

ABSTRACT

The Food and Beverage Service Department is a department that responsible for serving food and beverage directly to domestic and international guests while staying at the hotel. This department needs a lot of communication with guests; therefore, good communication skills are also needed for the staff, especially English as the international language. However, there is found problems that the Food and Beverage Service staff at Grasia Hotel Semarang lacks English communication skills because the department only once held English training, and there is no handbook to support the staff in learning English. So, the effort that can be made is creating a bilingual module to improve the English communication skills of the Food and Beverage Service Department staff at Grasia Hotel Semarang. This study aims to explain the need and describe the process of designing a bilingual module. The method used in this study is a Research and Development (RnD) method from Sugiyono (2013) that contains ten steps. However, the researcher only used 8 of 10 steps: potential and problems, data collections, product design, design validation, design revision, product trial, product revision, and final product. The researcher only used 8 of the 10 steps in this study because the researcher adjusted to research needs. The data collection was carried out through observation, interview, and documentation. Then, the result of this study is a bilingual module equipped with QR Code that can be scanned using a mobile phone to access the audio conversations in English.

Keywords: Food and Beverage Service Department, Grasia Hotel Semarang, Bilingual Module