

ABSTRACT

Holiday Inn Cikarang Jababeka Hotel is one of the four-star international hotels in the Jababeka Cikarang area. Holiday Inn Cikarang Jababeka requires its staff to have good English skills because many foreign guests frequently stay at the hotel. Likewise, English skills are necessary for On-Job Training (OJT) trainees. However, many trainees still have low English skills, so that becomes one of the obstacles. In giving good service to foreign guest, trainees need a specific guidance such as an English handbook to help them. This study aims to explain the importance of an English handbook for hospitality services trainee at Holiday Inn Cikarang Jababeka Hotel, and to describe the process of creating an English handbook for trainee at Holiday Inn Cikarang Jababeka Hotel. The method used in this study is Research and Development. Research and Development contain 10 steps, such as potential and problem, data collection, product design, design validation, design revision, product trials, product revisions, usage trials, product revisions, and mass production/final Product. This study only used eight of the 10 steps from Research and Development Method, such as potential and problem, data collection, design product, design validation, design revision, product trial, product revision, and final product. The reason why this study only use eight steps is because the product will not be mass produced at the end. In creating the English handbook, data collection was used in this study by conducting observation, interviews, and documentation. The result of this study is an English handbook for hospitality services at Holiday Inn Cikarang Jababeka Hotel that can be beneficial and functional for trainees. The English handbook also has a barcode containing audiobook for all conversation to assist trainees in speaking practice.

Keywords: Trainee, English Handbook, Hospitality, Hotel, English for Hospitality