

## **ABSTRACT**

The front office department is a department that communicates a lot with domestic and international guests who visit or stay at the hotel. Therefore, good communication and language skills are needed, especially in foreign languages, namely English. However, what is found in the front office department of Grasia Hotel is the lack of English language skills, there has been no language training for the employees for a long time, and there is no accompanying book for the employees to learn the language. This research focuses on creating a bilingual module for the front office department of Hotel Grasia Semarang. This research aims to explain the importance of bilingual modules for front-office department employees and how to design bilingual modules. The method used is the R&D research method of Sugiyono (2013), there are ten steps: potential and problems, data collection, product design, design validation, design revision, product trials, product revision, product testing, product revision, final product. However, researcher only use eight of ten that are potential and problems, data collection, product design, design validation, design revision, and product trials. The researcher used eight steps because these steps have suitable with the research need. Data collection methods of this research are observation, interviews, and documentation. The result of this study is a bilingual module made for the front office department Grasia Hotel Semarang which completing with audio in form of barcode.

**Keywords:** Hotels, Front Office Department, Bilingual Module