 20251102905455
- **Check-in Date:** 03 Jan 2025 from 14:00
- **Check-out Date:** 05 Jan 2025 before 12:00
- **Room Type:** Deluxe - Balcony
- **Number of Guests:** Max 2 adults
- **Total Price:** Rp 1.485.416

Your reservation is confirmed, and we look forward to welcoming you. If you have any special requests or require further assistance, please let us know.

For your convenience, we offer the following services:

- ✓ Airport transfer (available upon request)
- ✓ Complimentary breakfast (if applicable)
- ✓ Free Wi-Fi and 24/7 customer support

Should you need to modify or cancel your reservation, please contact us at +62 2986 072 093. We look forward to hosting you at **Griya Persada Convention Hotel & Resort**.

Best regards,

Griya Persada Convention Hotel & Resort

Jl. Gintungan Utara no. 77 Bandungan, Bandungan, Semarang, Jawa Tengah, Indonesia, 50614

[rsvp@the-malioboro.com@gmail.com] | [+62 811271577]

b. Request Email for feedback

Subject: Review about Putra Remaja Shuttle!

Tell us about your trip with Putra Remaja Shuttle

Hello, Najwa Saferia

How was your **Yogyakarta - Semarang** trip with the Putra Remaja Shuttle on 27 December 2024?

Thank you for entrusting Putra Remaja Luxury Shuttle as your travel companion on 27 December 2024.

To improve our quality & service, please fill out the survey form at the following link:

<https://forms.gle/EbQEKNdFMWkaspCTA>

Follow our social media to get various interesting information.

Instagram: Putraremaja.shuttle

Thank you,

Putra Remaja Shuttle

0804 - 1500 - 308

c. Response Email for Apologizing

Subject: Your Google Account Recovery Request

Thank you for filling out our account recovery form. We know that losing access to your account can be frustrating. We want to help!

At Google, we take your privacy and security very seriously. We're committed to returning accounts only when we're sure that we're giving them back to their owners. **Unfortunately**, based on the information you provided, we were unable to verify that you own najwasaferia5@gmail.com. **To ensure that we're not compromising** the security of this account, we can't yet return it to you.

Can you provide **additional information** to verify that you own this account?

- If so, please visit our [account recovery form](#) and submit another request, sharing as much accurate information as possible. (If you're unsure about specific dates, that's okay; give your best guess.)
- If not, and if you'd like to create a new account, **please visit our** [New Accounts page](#).

Because Google doesn't ask for much personal information when you sign up for an account, we don't have many ways to verify that you own an account. To confirm that you're the real owner,

We need specific details during the recovery process. We can't accept identification documents as a proof of ownership because we don't consider that a secure method. If you'd like more information on these policies, please see "[Recovering your account](#)" on our Help Center.

We apologize for any inconvenience. We appreciate your cooperation and understanding!

Sincerely,
The Google Accounts Team

Important Phrases!

Thank you for choosing	Terima kasih telah memilih
We are pleased	Kami dengan senang hati/ Kami merasa senang
We look forward	Kami menantikan
Special request	Permintaan khusus
Require further assistance	Membutuhkan bantuan lebih lanjut
For your convenience	Demi kenyamanan Anda
Please contact us	Silakan hubungi kami
Best regards,	Salam hormat/ Salam hangat
Unfortunately	Dengan menyesal
To ensure that we are not compromising	Untuk memastikan bahwa kami tidak mengorbankan
We appreciate your cooperation and understanding	Kami menghargai kerja sama dan pengertian Anda
Please visit our	Silakan kunjungi

Things to remember!

- Clear Letter Heading → Include sender's address, date, and recipient's address before the content begins.
Kepala surat yang jelas → Cantumkan alamat pengirim, tanggal penulisan, dan alamat penerima sebelum isi surat dimulai.
- Proper Greeting → Use the right salutation, (For example: Dear Mr./Ms.).
Sapaan yang tepat → Gunakan sapaan formal, (seperti Yth. Bapak/Ibu)
- Purpose Stated Early → Explain clearly in the first paragraph why you're writing the letter
Langsung pada tujuan → Sampaikan tujuan penulisan surat di paragraf pertama.
- Polite and Professional Language → Use respectful, formal language suitable for business or official matters.
Bahasa sopan dan profesional → Gunakan bahasa yang sopan dan formal sesuai untuk urusan bisnis atau resmi.
- Well-Structured Content → Use separate paragraphs for each point or section (e.g., purpose, details, closing).
Struktur yang rapi → Gunakan paragraf terpisah untuk setiap poin atau bagian (misalnya: tujuan, detail, penutup)
- Proper Closing → End with a courteous sentence thanking the recipient or expressing expectations.
Penutupan yang sopan → Akhiri dengan kalimat yang sopan, misalnya ucapan terima kasih atau harapan akan tanggapan..
- Professional Sign-Off → Use formal endings (for example: "Best regards or Sincerely").
Penutupan profesional → Gunakan penutup formal (seperti: "Salam hormat atau Hormat kami").
- Signature and Name → Add your signature (if printed) and your full name and position.
Tanda tangan dan nama → Tambahkan tanda tangan (jika dicetak), nama lengkap, dan jabatan Anda.

Exercise 1

Write an email based on the given situation.

1. A customer sends a complaint about their room facility. Write an apology email and offer a solution.

(Seorang tamu hotel mengirim pertanyaan tentang fasilitas kamar. Tulis balasan email yang sopan dan informatif.)

2. A guest has canceled their scheduled spa appointment at the hotel. Write a polite and professional email to confirm the cancellation and offer alternative available time slots.

(Seorang tamu membatalkan janji temu spa yang sebelumnya telah dijadwalkan di hotel. Tulis email yang sopan dan profesional untuk mengkonfirmasi pembatalan tersebut dan tawarkan pilihan jadwal lain yang tersedia.)

Exercise 2

- **Rewrite the email in professional and polite English.**

(Tulis ulang email tersebut dalam Bahasa Inggris yang profesional dan sopan)

Subject: About your request

hi,

we got ur request about meeting room. yes we have it but only in the morning. let us know if u want it. we wait ur answer.

thanks,

front desk

Let's Reflect!

1. How do I feel about this meetings?

Bagaimana perasaan saya terhadap pertemuan hari ini?

2. What are new things that I learned from this meeting?

Apa saja hal-hal baru yang saya pelajari dari pertemuan hari ini?

3. What are the challenge(s) that I faced in this meeting?

Apa saja tantangan-tantangan yang saya hadapi dalam pertemuan hari ini?

4. What will I do to overcome the challenge(s)?

Apa yang akan saya lakukan untuk mengatasi tantangan tersebut?

Feedback Corner

Please give us your feedback for today's meeting by scanning the QR code.

Your feedback will be anonymous and helpful for us to improve our course 😊

Silakan beri umpan balik Anda untuk pertemuan hari ini dengan memindai kode QR.

Umpan balik Anda akan bersifat anonim dan sangat membantu kami untuk meningkatkan kualitas kursus kami 😊



<https://shorturl.at/Nw1Fe>

Chapter 2:

Letter Writing

By: Najwa & Kefas

Learning Objectives for Meeting 2:

- ✎ Learners are able to apply the language elements of professional letters correctly.
- ✎ Learners are able to create professional letters and respond to them accordingly.

Learning Procedure

In this chapter, learners will begin with answering guided questions given, explore vocabulary commonly used in letter correspondence with guests, study the essential letter format, and practice making letters.

Assessments

In this chapter, learners will have:

- **Formative assessment:** The teacher will give guided questions related to the topic in English.
- **Summative assessment:** Write letters based on the given situation with the correct format.

MEETING 2 - LETTER WRITING

What is a Letter?

Letter is important in delivering formal information in a structured and respectful manner. During written communication that requires physical documentation (for example, between a company and its partners or clients), especially for professionals handling official announcements, agreements, or formal requests.

Surat penting dalam menyampaikan informasi secara formal dengan cara yang terstruktur dan menghormati. Dalam komunikasi tertulis yang memerlukan dokumentasi fisik (misalnya antara perusahaan dan mitra atau klien), terutama bagi profesional yang menangani pengumuman resmi, perjanjian, atau permintaan formal.

Example of Letter

CV Kartini Makmur Sejahtera
Jl. Pierre Tendean 28 C, Yogyakarta

No: 04/KMS/IV/2025

Subject: Cooperation Proposal

Attachment: -

To:

Mrs. Perhivi Hasan

Owner of Lezat Catering

Dear Madam,

We, the management of **CV Kartini Makmur Sejahtera**, a company producing sweet soy sauce, salty soy sauce, tomato sauce, and vinegar, would like to propose a cooperation regarding the supply of our products for the operational needs of the catering business you manage.

The mechanism and form of cooperation will be explained and discussed further **should you be interested in this proposal**. We have attached a price list and the benefits (discounts) you can receive by **collaborating with us**. That concludes our proposal letter. **We thank you for your attention and look forward to your positive response.**

Yogyakarta, April 20th, 2025

Sincerely,

(signature)

Catarina Hasthi

Marketing Manager

Important Phrases!

Dear Madam	Yth. Ibu/ Dengan hormat Ibu
Management of	Manajemen dari
Interested in this proposal	Tertarik dengan proposal/penawaran ini
Collaborating with us	Bekerja sama dengan kami
For your attention	Atas perhatian Anda
Look forward	Kami menantikan
Positive response	Tanggapan positif
Sincerely	Hormat kami,
Attachment	Lampiran

Things to remember!

- Clear Subject Line → Write a short subject that reflects the email's purpose (for example: "Confirmation of Hotel Booking - Mr. Michael").
Subjek yang jelas → tulis subjek yang singkat dan menggambarkan tujuan email.
- Proper Greeting → Use the right salutation, (For example: Dear Mr./Ms. or Hello Michael).
Sapaan yang tepat → Gunakan sapaan yang sesuai, (seperti Dear Bapak/Ibu atau Halo Michael).
- Purpose Stated Early → Mention the reason for writing in the first paragraph.
Langsung pada tujuan → Sampaikan tujuan penulisan email di paragraf pertama.
- Polite and Professional Language → Keep your tone respectful and avoid casual abbreviations (For example: "you" that comes from "u").
Bahasa sopan dan profesional → Gunakan bahasa sopan dan hindari singkatan tidak formal (seperti "u" atau "thx").
- Well-Structured Content → Organize your email with short paragraphs or bullet points.
Tersusun dengan rapi → Susun isi email dengan paragraf pendek atau poin-poin.
- Proper Closing → End with a polite closing sentence (for example: "Looking forward to hearing from you").
Penutupan yang sopan → Akhiri dengan kalimat penutup yang sopan (seperti: "Saya menantikan balasan Anda").
- Professional Sign-Off → Use formal endings (for example: "Best regards or Sincerely").
Penutupan profesional → Gunakan penutup formal (seperti: "Salam hormat atau Hormat kami").
- Keep It Concise → Be brief but complete to get to the point politely.
Singkat dan padat → Singkat namun jelas untuk langsung ke intinya dengan sopan.

Exercise 1

Write a letter based on the given situation.

1. Write a letter to a guest who has inquired about room availability and hotel services. Include information about the types of rooms, facilities, and how to book.

(Tulis surat balasan kepada seorang tamu yang menanyakan ketersediaan kamar dan fasilitas hotel. Sertakan informasi tentang tipe kamar, fasilitas yang tersedia, dan cara melakukan pemesanan)

2. A guest complained about the air conditioning not working during their stay. Write a letter of apology and explain what steps have been taken to solve the issue.

(Seorang tamu mengeluh karena AC tidak berfungsi selama menginap. Tulis surat permintaan maaf dan jelaskan langkah-langkah yang telah diambil untuk mengatasi masalah tersebut)

Let's Reflect!

1. How do I feel about this meetings?

Bagaimana perasaan saya terhadap pertemuan hari ini?

2. What are new things that I learned from this meeting?

Apa saja hal-hal baru yang saya pelajari dari pertemuan hari ini?

3. What are the challenge(s) that I faced in this meeting?

Apa saja tantangan-tantangan yang saya hadapi dalam pertemuan hari ini?

4. What will I do to overcome the challenge(s)?

Apa yang akan saya lakukan untuk mengatasi tantangan tersebut?

Feedback Corner

Please give us your feedback for today's meeting by scanning the QR code.

Your feedback will be anonymous and helpful for us to improve our course 😊

Silakan beri umpan balik Anda untuk pertemuan hari ini dengan memindai kode QR.

Umpan balik Anda akan bersifat anonim dan sangat membantu kami untuk meningkatkan kualitas kursus kami 😊



<https://shorturl.at/Nw1Fe>

Chapter 3:

Note-taking

By: Ana

Learning Objectives for Meetings 3 & 4:

- ✎ Learners are able to comprehend and apply the language elements related to the hospitality industry to the note-taking correctly.
- ✎ Learners are able to break down information presented in phone call conversations into the note-taking correctly.

Learning Procedure

In this chapter, learners will do the warm-up listening quiz, explore the vocabularies that are mainly used in phone call activity with the guests, learn the important steps in doing note-taking, and do the practices using provided audios.

Assessments

In this chapter, learners will have:

- **Formative assessment:** by doing the Wordwall listening quiz.
- **Summative assessment:** by completing note-taking practice based on 5 human-phone-call audios (meeting 3) and 5 AI-based audios (meeting 4).

MEETING 3 - NOTE-TAKING 1

Before we begin...

Note-taking is important in capturing key information quickly and accurately during verbal communication without interrupting the speakers (for example, the guests and customers), especially for receptionists and front-line staff.

Note-taking (*Pencatatan*) sangat diperlukan untuk menangkap informasi penting dengan cepat dan akurat selama komunikasi verbal tanpa mengganggu pembicara (misalnya, tamu dan pelanggan), terutama untuk resepsionis dan staf lini depan.

Let's do this warm-up activity:



Important Vocabularies

Acceptable	Dapat diterima
Additional	Tambahan
Amenity – Amenities	Fasilitas (tunggal) – Fasilitas-fasilitas (jamak)
Appointment	Janji temu
Assist	Membantu
Availability	Ketersediaan
Belongings	Barang milik
Comfortable	Nyaman
Concerns	Kekhawatiran
Confirm	Mengonfirmasi (kata kerja)
Confirmation	Konfirmasi (kata benda)
Dish	Hidangan
Hesitate	Ragu-ragu
Inconvenience	Ketidaknyamanan
Issue / Problem	Masalah
Look forward	Menantikan
Maintenance	Pemeliharaan
Prefer	Lebih memilih
Properly	Dengan benar atau dengan sesuai
Request	Permintaan (kata benda) atau Meminta (kata kerja)
Reservation	Reservasi (kata benda)
Reserve	Cadangan (kata benda) atau Reservasi (kata kerja)

Things to keep in mind:

- Focus on key information → listen actively and capture the essential points such as dates, names, numbers, and key facts or orders from the guests.

Fokus pada informasi penting → dengarkan secara aktif dan catat poin-poin penting seperti tanggal, nama, nomor, dan fakta-fakta penting atau pesanan dari tamu.

- Use abbreviations or symbols → create and remember personal abbreviations or symbols to speed up the note-taking process while you are listening to the guest (for example, "w/" for "with," "&" for "and," and "e.g." for "example").

Gunakan singkatan atau simbol → buat dan ingatlah singkatan atau simbol pribadi untuk mempercepat proses pencatatan saat Anda mendengarkan tamu.

- Write in points → rather than full sentences, use bullet points to write down short, concise information in order to be efficient in time.

Tulislah dalam poin-poin → daripada menggunakan kalimat lengkap, gunakan poin-poin untuk menuliskan informasi yang singkat dan ringkas, sehingga bisa efisien waktu.

- Be prepared to clarify → if you are unsure about a detail, don't hesitate to ask the customer or guest for clarification during or before the conversation ends.

Bersiaplah untuk mengklarifikasi → jika Anda tidak yakin tentang suatu detail, jangan ragu untuk meminta klarifikasi kepada pelanggan atau tamu selama atau sebelum percakapan ditutup.

- Use visual layouts → you can use headings, highlights, tables, underlines, or separating different sections in your notes to easily identify the main points of the information.

Gunakan tata letak visual → Anda dapat menggunakan judul bagian, sorotan, tabel, garis bawah, atau memisahkan bagian-bagian yang berbeda dalam catatan Anda untuk mengidentifikasi poin-poin utama informasi dengan mudah.

Here are the recommendations of tables that you can use during note-taking:

Berikut ini adalah rekomendasi tabel yang bisa Anda gunakan selama membuat catatan:

Table 1 – detailed categories table

Today's date:		Time: ____ . ____
Guest's name / room type / room number		
Appointment or booking time		
Purpose		
Service Requested		
Special Request		
Contact Information		
Actions Required		

Table 2 – 5W + 1H table

Question Words	Information
Who?	
What?	
When?	
Where?	
Why?	
How?	

Let's practice together!

Ayo latihan bersama!

Instructions:

1. Make sure you already have a pen or pencil to write down things in the template below.

Pastikan Anda sudah memiliki pena atau pensil untuk mencatat pada template di bawah.

2. Scan the QR code to listen to the audio. Please listen carefully to it.

Pindai kode QR yang tertera untuk mendengarkan audio. Mohon dengarkan dengan seksama.

3. Look at the template below and fill in the blanks with the suitable information that you get from the audio.

Lihatlah template di bawah ini dan isi pada bagian-bagian yang kosong dengan informasi sesuai yang Anda dengar dari audio.

4. Please just write down whatever you hear. If there is no information about either the guest's name or special request, just skip that part on the tables. If the audio is about booking requests, please just write down the date and time you do the practice (today's meeting).

Tuliskan saja apa pun yang Anda dengar. Jika tidak ada informasi mengenai waktu pemesanan, nama tamu, atau permintaan khusus, lewati saja bagian tersebut. Jika audio adalah tentang permintaan pemesanan, tuliskan tanggal dan waktu Anda melakukan latihan (pertemuan hari ini).

Template for practice 1 - audio 1 – meeting 3

Audio 1:



Template untuk latihan 1 – audio 1 – pertemuan 3

Today's date: _____		Time: ____ . ____
Guest's name / room type / room number	Julianna / _____ room / 315	
Appointment or booking time	20 February 2025 2.45 p.m.	
Purpose	Confirming room booking	
Service Requested	-	
Special Request	-	
Contact / Credit Card Information	_____ @gmail.com CC: _____ 000 _____	
Actions Required	-	

Template for practice 2 - audio 2 – meeting 3*Template untuk latihan 2 – audio 2 – pertemuan 3***Audio 2:**

Today's date: _____		Time: ____ . ____
Guest's name / room type / room number	_____ / suite room / _____	
Appointment or booking time	-	
Purpose	Requesting for _____	
Service Requested	_____ _____ _____	
Special Request	_____ _____ _____	
Contact Information	-	
Actions Required	Reserve table for 2 – Tralala restaurant 8.30 p.m.	

Template for practice 3 - audio 3*Template untuk latihan 3 – audio 3 – pertemuan 3***Audio 3:**

Today's date: _____		Time: ____ . ____
Guest's name / room type / room number	Danny Joe / Single Room / _____	
Appointment or booking time	-	
Purpose	_____	
Service Requested	-	
Special Request	-	
Contact Information	-	
Actions Required	Calling the _____ team to fix the AC, calling the _____ team to help moving the guest's belongings.	

Template for practice 4 - audio 4 – meeting 3*Template untuk latihan 4 – audio 4 – pertemuan 3***Audio 4:**

Today's date:		Time: ____ . ____
Guest's name / room type / room number	_____ / _____ room / -	
Appointment or booking time	March _____ – _____	
Purpose	Hotel booking for 4 guests who are on a short vacation.	
Service Requested	-	
Special Request	-	
Contact Information	_____	
Actions Required	_____ _____ _____	

Template for practice 5 - audio 5 – meeting 3*Template untuk latihan 5 – audio 5 – pertemuan 3***Audio 5:**

Today's date:		Time: ____ . ____
Guest's name / room type / room number	_____ / _____ / _____	
Appointment or booking time	-	
Purpose	_____	
Service Requested	_____ _____	
Special Request	-	
Contact Information	_____	
Actions Required	_____ _____	

Let's Reflect!

1. How do I feel about this meetings?

Bagaimana perasaan saya terhadap pertemuan hari ini?

2. What are new things that I learned from this meeting?

Apa saja hal-hal baru yang saya pelajari dari pertemuan hari ini?

3. What are the challenge(s) that I faced in this meeting?

Apa saja tantangan-tantangan yang saya hadapi dalam pertemuan hari ini?

4. What will I do to overcome the challenge(s)?

Apa yang akan saya lakukan untuk mengatasi tantangan tersebut?

Feedback Corner

Please give us your feedback for today's meeting by scanning the QR code.

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MEETING 4 - NOTE-TAKING 2

Before we begin...

In this meeting, you will practice note-taking while listening to verbal communication with different English accents that exist in real-world interactions.

Dalam pertemuan ini, Anda akan berlatih mencatat sambil mendengarkan komunikasi verbal dengan aksen bahasa Inggris yang berbeda yang ada dalam interaksi di dunia nyata.

Things to keep in mind:

- Make sure to listen attentively to the complete information → listen actively and capture the essential points such as 5W+1H (what, where, when, who, why, how) elements from the guests.

Fokus pada informasi penting → dengarkan secara aktif dan catat poin-poin penting seperti aspek 5W+1H (apa, di mana, kapan, siapa, mengapa, bagaimana) dari para tamu.

- Use abbreviations or symbols → create and remember personal abbreviations or symbols to speed up the note-taking process while you are listening to the guest (for example, "w/" for "with," "b/c" for "because," and "ASAP" for "As Soon As Possible).

Gunakan singkatan atau simbol → buat dan ingatlah singkatan atau simbol pribadi untuk mempercepat proses pencatatan saat Anda mendengarkan tamu.

- Write in points → rather than full sentences, use bullet points to write down short, concise information, in order to be efficient in time.

Tulislah dalam poin-poin → daripada menggunakan kalimat lengkap, gunakan poin-poin untuk menuliskan informasi yang singkat dan ringkas, sehingga bisa efisien waktu.

- Be patient and active → if you don't understand a word, don't panic. You can always clarify and check it afterwards before the conversation ends.

Bersabarlah dan aktif → jika Anda tidak mengerti satu kata pun, jangan panik. Anda selalu dapat mengklarifikasi dan memeriksanya kembali sebelum percakapan berakhir.

Let's practice together!

Ayo latihan bersama!

Instructions:

1. Make sure you already have a pen or pencil to write down things in the template below.

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4. Please just write down whatever you hear. If there is no information about either the guest's name or special request, just skip that part on the tables. If the audio is about booking requests, please just write down the date and time you do the practice (today's meeting).

Tuliskan saja apa pun yang Anda dengar. Jika tidak ada informasi mengenai waktu pemesanan, nama tamu, atau permintaan khusus, lewati saja bagian tersebut. Jika audio adalah tentang permintaan pemesanan, tuliskan tanggal dan waktu Anda melakukan latihan (pertemuan hari ini).

Audio 1:

Your answer:



Audio 2:



Your answer:

Audio 3:



Your answer:

Audio 4:

Your answer:



Audio 5:

Your answer:



Let's Reflect!

1. How do I feel about this meetings?

Bagaimana perasaan saya terhadap pertemuan hari ini?

2. What are new things that I learned from this meeting?

Apa saja hal-hal baru yang saya pelajari dari pertemuan hari ini?

3. What are the challenge(s) that I faced in this meeting?

Apa saja tantangan-tantangan yang saya hadapi dalam pertemuan hari ini?

4. What will I do to overcome the challenge(s)?

Apa yang akan saya lakukan untuk mengatasi tantangan tersebut?

Feedback Corner

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Chapter 4:

Speaking

Simulations

By: Mahesa

Learning Objectives for Meetings 5, 6, and 7:

- ↳ Learners are able to comprehend and identify purposes of oral communication correctly to the guests.
- ↳ Learners are able to initiate and respond to oral communication accordingly and politely to the guests.

Learning Procedure

In this chapter, learners will begin by watching a video of front desk communications. Then, learners will be exposed to language elements and tips in oral communications. The chapter ended with learners doing the speaking simulation.

Assessments

- In this chapter, learners will have:
- **Formative assessment:** The teacher will give guided questions related to video that have been watched.
 - **Summative assessment:** Simulating oral communication with multiple situations on front desk officer

SPEAKING SIMULATION

Example

First let's watch an example of an English language conversation with a front desk officer when someone wants to check in through this QR code:



Or using this link: <https://youtu.be/wyqfYJX23lg?si=6FBlvxsCFyJUeIlR>

Vocabularies

List of vocabularies that might appear:

☞ **To greet:**

- Good morning = selamat pagi
- Good afternoon = selamat siang
- Good evening = selamat sore

☞ **To show degrees of politeness:**

- Please = tolong
- Let me = biarkan saya.... (sopan)

☞ **Frequent vocabularies:**

- I = saya
- We = kita
- They = mereka
- Reservation = reservasi
- Reserve = melakukan reservasi
- Room = kamar
- Room key = kunci kamar
- Booking = data pemesanan/reservasi
- (number) nights = (berapa) malam
- (number) day = (berapa) hari
- Option = pilihan
- Package = paket

Honorifics

There are specific honorifics that are being used based on the gender and marital status:

- ↳ Addressing someone without knowing their names can use:
 - Sir: To address a male guest in case the name is unknown.
 - Ma'am/Madam: To address a female guest in case the name is unknown.
 - Miss: To address a female guest who is under 30 years old and not married in case the name is unknown.
- ↳ Addressing someone with a known name can use
 - Mr. (guest name): To address a male guest with a known name.
 - Mrs. (guest name): To address a married female guest with a known name.
 - Ms. (guest name): To address a female guest with a known name.

Additional notes:

Sometimes, guests may have certain pronouns that are being used (gender neutral). It's the best to follow guest preferences how you call them.

Giving confirmations

List of phrases and clauses that might appear and be used:

- ↳ **Offering help:** (many variations of “*ada yang bisa saya bantu?*”)
 - May I help you?
 - What can I do for you?
 - How can I help you?
- ↳ **Giving confirmation:**
 - Telling what you will do:
 - ☆ Let me + (action that you will do)
For example (when checking client reservation):
 - a. “Let me pull out your reservation, (please wait for a moment)”
 - b. “Let me find your reservation, (please wait for a moment)”
 - Telling circumstances or facts:
Variations:
 - ☆ We have (circumstances) – act of positive confirmation
 - ☆ It seems that (circumstances)
 - ☆ It appears (circumstances)Example:
 - a. “We have found your reservation, this is your room key, please enjoy your stay, we are grateful for your patronage.” **(positive)**
 - b. “It appears we cannot find your reservations, (next actions)” - **(negative)**

If something went wrong...

In case something unpleasant happens:

✈ **How to apologize**

- “I am sorry/We are sorry (circumstances)”
- “I apologize/ We apologize (circumstances)”

Example:

- ☆ “We are sorry for inconveniences.”
- ☆ “I apologize; it appears that we cannot find your reservation.”

✈ **Asking for confirmation:**

- **To ask for the client actions:**

- ☆ (Apologize) did you + (action that client did)

Example (when the reservation is missing):

“I am sorry, did you reserve your room through travel agents or us?”

- **To ask for client identity:**

- ☆ (Apologize) are you + (name)

Example (when you want to confirm client name):

“I apologize, are you Mr. Josh Allan?”

- **To request or clarify something:**

- ☆ (Apologize) + would you + please + (what client needs to do)

- ☆ (Apologize) + could you + please + (what client needs to do)

Example:

- a. In case the client needs to choose other thing:

“I am sorry, would you please reconsider for alternative options?” (then tells the alternative options to the guest)

- b. In case you cannot hear the client’s name properly.

“I apologize for the inconvenience, but could you spell your name for me.”

MEETING 5 - CHECKING IN

Simulation I

Simulation on Front Desk, When Someone Tried to check-in

1. Make a group of 4.
2. Each group will be attended by one tutor.
3. Each group member will be given opportunities to simulate the conversation.
4. The tutor will act as a foreigner with their own circumstances that need to be dealt with (checking in and reservation problem).
5. At every start of the simulation, the tutor will give a brief description of client that they will face.
6. Every round of clients will take maximum 5 of minutes interaction.
7. The tutor will assess and give feedback on overall performance and mistakes for each round.

MEETING 6 -CANCELATION

Simulation II

Simulation on Front Desk, When Someone Tried to Cancel or Complain

1. Make a group of 4.
2. Each group will be attended by one tutor.
3. Each group member will be given opportunities to simulate the conversation.
4. The tutor will act as a foreigner with their own circumstances that need to be dealt with (canceling the reservation, leaving early, and complaining).
5. At every start of the simulation, the tutor will give a brief description of client that they will face.
6. Every round of clients will take maximum 5 minutes of interaction.
7. The tutor will assess and give feedback on overall performance and mistakes for each round.

Simulation III

Simulation on Front Desk, When Someone Tried to Check-in

1. Make a group of 4.
2. Each group will be attended by one tutor.
3. Each group member will be given opportunities to simulate the conversation.
4. The tutor will act as a foreigner with their own circumstances that need to be dealt with (checking in and reservation problem)
5. At every start of the simulation, the tutor will give a brief description of client that they will face.
6. Every round of clients will take maximum 5 minutes of interaction.
7. The tutor will assess and give feedback on overall performance and mistakes for each round.

Review

Reviewing writing skills

1. Each group member is tasked to write a formal letter or email.
2. Subject of the writing and who you are writing to will be randomly generated by the tutor.
3. After you finish, you may randomly exchange your writing with another member.
4. You will be tasked to assess your friend writing.
5. Identified the good and the mistakes and discussed them together with other group members and the tutor.

Rubric for Speaking Simulations

Name of the learner				
Criteria	Excellent (4)	Good (3)	Fair (2)	Needs Improvement (1)
Fluency	Speaks with natural pace and no hesitation	Generally fluent with a few pauses or hesitations	Some noticeable pauses and hesitations	A lot of pauses and hesitations that disrupt the flow of conversation
Pronunciation	Clear and accurate pronunciation and easily understood	Mostly clear pronunciation with little errors	Pronunciation errors that sometimes disrupt the process of understanding	A lot of pronunciation errors that cause misunderstanding
Vocabulary & Expression	Use appropriate, varies vocabulary and expressions that are relevant to the context	Use adequate vocabulary with occasional repetition or inappropriate word choice	Limited vocabulary with some inappropriate or unclear expressions	Very limited vocabulary with a lot of word choices that did not match the context
Task Achievement & Comprehension	Give appropriate, relevant, and detailed response during the simulations	Give mostly relevant responses during the simulations	Partially addresses the task but some responses are out of the topic	Fails to address the task and give the mostly irrelevant responses
Interactive Communication	Talks confidently, answer well, and full of initiative	Answer well but does not really show confidence	Sometimes slow to respond but responds well	Sometimes took a long pause to think of the response and made some inappropriate responses
Score for each criterion				
Total score				

Let's Reflect!

1. How do I feel about this meetings?

Bagaimana perasaan saya terhadap pertemuan hari ini?

2. What are new things that I learned from this meeting?

Apa saja hal-hal baru yang saya pelajari dari pertemuan hari ini?

3. What are the challenge(s) that I faced in this meeting?

Apa saja tantangan-tantangan yang saya hadapi dalam pertemuan hari ini?

4. What will I do to overcome the challenge(s)?

Apa yang akan saya lakukan untuk mengatasi tantangan tersebut?

Feedback Corner

Please give us your feedback for today's meeting by scanning the QR code.

Your feedback will be anonymous and helpful for us to improve our course 😊

Silakan beri umpan balik Anda untuk pertemuan hari ini dengan memindai kode QR.

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Meeting 8:

Final

Assessment

Email & Letter Final Assessment

Instructions:

1. Please write **one formal email** and **one formal letter**.

*Silakan tulis **satu email resmi** dan **satu surat resmi**.*

2. You can choose **one condition** for each of your writings from the following list:

Anda dapat memilih satu kondisi untuk setiap tulisan Anda dari daftar berikut:

- **Apologizing** (*meminta maaf*)

- ↳ A guest arrived for a confirmed appointment, but their name was not on the schedule list due to a system error.

Seorang tamu datang untuk janji temu yang telah dikonfirmasi, namun namanya tidak ada dalam daftar jadwal karena kesalahan sistem.

- ↳ Two guests were accidentally booked for the same meeting room at the same time. (Apologizing for the confusion, explain what happened, and offer a solution: “reschedule or upgrade” to them.)

Dua tamu secara tidak sengaja memesan ruang pertemuan yang sama pada waktu yang sama. (Meminta maaf atas kebingungan tersebut, menjelaskan apa yang terjadi, dan menawarkan solusi: “jadwalkan ulang atau peningkatan fasilitas” kepada mereka).

- **Giving Confirmation** (*memberikan konfirmasi*)

- ↳ A guest wants to book a service or schedule a meeting but doesn’t know the process.

Seorang tamu baru ingin memesan layanan atau menjadwalkan pertemuan namun tidak mengetahui prosesnya.

- ↳ A guest wants to check in early, but company policy only allows check-in after a certain time.

Seorang tamu ingin check-in lebih awal, namun kebijakan perusahaan hanya mengizinkan check-in setelah waktu tertentu.

3. When you are finished, send both your email and letter to the following email:

spelt.englishedu@gmail.com.

Setelah selesai, kirimkan email dan surat Anda ke email berikut: spelt.englishedu@gmail.com.

4. Please write your contact number below the body of your email. For example:

Tuliskan nomor kontak Anda di bawah badan email. Sebagai contoh:

[body of the email containing your work of one formal email writing and one formal letter]

Samuel Bintang

+62 895 1824 0074

Note-taking Final Assessment

Instructions:

1. Make sure you already have a pen or pencil to write down things in the template below.

Pastikan Anda sudah memiliki pena atau pensil untuk mencatat pada template di bawah.

2. Scan the QR code to listen to the audio. Please listen carefully to it.

Pindai kode QR yang tertera untuk mendengarkan audio. Mohon dengarkan dengan seksama.

3. Look at the template below and fill the blanks with the suitable information that you get from the audio.

Lihatlah template di bawah ini dan isi pada bagian-bagian yang kosong dengan informasi sesuai yang Anda dengar dari audio.

4. Please just write down whatever you hear. If there is no information about either, guest name, or special request, just skip that part on the tables. If the audio is about booking request, please just write down the date and time you do the practice (today's meeting).

Tuliskan saja apa pun yang Anda dengar. Jika tidak ada informasi mengenai waktu pemesanan, nama tamu, atau permintaan khusus, lewati saja bagian tersebut. Jika audio adalah tentang permintaan pemesanan, tuliskan tanggal dan waktu Anda melakukan latihan (pertemuan hari ini).

Audio:



Today's date:	Time: ____ . ____
Guest's name / room type / room number	_____ / _____ / -
Appointment or booking time	-
Purpose	_____ _____
Service Requested	_____ _____
Special Request	-
Contact Information	_____
Actions Required	_____ _____ _____

Speaking Final Assessment

Instructions:

1. In this assessment, you will do a simulation as a front desk officer with one of the tutors. The tutor will act as a guest who call you.

Dalam penilaian ini, Anda akan melakukan simulasi sebagai petugas resepsionis dengan salah satu tutor. Tutor akan berperan sebagai tamu yang menelepon Anda.

2. The tutor will show you 5 papers containing the topics. Then, you will randomly choose one paper.

Anda akan memilih secara acak, salah satu topik di bawah ini dan Anda akan bermain peran tentang topik tersebut dengan tutor.

The topics:

- a. Handling a guest who wants to confirm their check in.

Menangani tamu yang ingin mengonfirmasi check-in.

- b. Handling a guest who complains about the facility.

Menangani tamu yang mengeluhkan fasilitas.

- c. Handling a guest who wants to cancel the check in.

Menangani tamu yang ingin membatalkan check-in.

- d. Handling a guest over an emergency matters.

Menangani tamu dalam keadaan darurat.

- e. Handling a guest who wants to request additional service or amenities.

Menangani tamu yang ingin meminta layanan atau fasilitas tambahan.

3. The tutor will give you time to recall the things you have learned, before you do the speaking assessment.

Tutor akan memberi Anda waktu untuk mengingat kembali hal-hal yang telah Anda pelajari, sebelum Anda melakukan penilaian berbicara.

Good luck! 🍀

Let's Reflect!

1. How do I feel about this meetings?

Bagaimana perasaan saya terhadap pertemuan hari ini?

2. What are new things that I learned from this meeting?

Apa saja hal-hal baru yang saya pelajari dari pertemuan hari ini?

3. What are the challenge(s) that I faced in this meeting?

Apa saja tantangan-tantangan yang saya hadapi dalam pertemuan hari ini?

4. What will I do to overcome the challenge(s)?

Apa yang akan saya lakukan untuk mengatasi tantangan tersebut?

Feedback Corner

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Umpan balik Anda akan bersifat anonim dan sangat membantu kami untuk meningkatkan kualitas kursus kami 😊



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Meeting 3, 4, and 8 Note- taking Scripts and Answer Key

MEETING 3 – NOTE-TAKING 1 Worksheet Audio Script and Answer Keys

Script audio 1 - confirming check in:

Audio:



Receptionist: Good afternoon, thank you for calling SPELT Hotel. This is Marianne, how can I assist you today?

Guest: Hi, I have a reservation under the name Julianna and I was hoping to confirm the details for my check-in.

Receptionist: Of course, let me pull up your booking. Yes, I see your reservation for a Deluxe room for 2 nights. May I have your email address and a credit card number to confirm your booking?

Guest: Sure, my email is julianna222@gmail.com, and here's my credit card number: 222000222.

Receptionist: Thank you. I've confirmed your booking, and everything looks great. Your check-in time will be 2 p.m., and your room will be ready when you arrive. If you need anything else before you get here, feel free to call us. Is there anything else I can assist you with?

Guest: No, that's everything. Thank you!

Receptionist: You're welcome! We look forward to welcoming you to SPELT Hotel. Have a great day!

Answer key to practice 1 – audio 1 – meeting 3:

Today's date: _____		Time: ____ . ____
Guest's name / room type / room number	Julianna / <u>Deluxe</u> room / 315	
Appointment or booking time	20 February 2025 2.45 p.m.	
Purpose	Confirming room booking	
Service Requested	-	
Special request	-	
Contact / Credit Card Information	julianna@gmail.com CC: <u>222000222</u>	
Actions Required	-	

Script audio 2 - requesting additional service

Audio:



Guest: Hi, this is Randy in room 201. I was hoping to request some extra towels.

Receptionist: Good afternoon, Mr. Randy. I'll be happy to arrange that for you. How many towels would you need?

Guest: Just two, please.

Receptionist: Noted, I'll have those sent to your room right away. Is there anything else I can assist you with?

Guest: Actually, could you recommend a good restaurant nearby?

Receptionist: Certainly! There's a lovely Indonesian restaurant called Tralala Restaurant, just a short walk from the hotel, about 2 to 3 minutes. They're known for their amazing Balinese dish. Would you like me to make a reservation for you?

Guest: Yes, that would be awesome. Could you reserve a table for two at 8:30 p.m.?

Receptionist: Absolutely, I'll make a reservation for you. Your towels will be delivered shortly, and your reservation is confirmed. Is there anything else you need?

Guest: No, that's perfect. Thank you so much!

Receptionist: You're very welcome! Enjoy your dinner and your stay. If you need anything else, don't hesitate to call.

Answer key to practice 2 – audio 2 – meeting 3:

Today's date: _____		Time: ____ . ____
Guest's name / room type / room number	<u>Randy</u> / suite room / <u>201</u>	
Appointment or booking time	-	
Purpose	Requesting for <u>extra service</u> or requesting for <u>towels</u> (or any answers that are acceptable)	
Service Requested	<u>Additional amenities</u> or <u>additional things</u> or <u>additional towels</u> or <u>towels</u> (or any answers that are acceptable)	
Special request	<u>Restaurant reservation for 2</u> or <u>restaurant reservation</u> or <u>restaurant reservation for 2 – 8.30 p.m.</u> or <u>Tralala reservation for 2</u> or <u>Tralala restaurant reservation</u> (or any answers that are acceptable)	

	acceptable or equal)
Contact Information	-
Actions Required	Reserve table for 2 – Tralala restaurant 8.30 p.m.

Script audio 3 – handling a complaint

Audio:



Guest: Hi, I'm calling from room 301, and I'm having an issue with the air conditioning. It's not working properly, and it's getting quite warm in here.

Receptionist: I'm really sorry to hear that, and I truly apologize for the inconvenience. I'll have our maintenance team come up to take a look right away. Would you prefer we move you to another room, or would you like to wait for the maintenance team?

Guest: I'd prefer to move to another room, please.

Receptionist: Of course, I'll check for availability right now. I'll arrange for a room on the different floor and have someone help you move your belongings. Is that acceptable?

Guest: Yes, that sounds good. Thank you.

Receptionist: I'll get everything set up for you. Again, I apologize for the inconvenience, and we'll make sure your new room is comfortable. I'll give you a call back shortly once everything is ready.

Guest: Thanks for your help. I appreciate it.

Receptionist: You're very welcome! We'll take care of everything. If you have any other concerns, please don't hesitate to call.

Answer key to practice 3 – audio 3 – meeting 3:

Today's date: _____ Time: ____ . ____	
Guest's name / room type / room number	Danny Joe / Single Room / <u>301</u>
Appointment or booking time	-
Purpose	<u>Complaining about the room</u> or <u>complaining about the AC</u> or <u>complaining about the air conditioner</u>
Service Requested	-
Special request	-

Contact Information	-
Actions Required	Calling the <u>maintenance team</u> to fix the AC, calling the <u>housekeeping team</u> to help moving the guest's belongings.

Script audio 4 – Guest's confirming booking

Audio:



Receptionist: Good morning, thank you for calling **SPELT Hotel**, this is Marianne speaking. How may I assist you today?

Guest: Hi, I'd like to make a reservation for my family.

Receptionist: Certainly, I'd be happy to help you with that. May I have your name, please?

Guest: Yes, it's John Smith.

Receptionist: Thank you, Mr. Smith. May I ask what dates you're looking to book?

Guest: We'd like to check in on March 15th and check out on March 18th.

Receptionist: Perfect. And how many guests will be staying?

Guest: There will be four of us—it's for a family vacation.

Receptionist: Wonderful. I can offer you one of our **Family Rooms**, which can comfortably accommodate four guests. That's available for your dates. May I confirm the purpose of your stay is leisure?

Guest: That room would be great! We're just taking a short vacation here.

Receptionist: Lovely! Now, regarding the payment—how would you prefer to pay?

Guest: We'd like to pay via bank transfer.

Receptionist: That's great. I'll email you the bank transfer details along with a formal booking confirmation. Could you please provide your email address?

Guest: Sure, it's john.smith@gmail.com.

Receptionist: Thank you, Mr. Smith. I've noted your booking: one **Family Room** from **March 15 to March 18** for **4 guests**, payment via **bank transfer** and I'll send your confirmation and payment instructions to your email shortly. Please complete the transfer within 24 hours to secure the booking.

Guest: Great, I'll keep an eye out for the email.

Receptionist: Excellent. If you have any questions or special requests, feel free to reply to the confirmation email or call us at any time. We look forward to welcoming you and your family to **SPELT Hotel!**

Guest: Thanks!

Receptionist: You're very welcome! Have a wonderful day.

Answer key to practice 4 – audio 4 – meeting 3:

Today's date:	Time: ____ . ____
Guest's name / room type / room number	<u>John Smith</u> / <u>family</u> room / -
Appointment or booking time	March <u>15</u> – <u>March 18</u>
Purpose	Hotel booking for 4 guests who are on a short vacation.
Service Requested	-
Special request	-
Contact Information	<u>john.smith@gmail.com</u>
Actions Required	<u>Send payment details and booking confirmation to the guest via email.</u> (different answer wordings with the same information are acceptable)

Script audio 5 – Guest's confirming package delivery

Audio:



Receptionist: Good morning, thank you for calling SPELT Hotel. This is Marianne speaking. How may I assist you today?

Guest: Hi, this is Daniel Blake. I'm staying in the deluxe room, number 310. I just wanted to check if a package has been delivered to the hotel for me.

Receptionist: Let me quickly check for you, Mr. Blake. May I have your contact information, please, to verify your reservation?

Guest: Sure, my email is blakedaniel99@gmail.com, and my phone number is 081234565678.

Receptionist: Thank you for that, Mr. Blake. I'll look up the details.

It looks like we have a package waiting for you. It was delivered just now and is currently in our storage. Would you like to have it brought up to your room, or would you prefer to pick it up at the front desk?

Guest: I'd prefer to have it delivered to my room, please.

Receptionist: Certainly! I'll arrange for it to be delivered to room 310 right away. Is there anything else I can assist you, while I have you on the line?

Guest: No, that's everything. Thank you very much for your help!

Receptionist: You're very welcome, Mr. Blake. The package will be with you shortly. If you need anything else during your stay, don't hesitate to reach out. Enjoy the rest of your day.

Guest: Thanks again! Have a great day.

Receptionist: You too, Mr. Blake. Goodbye!

Answer key to practice 5 – audio 5 – meeting 3:

Today's date:	Time: ____ . ____
Guest's name / room type / room number	<u>Daniel Blake / deluxe room / 315</u>
Appointment or booking time	-
Purpose	<u>Checking package delivery or confirming package delivery or confirming delivery or checking his package</u> (any answers that have a similar meaning to these answers are acceptable)
Service Requested	<u>Package delivery to his room</u> (any answer that has a similar meaning to this answer is acceptable)
Special request	-
Contact Information	<u>blakedaniel99@gmail.com - 081234565678910</u>
Actions Required	<u>Calling the concierge or guest service team to deliver the package to the guest's room.</u> (any answers that have a similar meaning to these answers are acceptable)

MEETING 4 – NOTE-TAKING 2 Worksheet Audio Script and Answer Keys

Script audio 1 – dealing with Guest's booking complaint

Audio:



Guest: Hi, I just got here at your hotel. I booked a room weeks ago. But when I checked in, the staff said there's no reservation! What's going on?

Receptionist: I'm so sorry about the confusion, sir. I'll be happy to help you resolve this right away. May I have your name, please?

Guest: It's Dev Sameer.

Receptionist: Thank you, Mr. Sameer. Let me check your reservation for you. Please hold on for just a moment.
Ah, I see the issue—it looks like there was a minor spelling error when entering your booking under your last name. Instead of "Sameer," it was typed as "Samner." I'm really sorry about that.

Guest: Okay, so now what? Can you fix it?

Receptionist: Absolutely! I've located your reservation, and I've upgraded your room to one of our best available options. I'm also adding a complimentary breakfast to make up for the inconvenience. Does that sound good?

Guest: Well, that's better. Thank you for sorting that out.

Receptionist Sameer. I've updated your booking, and your room is ready for you now. If there's anything else I can do, please don't hesitate to call.

Answer key to practice 1 – audio 1 – meeting 4:

Today's date:	Time: ____ . ____
Guest's name / room type / room number	<u>Dev Sameer / - / -</u>
Appointment or booking time	-
Purpose	<u>Complaining about booking problem</u> (any answer that has a similar meaning to this answer is acceptable)
Service Requested	<u>Resolving the reservation booking problem</u>
Special request	-

Contact Information	-
Actions Required	<u>Upgrading the guest's room, giving complimentary breakfast bonus, changing the guest's name on the guests' list, contacting the house keeping staff to set up the new room.</u> (any answers that have a similar meaning to these answers are acceptable)

Script audio 2 – dealing with Guest's special request

Audio:



Guest: Hi! My wife and I just checked in—it's our anniversary. I wanted to confirm the special arrangements?

Receptionist: Happy anniversary! I'd be happy to help. May I have your name, please?

Guest: Michael Ross. My wife is Sarah.

Receptionist: Thank you, Mr. Ross. Let me pull up your reservation... Yes! I see the note for cake and champagne. What cake would you like to have?

Guest: Black forest cake would be great. And we'd like your best champagne, please.

Receptionist: Perfect. We'll have those in your room shortly. Would you also like a romantic dinner reservation tonight?

Guest: Yes, that would be perfect. Something scenic if possible.

Receptionist: Absolutely. I've reserved a table on the rooftop at 7 p.m. One last thing—can I confirm your email to send a dinner confirmation?

Guest: Sure, it's mich.ross@gmail.com. m – i – c – h – dot – r – o – s – s @gmail.com

Receptionist: Thank you, Mr. Ross. Everything's all set. You'll receive a confirmation shortly. Enjoy your evening!

Guest: Thanks for the help!

Answer key to practice 2 – audio 2 – meeting 4:

Today's date:	Time: ____ . ____
Guest's name / room type / room number	<u>Michael Ross / - / -</u>
Appointment or booking time	-
Purpose	<u>Guest asking for special service or guest asking</u>

	<u>for anniversary special service</u> (any answers that have a similar meaning to this answer are acceptable)
Service Requested	-
Special request	<u>Delivering cake and champagne to the guest's room, reserving a rooftop table at 7 p.m.</u> (any answers that have a similar meaning to these answers are acceptable)
Contact Information	mich.ross@gmail.com
Actions Required	<u>Contacting the room service staff to deliver the champagne and cake, reserving a rooftop table for 7 p.m. dinner.</u> (any answers that have a similar meaning to these answers are acceptable)

Script audio 3 – assisting guest's late check-in

Audio:



Receptionist: Good afternoon, thank you for calling SPELT Hotel. This is Jane speaking. How may I assist you today?

Guest: Hi, I just landed after a long flight. I'm checking in super late—is my room still available?

Receptionist: Yes, no problem at all. May I have your name, please?

Guest: Daniel Carter. - d - a - n - i - e - l - c - a - r - t - e - r

Receptionist: Thank you, Mr. Carter. Let me pull that up... Yes, your suite room is ready. I'll make sure it's set for quiet hours. Would you like a wake-up call?

Guest: Yes, please—8 AM would be great.

Receptionist: Got it. May I confirm your email so I can send your check-in details and digital room key?

Guest: Sure, it's daniel.carter@gmail.com.

Receptionist: Perfect. You'll receive an email within a few minutes. Safe travels to the hotel, Mr. Carter.

Guest: Thank you, Jane.

Receptionist: You're very welcome, Mr. Carter.

Answer key to practice 3 – audio 3 – meeting 4:

Today's date:	Time: ____ . ____
Guest's name / room type / room number	<u>Daniel Carter / Suite room / -</u>
Appointment or booking time	-
Purpose	<u>Confirming check-in and requesting wake up call</u>
Service Requested	<u>Wake up call at 8 a.m.</u>
Special request	-
Contact Information	<u>daniel.carter@gmail.com</u>
Actions Required	<u>Contacting the housekeeping to prepare the room, sending the check in detail to the guest's email, waking up the guest at 8 a.m. tomorrow.</u> (any answers that have a similar meaning to these answers are acceptable)

Script audio 4 – helping the Guest complaining about the check in

Audio:



Receptionist: Good afternoon, thank you for calling SPELT Hotel. This is James speaking. How may I assist you today?

Guest: I booked a room a month ago and now I'm being told there's no availability? I have a business meeting in the morning!

Receptionist: I truly apologize, sir. Let me look into this. Your name?

Guest: David Hall.

Receptionist: Thanks. One moment... Okay, I see your reservation—there's been a mismatch in room allocation. But I've upgraded you to a deluxe room at no extra charge. I hope that's alright?

Guest: That's fine. Just don't want this happening again.

Receptionist: Understandable. I've flagged your profile for priority booking. May I confirm your email for the updated confirmation?

Guest: It's davhall.business@gmail.com. D – a – v – h – a – l – l - dot - business@gmail.com

Receptionist: Thank you, Mr. Hall. I've sent over the updated info. Let us know if you need anything else.

Guest: Will do. Thanks for handling it quickly.

Receptionist: You're very welcome. Have a great day.

Answer key to practice 4 – audio 4 – meeting 4:

Today's date:	Time: ____ . ____
Guest's name / room type / room number	<u>David Hall / Deluxe room / -</u>
Appointment or booking time	<u>A month ago</u>
Purpose	<u>Helping the guest to check-in, upgrading the room</u> (any answers that have a similar meaning to these answers are acceptable)
Service Requested	-
Special request	-
Contact Information	<u>davhall.business@gmail.com</u>
Actions Required	<u>Contacting the housekeeping team to prepare for the room upgrade, sending the check-in confirmation email to the guest.</u> (any answers that have a similar meaning to these answers are acceptable)

Script audio 5 – helping the Guest with early check-out request

Audio:



Receptionist: Good evening, thank you for calling SPELT Hotel. This is James speaking. How may I help you today?

Guest: Hi, I'm Claire from room 271. I need to check out at 7 a.m. tomorrow. Can I settle things in advance?

Receptionist: Absolutely! You can just drop your key in the express check-out box. I'll prep everything now. May I confirm your name?

Guest: Sophie Claire.

Receptionist: Thanks, Ms. Claire. I've set that up. Would you like me to email your final invoice?

Guest: Yes, please. Send it to sophie@gmail.com. S – o – p – h – i – e – @gmail – dot – com. Anyway, could you please order me a taxi for tomorrow?

Receptionist: Alright. I'll send it to your email and I'll also arrange a taxi for you at 7 a.m. tomorrow. Are there any more things I can help you with, Ms?

Guest: Thank you very much, James. You made that easy.

Receptionist: Anytime, Ms. Claire.

Answer key to practice 5 – audio 5 – meeting 4:

Today's date:	Time: ____ . ____
Guest's name / room type / room number	<u>Sophie Claire/ - / 271</u>
Appointment or booking time	-
Purpose	<u>Informing the early check-out, asking help to order taxi for tomorrow</u> (any answers that have a similar meaning to these answers are acceptable)
Service Requested	<u>Early check-out, emailing the invoice, and ordering a taxi for tomorrow at 7 a.m.</u> (any answers that have a similar meaning to these answers are acceptable)
Special request	-
Contact Information	<u>sophie@gmail.com</u>
Actions Required	<u>Emailing the invoice to the guest, ordering a taxi for tomorrow at 7 a.m.</u> (any answers that have a similar meaning to these answers are acceptable)

Script for FINAL ASSESSMENT (8th Meeting) note-taking audio



Receptionist: Good morning, thank you for calling SPELT Hotel, this is Jane speaking. How may I assist you?

Guest: Hi Jane, this is Alex Thompson. I have a reservation for today and just wanted to confirm my check-in.

Receptionist: Of course, Mr. Thompson. Let me pull up your reservation...

Yes, I have your booking here for one Deluxe Room, checking in today. Check-in begins at 2 PM.

Before I confirm everything, could you please verify either the email address or phone number associated with your reservation?

Guest: Sure, my email is alex.t@gmail.com.

Receptionist: Thank you, Mr. Thompson. That matches our records. I also see you've requested a taxi for your departure—scheduled for 7 AM after your checkout. Is that correct?

Guest: Yes, that's right.

Receptionist: Perfect. The taxi will be ready for you, after you early checking out at 7 AM. Everything else is in order for your arrival. Is there anything else I can help you with?

Guest: No, that covers it. Thanks so much, Jane!

Receptionist: You're very welcome. We look forward to seeing you later. Safe travels!

Answer key:

Today's date:		Time: ____ . ____
Guest's name / room type / room number	<u>Alex Thompson</u> / <u>Deluxe room</u> / -	
Appointment or booking time	-	
Purpose	<u>Confirming check-in</u> or <u>check-in confirmation</u> or <u>guest check in confirmation</u> (Any answers that are equal to the answer variations above are acceptable)	
Service Requested	<u>Ordering taxi for early checkout at 7 a.m.</u> or	

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	<u>ordering a taxi at 7 a.m.</u> (Any answers that are equal to the answer variations above are acceptable)
Special Request	-
Contact Information	alex.t@gmail.com .
Actions Required	<u>Ordering a taxi for the guest at 7 a.m.</u> or <u>ordering a taxi at the guest's checkout time</u> (Any answers that are equal to the answer variations above are acceptable)

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Burner email generator for meeting 1: [EmailOnDeck.com](https://www.emailondeck.com)

Script reader for meeting 4 is done by AI: Speechma and ElevenLabs

Rubrics for speaking simulations is derived from Perplexity AI with adaptations.



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