

**CREATING A BILINGUAL HANDBOOK
FOR FRONT OFFICE TRAINEE**



FINAL ASSIGNMENT

A Partial Fulfilment of the Requirements for
the Applied Foreign Language Bachelor
Degree

By

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2023**

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This is to certify that thesis definitely my original work. I am completely responsible for the content of this thesis. Other writers; opinion or finding included in this project are quoted or cited in accordance with ethnical standard. I understand the full consequences if I took somebody else's ideas, phrases, or sentences without proper references.

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Semarang, August 10th 2023

Pandu Maulana Cucu Wiratma

ABSTRACT

The hotel industry, identical to hospitality, is a commercially managed industry that provides lodging and accommodation services such as food and beverages. The hotel sector is inextricably linked to international tourists. As a result, every employee is expected to be fluent in English. The hotel industry's staff force consists not just of permanent staff but also of trainees and day workers. The trainee staff, the majority of whom lack appropriate experience or English skills, frequently encounter difficulties in their employment. The trainees are frequently not provided detailed instructions and handbooks by their supervisors, particularly in their work practices. With their limited experience, trainee staff need both theoretical and practical guidance. This study aims to explain the importance of a handbook to assist trainees in their internship and to describe the process of creating this handbook for trainees. This handbook was created using the Research and Development method. The research steps used consist of 10 steps, such as potentials and problems, data collection, product design, design validation, design revision, product trials, product revisions, usage trials, product revisions, and mass production. The author only uses 8 out of 10 steps because this book is not made for a mass distribution and the trial use will take place just once, during the product trial. In its manufacture, data collection is done by observing and interviewing. The final result of this research is bilingual handbook for Front Office Trainee.

Keywords: Trainee, Internship, Bilingual Handbook, Hotel Industry, Hospitality

ABSTRAK

Industri perhotelan yang cukup identik dengan hospitality merupakan industri yang menyediakan jasa penginapan serta akomodasi seperti makanan dan minuman yang dikelola secara komersil. Industri perhotelan erat hubungannya dengan wisatawan mancanegara. Oleh karena itu, setiap elemen pekerjaannya dituntut untuk bisa menggunakan bahasa Inggris secara baik. Elemen pekerja dalam industri perhotelan tidak hanya terdiri dari pekerja tetap saja, namun juga terdiri dari staf magang dan staf harian (daily worker). Staf magang yang kebanyakan tidak memiliki pengalaman yang cukup maupun kemampuan bahasa Inggris, sering mengalami kesulitan dalam pekerjaannya. Apalagi pada praktik kerjanya, staf magang seringkali tidak diberikan arahan yang jelas serta buku pegangan oleh atasan mereka. Dengan keterbatasan pengetahuan yang dimiliki, staf magang sangat membutuhkan arahan baik secara teori maupun praktik. Penelitian ini bertujuan untuk menjelaskan mengenai pentingnya buku pegangan untuk membantu para staf magang dalam pekerjaan mereka dan untuk mendeskripsikan proses penciptaan buku pegangan ini untuk staf magang. Buku pegangan ini dibuat menggunakan metode Research and Development. Langkah-langkah penelitian yang digunakan terdiri dari 10 langkah seperti potensi dan masalah, pengumpulan data, desain produk, validasi desain, revisi desain, uji coba produk, revisi produk, uji coba pemakaian, revisi produk, dan produksi masal. Penulis hanya menggunakan delapan tahapan dari 10 langkah karena buku ini tidak dibuat untuk skala besar dan uji coba pemakaian hanya akan dilakukan sekali yaitu pada saat uji coba produk. Dalam pembuatannya, pengumpulan data dilakukan dengan melakukan observasi dan interview. Hasil akhir dari penelitian ini akan berbentuk Handbook for Front Office Trainee yang bersifat bilingual.

Kata Kunci: *Trainee, Internship, Bilingual Handbook, Hotel, Hospitality*

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