

Dr. I Gede Astawa, S.Pd., M.Hum.

BASIC ENGLISH FOR TRAVEL AND TOURISM INDUSTRY

A Practical Course
for Tourism Students



Basic English

FOR TRAVEL AND TOURISM INDUSTRY

A Practical Course for Tourism Students





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Basic English _____

FOR TRAVEL AND TOURISM INDUSTRY

A Practical Course for Tourism Students

Dr. I Gede Astawa, S.Pd., M.Hum.



**Basic English for Travel and Tourism Industry:
A Practical Course for Tourism Students**

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FROM THE AUTHOR

Praise be to God Almighty, whose blessings and guidance have enabled the completion of this textbook entitled Basic English for Travel and Tourism Industry: A Practical Course Course for Tourism Students. This textbook has been prepared as a learning resource for students of tourism, hospitality, travel management, and related disciplines who require practical English communication skills to support their future careers in the tourism industry.

The rapid growth of global tourism has increased the demand for tourism professionals who are not only knowledgeable and service-oriented but also capable of communicating effectively in English. As English serves as the international language of tourism, hospitality, and travel, mastering basic English communication has become an essential competency for students preparing to enter these industries.

This textbook was developed to provide learners with a practical and contextual introduction to English for Tourism. The content focuses on authentic situations commonly encountered in tourism workplaces, including welcoming guests, providing customer service, handling hotel check-in procedures, making tour reservations, describing tourist destinations, communicating by telephone, assisting visitors at airports, and providing tourism information and directions.

The book consists of twelve units that gradually develop students' language skills through integrated learning activities. Each unit includes learning outcomes, warm-up activities, vocabulary building, language and grammar focus, dialogue practices, exercises, summaries, and competency-based assessments. The learning

activities are designed to develop the four language skills—listening, speaking, reading, and writing—while simultaneously enhancing students’ professional communication abilities.

Special attention has been given to ensuring that the examples, dialogues, exercises, and assessment tasks reflect real-world tourism situations. Through performance tasks, projects, role plays, writing assignments, and competency tests, students are encouraged to apply their knowledge in practical and meaningful ways.

Several illustrations contained in this book were generated using Artificial Intelligence (AI) tools to support the learning materials. All illustrations were created and adapted by the author for educational purposes. The use of these illustrations is intended to enhance visual learning experiences, provide contextual examples, and support students’ understanding of tourism-related concepts and situations.

The author sincerely hopes that this textbook will contribute to the improvement of English language competence among tourism students and help prepare them to become professional, confident, and globally competitive tourism practitioners.

The author would like to express gratitude to colleagues, reviewers, students, and all parties who have provided valuable suggestions and support during the preparation of this book.

Recognizing that no textbook is perfect, the author welcomes constructive comments and suggestions for future improvement. It is hoped that this textbook will be beneficial for lecturers, students, and anyone interested in developing English communication skills for tourism and hospitality contexts.

Denpasar, May 2026

Dr. I Gede Astawa, S.Pd., M.Hum.



FROM THE EDITOR

The tourism and hospitality industry continues to evolve in response to globalization, technological advancement, and increasing international mobility. Consequently, educational institutions are challenged to prepare graduates who possess not only technical expertise but also strong communication skills, particularly in English as the global language of tourism.

Basic English for Travel and Tourism Industry: A Practical Course for Tourism Students has been developed to address this need by providing a practical and competency-based approach to English language learning for tourism students. The textbook introduces language functions, vocabulary, and communication skills that are directly applicable to workplace situations in tourism, hospitality, and travel services.

One of the strengths of this textbook lies in its systematic organization. The materials are presented through twelve interconnected units that progressively guide students from fundamental language concepts to more complex communication tasks. The inclusion of authentic dialogues, contextual exercises, listening activities, writing tasks, and performance-based assessments enables students to engage actively in the learning process and develop confidence in using English in professional settings.

Furthermore, the textbook adopts the principles of Communicative Language Teaching (CLT) and Outcome-Based Education (OBE), emphasizing the practical use of language and measurable learning outcomes. The assessment framework, consisting

of performance tasks, projects, role plays, writing assignments, and competency tests, reflects current educational practices that value both knowledge acquisition and skill development.

The editor appreciates the author's effort in developing materials that are relevant to the needs of tourism education and responsive to the expectations of the tourism industry. The content has been carefully reviewed to ensure clarity, consistency, practicality, and alignment with the learning objectives of introductory English courses in tourism programs.

It is expected that this textbook will serve as a valuable reference for lecturers and students and contribute positively to the development of competent tourism professionals who can communicate effectively in international environments.

The editor extends appreciation to the author and all individuals involved in the preparation and publication of this textbook. Any suggestions for future improvement will be welcomed as part of the continuous effort to enhance the quality of educational resources.

May this textbook provide meaningful benefits to tourism education and support the advancement of professional English communication skills among future tourism practitioners.

Denpasar, 2026

Prof. Dr. I Nengah Laba



GUIDE TO USING THIS TEXTBOOK

English has become an essential communication tool in the global tourism and hospitality industry. Tourism professionals are expected to communicate effectively with international visitors, provide excellent customer service, explain tourism products and services, and handle various workplace situations professionally. Therefore, developing English communication skills is an important step toward preparing students for careers in tourism, hospitality, and travel-related industries.

Basic English for Travel and Tourism Industry: A Practical Course for Tourism Students is designed as an introductory textbook for students of tourism, hospitality, travel management, and related fields. The textbook aims to help students develop practical English language skills that can be applied directly in real tourism contexts. The materials emphasize not only language knowledge but also communication competence, customer-service skills, and professional attitudes required in the tourism industry.

This textbook adopts the principles of *Communicative Language Teaching* (CLT) and *Outcome-Based Education* (OBE). Students are encouraged to actively participate in discussions, role plays, projects, and authentic communication tasks that reflect real workplace situations. Through these learning experiences, students are expected to build confidence in using English both orally and in writing.

Organization of the Textbook

This textbook consists of **twelve units** that are systematically arranged to provide a gradual learning progression from basic tourism communication to more integrated professional communication skills. The twelve units are:

Unit	Title
Unit 1	Introduction to Basic English for Tourism
Unit 2	Tourism Vocabulary: Professions and Services
Unit 3	Providing Professional Customer Service in Tourism
Unit 4	Times and Schedules
Unit 5	At the Hotel: Check-in Process
Unit 6	Making Simple Conversations about Tour Booking
Unit 7	Exploring Tourist Destinations and Attractions
Unit 8	Describing Tourist Destinations
Unit 9	Writing Simple Emails for Travel Reservation
Unit 10	Handling Telephone Calls in Tourism
Unit 11	Airport Meet and Greet Services
Unit 12	Giving Tourist Information and Directions

Overview of the Units

Unit 1 : Introduction to Basic English for Tourism Introduces students to the role of English in tourism, basic tourism vocabulary, self-introduction, and simple communication skills used in tourism settings.

Unit 2 : Tourism Vocabulary Professions and Services Focuses on tourism-related professions, workplace responsibilities, and tourism services commonly encountered in the industry.

Unit 3 : Providing Professional Customer Service in Tourism Develops students' ability to greet guests, offer assistance, respond to customer needs, and communicate professionally.

Unit 4 : Times and Schedules Introduces vocabulary and expressions related to

schedules, itineraries, departures, arrivals, and tourism timetables.

Unit 5 : At the Hotel: Check-in Process

Provides practical language for hotel reception activities, guest registration, room allocation, and check-in procedures.

Unit 6 : Making Simple Conversations about Tour Booking

Develops communication skills related to booking tours, making reservations, confirming arrangements, and providing tour information.

Unit 7 : Exploring Tourist Destinations and Attractions

Introduces students to tourist attractions, cultural sites, tourism activities, and destination-related communication.

Unit 8 : Describing Tourist Destinations

Focuses on descriptive language used to explain destinations, attractions, facilities, environments, and tourism experiences.

Unit 9 : Writing Simple Emails for Travel Reservation

Develops students' ability to write simple but professional emails related to reservations, inquiries, and tourism services.

Unit 10 : Handling Telephone Calls in Tourism

Provides practice in answering telephone calls, taking messages, giving information, and handling customer inquiries professionally.

Unit 11 : Airport Meet and Greet Service

Develops students' ability to welcome arriving guests at airports, introduce themselves professionally, assist with luggage and transportation arrangements, and provide essential arrival information to ensure a positive first impression and smooth travel experience.

Unit 12 : Giving Tourism Information and Directions

Focuses on providing tourist information, explaining locations and attractions, giving clear directions, and assisting visitors in navigating destinations confidently and accurately using appropriate tourism-related language and expressions.

These twelve units provide students with a strong foundation in English communication for tourism, hospitality, and travel industries. Through a combination of language development, practical communication activities, and authentic tourism contexts, students are prepared to interact effectively and professionally with international visitors in a variety of workplace situations.

Structure of Learning Materials

To facilitate effective learning, each unit follows a consistent structure. This structure allows students to move systematically from preparation and language input to practice, reflection, and assessment. The components of each unit are explained below.

A. Learning Outcomes

The **Learning Outcomes** section describes the competencies that students are expected to achieve upon completing the unit. These outcomes guide both lecturers and students by clearly defining the knowledge, skills, and attitudes that should be developed. Examples of learning outcomes include:

- Using tourism-related vocabulary accurately.
- Communicating effectively in tourism settings.
- Applying appropriate grammatical structures.
- Providing professional assistance to tourists.
- Demonstrating customer-service communication skills.

The learning outcomes serve as the foundation for all learning activities and assessments within the unit.

B. Warm-Up Activities

The **Warm-Up Activities** section is designed to activate students' prior knowledge and stimulate interest in the topic. Activities may include:

- Think and Discuss
- Brainstorming
- Pair Discussion
- Class Discussion
- Think and Share

These activities encourage students to share ideas, express opinions, and connect their personal experiences with the lesson topic. The warm-up stage helps create a communicative learning environment and prepares students for the main lesson.

C. Vocabulary Building

The **Vocabulary Building** section introduces key words and expressions related to the unit theme. Each vocabulary item is accompanied by pronunciation guidance and Indonesian meaning to support vocabulary acquisition and pronunciation practice.

Sample Vocabulary Table

Word/Phrase	Pronunciation	Meaning in Indonesian
Tourist Attraction	/ˈtʊərɪst əˈtrækjən/	Objek Wisata
Reservation	/ˌrezərˈveɪʃən/	Reservasi
Itinerary	/aɪˈtɪnərəri/	Jadwal Perjalanan

Students are encouraged to:

- Learn tourism terminology.
- Practice correct pronunciation.
- Understand vocabulary in context.
- Use vocabulary actively in communication.

This section provides the language foundation needed for effective communication in tourism environments.

D. Language / Grammar Focus

The **Language / Grammar Focus** section presents the language functions and grammatical structures necessary for communication in tourism contexts.

Topics may include:

- Functional expressions
- Grammar rules
- Sentence patterns
- Question and answer forms
- Professional communication expressions

Examples are provided to demonstrate how the language is used in authentic tourism situations.

This section helps students improve both grammatical accuracy and communicative effectiveness.

E. Dialogue Practices

The **Dialogue Practices** section contains sample conversations based on real-world tourism and hospitality situations. Dialogue topics may include:

- Hotel check-in and check-out
- Tour reservations
- Travel agency services
- Tourist information services
- Telephone communication
- Giving directions
- Handling customer requests

Students are encouraged to practice the dialogues with partners to develop:

- Speaking fluency
- Pronunciation accuracy
- Intonation
- Listening comprehension
- Confidence in communication

These dialogues simulate workplace interactions and help students prepare for real professional situations.

F. Exercises

The **Exercises** section provides opportunities for students to reinforce and apply the knowledge gained in the unit. Exercises may include:

1. Vocabulary Exercises

Activities designed to strengthen understanding of key vocabulary.

2. Sentence Completion

Exercises that help students practice grammar and vocabulary usage.

3. Dialogue Completion

Activities that develop conversational skills by completing tourism-related dialogues.

4. Reading Comprehension

Texts and questions that improve reading skills and tourism knowledge.

5. Writing Activities

Tasks that develop written communication skills.

6. Listening Comprehension

Activities that improve listening skills through tourism-related audio or lecturer-read scripts.

These exercises integrate the four language skills (listening, speaking, reading, and writing) and promote practical language use.

G. Summary

The **Summary** section provides a concise review of the main points covered in the unit. The summary generally includes:

- Key vocabulary
- Useful expressions
- Grammar structures
- Communication skills

This section helps students consolidate learning and review important concepts before completing the assessment.

H. Assessment

The *Assessment* section evaluates students' achievement of the learning outcomes and competencies developed throughout the unit. The assessment system adopts an *authentic assessment approach*, emphasizing students' ability to apply English skills in realistic tourism situations.

Five assessment components are used in every unit.

a. Performance Task (30%)

The Performance Task assesses students' ability to demonstrate language skills through practical communication activities such as presentations, demonstrations, and tourism-related tasks.

Performance Assessment Rubric

Criteria	Excellent (4)	Good (3)	Fair (2)	Poor (1)
Vocabulary Use	Wide range and accurate	Mostly accurate	Limited variety	Very limited
Grammar Accuracy	Few or no errors	Minor errors	Several errors	Frequent errors
Pronunciation	Clear and natural	Generally clear	Some pronunciation issues	Difficult to understand
Fluency	Smooth and confident	Mostly fluent	Some hesitation	Frequent hesitation
Professional Communication	Highly professional	Generally professional	Sometimes unclear	Inappropriate communication

Total Score = (Total Points ÷ 20) × 100

b. Project (20%)

Projects assess students' ability to create meaningful tourism-related products and demonstrate teamwork, creativity, and problem-solving skills. Examples include:

- Tourism portfolios
- Tour itineraries
- Destination guides
- Tourism promotional materials
- Service improvement proposals

Project Assessment Criteria

Criteria	Weight
Content Completeness	30%
Accuracy of Information	25%
Language Accuracy	25%
Organization and Presentation	20%

c. Role Play (25%)

Role Play activities assess students' ability to communicate effectively in simulated tourism and hospitality situations.

Examples include:

- Assisting hotel guests
- Conducting tour briefings
- Handling customer inquiries
- Providing tourist information
- Managing travel reservations

Role Play Assessment Rubric

Criteria	Excellent (4)	Good (3)	Fair (2)	Poor (1)
Communication Skills				
Fluency				
Pronunciation				
Vocabulary				
Interaction and Responsiveness				

Total Score = (Total Points ÷ 20) × 100

d. Writing Assignment (15%)

Writing Assignments evaluate students' ability to communicate ideas effectively through written English. Tasks may include:

- Writing paragraphs
- Creating itineraries
- Writing reservation emails
- Describing destinations
- Producing tourism information texts

Writing Assessment Rubric

Criteria	Excellent (4)	Good (3)	Fair (2)	Poor (1)
Vocabulary				
Grammar				
Content				
Organization				
Creativity				

Total Score = (Total Points ÷ 20) × 100

e. Competency Test (10%)

The Competency Test measures students' understanding of vocabulary, expressions, grammar, and concepts presented in the unit.

The test may include:

- Multiple-choice questions
- Short-answer questions
- Reading-based questions
- Listening-based questions

Scoring Guide

Score Range	Category
86–100	Excellent
71–85	Good
56–70	Fair
≤55	Needs Improvement

Final Assessment Weight

The final score for each unit is calculated according to the following weighting system:

Component	Weight
Performance Task	30%
Project	20%
Role Play	25%
Writing Assignment	15%
Competency Test	10%
Total	100%

Closing Remarks

This textbook is designed not only to teach English language skills but also to prepare students for real-world communication in tourism, hospitality, and travel industries. By actively participating in the learning activities, completing the exercises, and engaging in

authentic assessment tasks, students will develop the linguistic competence, professional communication skills, and confidence needed to succeed in their future careers.

We hope that this textbook will serve as a valuable resource for both students and lecturers and contribute to the development of competent, professional, and globally competitive tourism practitioners.

Happy Learning and Best Wishes for Your Future Career in Tourism!





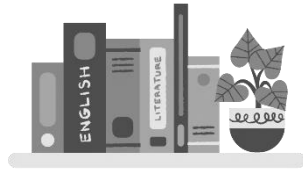


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Unit 1

INTRODUCTION TO BASIC ENGLISH FOR TOURISM



A. Learning Outcomes

After completing this unit, students are expected to be able to:

1. Introduce themselves in tourism-related situations.
2. Use basic tourism vocabulary appropriately.
3. Use the Simple Present Tense to describe jobs and daily duties in tourism.
4. Carry out simple conversations with tourists and guests.
5. Demonstrate polite communication in tourism settings.

B. Warm-Up Activities

Activity 1: Think and Discuss

Work with a partner and discuss the following questions.

1. Why is English important in the tourism industry?
2. What tourism jobs do you know?
3. Have you ever talked to a foreign tourist? Share your experience.

Activity 2: Brainstorming

Look at the pictures of tourism professionals.

Match the jobs with their duties:

- Tour Guide
- Receptionist
- Travel Agent
- Airport Information Officer

Discuss your answers with your classmates.

Activity 3: Pair Discussion

What qualities should tourism staff have?

Example:

- Friendly
- Helpful
- Polite
- Professional

C. Vocabulary

Listen carefully to your lecturer's pronunciation. Repeat each word or phrase at least three times. Practice individually and then with a partner. Pay attention to stress, intonation, and clear pronunciation.

English Term	Pronunciation	Meaning in Indonesian
Tourist	/ˈtʊərɪst/ (TOOR-ist)	<i>Wisatawan</i>
Travel Agent	/ˈtrævəl ˈeɪdʒənt/ (TRAV-el EI-jent)	<i>Agen Perjalanan</i>
Tour Guide	/tʊər gaɪd/ (TOOR gaid)	<i>Pemandu Wisata</i>
Receptionist	/rɪˈsepʃənɪst/ (ri-SEP-shə-nist)	<i>Resepsionis</i>
Itinerary	/aɪˈtɪnərəri/ (ai-TIN-er-er-i)	<i>Rencana Perjalanan</i>
Reservation	/ˌrezərˈveɪʃən/ (rez-er-VEI-shən)	<i>Reservasi</i>
Destination	/ˌdestɪˈneɪʃən/ (des-ti-NEI-shən)	<i>Destinasi</i>
Tourist Attraction	/ˈtʊərɪst əˈtrækʃən/ (TOOR-ist ə-TRAK-shən)	<i>Objek Wisata</i>
Brochure	/brʊʃˈʃʊr/ (bro-SHUR)	<i>Brosur</i>
Accommodation	/əˌkɒməˈdeɪʃən/ (ə-kom-ə-DEI-shən)	<i>Akomodasi</i>

D. Language / Grammar Focus

Useful Expressions in Tourism

Greetings

- Good morning. Welcome to Bali.
- Good afternoon. How may I help you?

Introducing Yourself

- My name is Putri.
- I am your tour guide today.
- Nice to meet you.

Offering Assistance

- How may I assist you?
- Would you like some information about our tour packages?

Polite Closing

- Thank you for visiting.
- Have a pleasant trip.
- It was my pleasure to assist you.

Grammar Focus: Simple Present Tense

Form

Positive:

Subject + Verb 1 (s/es)

Negative:

Subject + do/does not + Verb 1

Question:

Do/Does + Subject + Verb 1?

Examples

- I **work** at a travel agency.
- She **welcomes** tourists every day.
- We **do not** sell airline tickets.
- **Does** the hotel provide airport transfers?

E. Dialog Practices

Work in pairs and practice the following dialogues. Read the conversations aloud with clear pronunciation, appropriate intonation, and polite expressions. Pay attention to the meaning of each expression and use natural body language while speaking. After practicing, switch roles and perform the dialogue again.

Dialogue 1

At the Travel Agency

Staff : Good morning. Welcome to Bali Travel Agency. How may I help you?

Tourist : *Good morning. I'd like to book a half-day tour to Uluwatu Temple.*

- Staff : Of course. The tour includes transportation and a guide. It starts at 2 p.m.
- Tourist : *That sounds good. How much is it?*
- Staff : It's 350,000 rupiah per person.
- Tourist : *Great. I'll take it. My name is Anna.*
- Staff : Thank you, Ms. Anna. Here is your itinerary. Please enjoy your tour.

Dialogue 2

At the Hotel Reception

- Receptionist : Good evening. Welcome to Bali Sunset Hotel. Do you have a reservation?
- Tourist : *Yes, I have a reservation under the name Johnson.*
- Receptionist: Thank you, Mr. Johnson. Let me check... Yes, we have your booking. A deluxe room for three nights.
- Tourist : *That's correct.*
- Receptionist : Here is your room key. Breakfast is served from 7 to 10 a.m. The Wi-Fi password is written on the card.
- Tourist : *Perfect. Thank you very much.*
- Receptionist : You're welcome. Enjoy your stay.

Dialogue 3

At the Airport Information Desk

- Tourist : *Excuse me. Could you help me?*
- Staff : Of course. How may I assist you?
- Tourist : *I want to go to Ubud. What is the best transportation?*
- Staff : You can take a taxi or a shuttle bus. The taxi counter is near Gate 3.
- Tourist : *How much is the shuttle bus?*
- Staff : It is around 80,000 rupiah per person.
- Tourist : *Thank you very much.*
- Staff : You're welcome. Have a pleasant trip.

F. Exercises

Exercise 1

Match the words with their meanings.

Match the words in Column A with their correct Indonesian meanings in Column B. Write the correct letter (a–j) next to each word.

No.	Word	Meaning
1.	Tourist	a. Brosur wisata
2.	Receptionist	b. Akomodasi
3.	Reservation	c. Destinasi
4.	Tour Guide	d. Resepsionis
5.	Itinerary	e. Agen perjalanan
6.	Destination	f. Reservasi
7.	Travel Agent	g. Objek wisata
8.	Brochure	h. Pemandu wisata
9.	Accommodation	i. Rencana perjalanan
10.	Tourist Attraction	j. Wisatawan

Exercise 2

Complete the sentences using the words in the box.

tourist, receptionist, guide, destination, brochure, travel agent, attraction, itinerary, reservation, accommodation

1. The _____ welcomes guests and assists them during check-in at the hotel.
2. I would like to make a _____ for a double room for three nights.
3. The tour _____ explains the history and culture of the destination.
4. This _____ includes visits to Ubud, Tanah Lot, and Uluwatu Temple.
5. The _____ is visiting Bali from Germany for a two-week holiday.
6. Our final _____ on the tour is Tanah Lot Temple.

7. The _____ contains information about tour packages, prices, and schedules.
8. The hotel provides comfortable _____ for both local and international guests.
9. A _____ helps customers arrange flights, hotels, and tour packages.
10. Tanah Lot is one of the most popular tourists _____ in Bali.

Exercise 3

Complete the dialogue with suitable expressions below.

- *You're welcome.*
- *Yes, I would.*
- *How much does it cost?*
- *Would you like to book it?*
- *May I have your name, please?*
- *Here is your booking confirmation.*
- *How may I help you?*
- *What time does the tour start?*

At a Travel Agency

Staff : Good morning. Welcome to Bali Travel Agency.
_____?

Tourist : *I would like to book a tour to Ubud.*

Staff : Certainly. We have a full-day Ubud Cultural Tour.

Tourist : _____?

Staff : The tour starts at 9 a.m. and finishes at 5 p.m. That sounds interesting.

Tourist : _____?

Staff : It costs 400,000 rupiah per person, including transportation and lunch.

Tourist : *That's reasonable.*

Staff : _____?

Tourist : _____.

Staff : Great. _____?

Tourist : *My name is David Wilson.*

Staff : Thank you, Mr. Wilson. _____.

Tourist : *Thank you very much.*

Staff : _____. Have a pleasant trip!

Exercise 4

Read the text below and answer the questions that follow.

Working in a Travel Agency

My name is Adi, and I work at a travel agency in Denpasar, Bali. Every day, I help tourists plan their holidays and book travel services. I assist customers in making hotel reservations, purchasing flight tickets, and choosing suitable tour packages. Many tourists visit our office to ask for information about popular destinations in Bali.

Besides booking tours, I answer phone calls and emails from customers. I also prepare travel itineraries and provide information about transportation, attractions, and travel schedules. Sometimes, I recommend places to visit based on the tourists' interests and budgets.

I enjoy my job because I meet people from different countries and cultures. Every day is different, and I have the opportunity to help visitors have a pleasant and memorable holiday in Bali. Working in a travel agency also helps me improve my communication and customer service skills.

Comprehension questions

1. Where does the writer work?
2. What does the writer help tourists do?
3. What does the writer do besides booking tours?
4. Why does the writer enjoy the job?
5. Who does the writer meet at work?

Exercise 5

Write a short paragraph (50–75 words) about one tourism job. Include:

- Job title
- Workplace
- Main duties
- Why the job is important

Exercise 6

Listening Activity

In this activity, you will listen to a dialogue between a tourist and an airport information officer about transportation from the airport to Ubud. Listen carefully to the conversation as it is read by your lecturer. Complete the tasks in the Pre-Listening, While-Listening, and Post-Listening sections. Focus on identifying key information such as destination, transportation options, travel time, and cost. Answer all questions based on the information you hear.

Task 1: Pre-Listening Activity

Discuss the following questions with a partner.

1. What information do tourists usually ask for at an airport?
2. Have you ever asked for directions or transportation information while traveling?
3. What qualities should an airport information officer have?
4. What transportation options are commonly available from an airport?
5. Why is it important for tourism staff to provide clear and accurate information?

Listening Transcript

Tourist : *Good morning. Could you help me, please?*

Information Officer : Certainly. How may I assist you?

Tourist : *I would like to go to Ubud. What is the best way to get there?*

Information Officer : You can take a taxi, a shuttle bus, or a private transfer. A taxi is the fastest option.

Tourist : *How long does it take to get to Ubud?*

Information Officer : It usually takes about one hour and thirty minutes, depending on traffic.

Tourist : *How much does a taxi cost?*

Information Officer : It costs approximately 350,000 rupiah.

Tourist : *Thank you for the information.*

Information Officer : You're welcome. Have a pleasant trip and enjoy your stay in Bali.

Task 2: While-Listening Activity

Listen carefully to your lecturer reading the dialogue. Tick (✓) the transportation options mentioned in the conversation.

Transportation Options

Taxi	☒
Shuttle Bus	☐
Private Transfer	☐
Train	☐
Ferry	☐
Public Bus	☐

Task 3: While-Listening Activity

Complete the information below based on the listening text.

Information	Answer
Destination	_____
Transportation Option 1	_____
Transportation Option 2	_____
Transportation Option 3	_____
Travel Time	_____
Taxi Fare	_____

Task 4: Listening Comprehension

Answer the following questions based on the listening text.

- 1. Where does the conversation take place?
- 2. Where does the tourist want to go?
- 3. What transportation options does the officer recommend?
- 4. Which transportation option is the fastest?
- 5. How long does the journey take?
- 6. How much does the taxi cost?
- 7. What factor may affect the travel time?

8. How does the officer end the conversation?

Task 5: Post-Listening Activity

Discuss the following questions with a partner.

1. Which transportation option would you choose to travel from the airport to Ubud? Why?
2. Why is it important for airport information officers to communicate politely and clearly?
3. What information should tourists know before choosing transportation services?
4. Have you ever experienced difficulties finding transportation while traveling?
5. How can good information services improve a tourist's travel experience?

G. Summary

In this unit, students learned basic English used in tourism. They practiced tourism vocabulary, useful customer-service expressions, and the Simple Present Tense. They also developed communication skills through dialogues, reading passages, listening activities, and writing tasks related to real tourism situations.

H. Assessment

1. Performance Task (30%)

Task:

Demonstrate your ability to communicate in basic tourism situations using appropriate tourism vocabulary and expressions.

Instructions:

Work individually or in pairs and perform a 3–5-minute conversation based on one of the following situations:

- Introducing yourself as a tour guide
- Assisting a tourist at a travel agency
- Welcoming a guest at a hotel reception
- Providing information at an airport information desk

- Offering assistance to a tourist

Your performance should demonstrate:

- Appropriate greetings and introductions
- Correct use of tourism vocabulary
- Polite expressions and customer-service language
- Confidence and fluency in communication
- Accurate use of Simple Present Tense

2. Project (20%)

Task:

Create a Tourism Profession Portfolio.

Instructions:

Work in groups of 3–4 students and prepare a portfolio containing:

1. Descriptions of four tourism professions:
 - Tour Guide
 - Receptionist
 - Travel Agent
 - Airport Information Officer
2. The main duties of each profession.
3. Five important qualities required for tourism staff.
4. A list of at least 20 tourism-related vocabulary items learned in this unit.
5. A simple organizational chart of tourism service providers.

The portfolio should demonstrate understanding of tourism professions and effective use of English vocabulary.

3. Role Play (25%)

Task:

Perform a role-play with a partner based on basic tourism communication situations.

Choose one scenario:

- A tourist visits a travel agency to book a tour.
- A receptionist welcomes a guest at a hotel.
- An airport information officer assists a tourist.

- A tour guide introduces himself or herself to visitors.
- A tourism staff member provides basic travel information.

Requirements:

- Duration: 3–4 minutes
- Use appropriate greetings and polite expressions
- Introduce yourself professionally
- Demonstrate active communication skills
- Do not read directly from a script

4. Writing Assignment (15%)

Task:

Write a short paragraph (100–120 words) describing one tourism profession.

Choose one of the following occupations:

- Tour Guide
- Receptionist
- Travel Agent
- Airport Information Officer

Your paragraph should include:

- Job title
- Workplace
- Main duties
- Skills and qualities required
- Importance of the profession in tourism services

5. Competency Test (10%)

Part A. Multiple Choice

Choose the best answer.

1. Who assists tourists during sightseeing activities?
 - a. Receptionist
 - b. Tour Guide
 - c. Chef
 - d. Driver

2. What is the meaning of "reservation"?
 - a. Transportation
 - b. Tourist attraction
 - c. Booking
 - d. Destination
3. Which expression is used to offer assistance?
 - a. Nice to meet you.
 - b. Good morning.
 - c. How may I assist you?
 - d. See you later.
4. Which sentence uses the Simple Present Tense correctly?
 - a. She welcoming tourists every day.
 - b. She welcomes tourists every day.
 - c. She welcome tourists every day.
 - d. She welcomed tourists every day.
5. What does a travel agent usually do?
 - a. Repairs hotel facilities
 - b. Arranges travel services
 - c. Operates airport security
 - d. Sells souvenirs

Part B. Short Answer Questions

1. Mention two tourism professions discussed in this unit.
2. Write one expression used to greet tourists.
3. What is the function of a travel itinerary?
4. Give one example of an expression used to offer assistance.
5. Why is English important in the tourism industry?

Unit 2

TOURISM VOCABULARY: PROFESSIONS AND SERVICES



A. Learning Outcomes

After completing this unit, students are expected to be able to:

1. Identify various professions and services in the tourism industry.
2. Use tourism-related vocabulary accurately in spoken and written communication.
3. Describe the duties and responsibilities of tourism professionals.
4. Use the Simple Present Tense to explain jobs and daily routines.

5. Conduct simple conversations about professions and services in tourism settings.

B. Warm-Up Activities

Activity 1: Think and Discuss

Work with a partner and discuss the following questions.

1. What tourism professions do you know?
2. Which tourism profession would you like to have in the future? Why?
3. What services do tourists usually need during their travels?

Activity 2: Brainstorming

Look at the pictures provided by your lecturer.

Match the profession with its workplace.

Profession

Tour Guide

Receptionist

Flight Attendant

Waiter/Waitress

Travel Agent

Workplace

Activity 3: Class Discussion

What qualities should tourism professionals have?

Examples:

- Friendly
- Helpful
- Polite
- Professional
- Communicative

C. Vocabulary

Listen carefully to your lecturer's pronunciation. Repeat each word or phrase at least three times. Practice individually and then with a partner. Pay attention to stress, intonation, and clear pronunciation.

Profession	Pronunciation	Meaning in Indonesian
Tour Guide	/tʊər gaɪd/	<i>Pemandu Wisata</i>
Travel Agent	/'trævəl 'eɪdʒənt/	<i>Agen Perjalanan</i>
Hotel Receptionist	/rɪ'sepʃənɪst/	<i>Resepsionis Hotel</i>
Flight Attendant	/flaɪt ə'tendənt/	<i>Pramugari/Pramugara</i>
Bellboy	/'belbɔɪ/	<i>Petugas Pengangkut Barang</i>
Waiter/Waitress	/'weɪtər/	<i>Pelayan Restoran</i>
Concierge	/,kɒnsi'eɪʒ/	<i>Petugas Layanan Tamu</i>
Housekeeper	/'haʊski:pər/	<i>Petugas Kebersihan Hotel</i>
Chef	/ʃef/	<i>Koki</i>
Tour Operator	/tʊər 'ɒpəreɪtər/	<i>Operator Wisata</i>

D. Language / Grammar Focus

Talking About Jobs and Duties

Asking About Professions

- What is your job?
- What do you do?
- Where do you work?

Talking About Professions

- I am a tour guide.
- I work at a travel agency.
- She is a hotel receptionist.

Describing Duties

- I welcome guests.
- I organize tour packages.

- I serve food and drinks.
- I answer customer inquiries.

Grammar Focus: Simple Present Tense

Positive:

Subject + Verb 1 (s/es)

Negative:

Subject + do/does not + Verb 1

Question:

Do/Does + Subject + Verb 1?

Examples

- The tour guide explains history to tourists.
- The receptionist does not work at night.
- Does the flight attendant serve meals?

E. Dialogue Practices

Work in pairs and practice the following dialogues. Read the conversations aloud with clear pronunciation, appropriate intonation, and polite expressions. Pay attention to the meaning of each expression and use natural body language while speaking. After practicing, switch roles and perform the dialogue again.

Dialogue 1

At the Hotel Reception

Tourist : *Good afternoon. Are you the receptionist?*

Receptionist : *Yes, I am. Welcome to Bali Sunset Hotel.*

Tourist : *Thank you. What is your job here?*

Receptionist : *I check in guests, answer phone calls, and give information.*

Tourist : *That sounds interesting.*

Dialogue 2

With a Tour Guide

- Tourist : *Hello. Are you our tour guide?*
Tour Guide : Yes, I am. My name is Wayan.
Tourist : *Nice to meet you, Wayan. What do you usually do as a tour guide?*
Tour Guide : I explain the history of the temple and answer your questions.
Tourist : *Great! I'm excited for the tour.*

Dialogue 3

On the Plane

- Passenger : *Excuse me. Are you a flight attendant?*
Flight Attendant : Yes, I am. How may I help you?
Passenger : *Could I have some water, please?*
Flight Attendant : Of course. Here you are.
Passenger : *Thank you very much.*
Flight Attendant : You're welcome. Enjoy your flight.

F. Exercises

Exercise 1

Match the profession with its duty.

Profession	Duty
1. Tour Guide	_____
2. Flight Attendant	_____
3. Receptionist	_____
4. Waiter	_____
5. Bellboy	_____
6. Travel Agent	_____

Options:

- Serves passengers on the plane
- Takes orders and serves food

- c. Welcomes guests and answers inquiries
- d. Explains history and culture
- e. Carries guests' luggage
- f. Organizes tours and sells tickets

Exercise 2

Complete the sentences using the words in the box.

*tour guide, receptionist, travel agent, flight attendant,
waiter, bellboy*

1. The _____ welcomes guests and checks them in at the hotel.
2. The _____ explains tourist attractions and local culture to visitors.
3. A _____ serves food and drinks to passengers during a flight.
4. The _____ helps guests carry their luggage to their rooms.
5. The _____ organizes tour packages and travel itineraries.
6. The _____ takes customers' orders and serves meals in a restaurant.
7. When tourists need information about sightseeing destinations, they can ask a _____.
8. The _____ answers phone calls and provides information about hotel services.
9. A _____ assists travelers in booking flights, hotels, and transportation.
10. The _____ greets arriving guests and transports their bags from the lobby.

Exercise 4

Read the passage below and answer the questions follow.

Professions in Tourism

Tourism is one of the most important industries in Bali. Many people work in different tourism professions to help visitors enjoy their holidays. A tour guide accompanies tourists and explains local history and culture. A hotel receptionist welcomes guests, helps them check in,

and provides information about hotel facilities. A travel agent organizes travel arrangements, sells tickets, and recommends tour packages.

Other tourism professionals also play important roles. Flight attendants ensure passengers are comfortable and safe during flights. Waiters and waitresses serve food and drinks in restaurants, while bellboys assist guests by carrying luggage and escorting them to their rooms. All of these professionals work together to provide excellent service and create memorable experiences for tourists.

Comprehension Questions

1. What does a tour guide do?
2. Who helps guests check in at a hotel?
3. What does a travel agent organize?
4. How do flight attendants help passengers?
5. Why are tourism professions important?

Exercise 5

Listening Activity

Listen carefully to your lecturer reading the passage about a hotel receptionist in Bali. Before listening, discuss the pre-listening questions with a partner. While listening, identify important information about the receptionist's duties, workplace, and responsibilities. After listening, complete the tasks provided and answer the comprehension questions based on the information you hear. Listen again if necessary to check your answers and improve your understanding.

Task 1: Pre-Listening Activity

Before listening to the text, discuss the following questions with your classmates.

1. Have you ever stayed at a hotel?
2. What services can guests receive at a hotel?
3. What are the duties of a hotel receptionist?
4. Why are communication skills important in tourism jobs?

Listening Script

My name is Sari, and I am a hotel receptionist at a four-star hotel in Kuta, Bali. I have worked there for three years. Every day, I welcome guests from different countries and help them check in and check out of the hotel. I answer phone calls, respond to guests' questions, and provide information about hotel facilities such as the swimming pool, restaurant, spa, and fitness center.

In addition, I assist guests with transportation arrangements, airport transfers, and recommendations for nearby tourist attractions. Sometimes, I help guests book sightseeing tours and cultural activities. My job requires good communication skills, patience, and a friendly attitude.

I enjoy my profession because I meet people from different cultures and learn about their experiences. I also feel happy when I can help guests have a comfortable and enjoyable stay in Bali. Being a hotel receptionist is challenging, but it is also rewarding and exciting.

Task 2: While-Listening Activity

Listen carefully to the text read by your lecturer. Then, complete the tasks below. Tick (✓) the services mentioned in the listening text.

Hotel Services

✓

Check-in and check-out assistance

☐

Swimming pool information

☐

Flight ticket sales

☐

Restaurant information

☐

Spa information

☐

Fitness center information

☐

Transportation arrangements

☐

Airport transfers

☐

Tour booking assistance

☐

Passport renewal service

☐

Task 3: While-Listening Activity

Fill in the blanks while listening.

1. Sari works as a _____ at a four-star hotel.
2. She has worked there for _____ years.
3. She helps guests check in and check out of the _____.
4. She provides information about hotel _____.
5. She helps guests book sightseeing tours and cultural _____.

Task 4: Listening Comprehension

Answer the questions based on the listening text.

1. What does Sari do every day?
2. What information does she provide to guests?
3. What additional services does she help guests with?
4. What skills are important for her job?
5. Why does Sari enjoy her profession?

Task 5: Post-Listening Activity

Work in pairs and discuss the following questions.

1. Would you like to work as a hotel receptionist? Why or why not?
2. What qualities should a professional receptionist have?
3. How can a receptionist create a positive experience for hotel guests?

G. Summary

In this unit, students learned vocabulary related to professions and services in the tourism industry. They practiced asking and answering questions about jobs, describing duties, and using the Simple Present Tense to talk about daily routines. Through dialogues, reading passages, listening activities, and writing tasks, students developed communication skills needed in tourism workplaces.

H. Assessment

1. Performance Task (30%)

Task:

Demonstrate your ability to describe tourism professions and services using appropriate vocabulary and expressions.

Instructions:

Work individually or in pairs and perform a 3–5-minute presentation or conversation based on one of the following situations:

- Explaining the duties of a tour guide
- Describing the responsibilities of a hotel receptionist
- Introducing a travel agent and their services
- Explaining the role of a flight attendant
- Comparing two tourism professions

Your performance should demonstrate:

- Accurate use of tourism vocabulary
- Clear explanation of job duties and responsibilities
- Appropriate use of the Simple Present Tense
- Professional communication skills
- Fluency and confidence in speaking

2. Project (20%)

Task:

Create a Tourism Professions and Services Portfolio.

Instructions:

Work in groups of 3–4 students and prepare a portfolio containing:

1. Profiles of six tourism professions discussed in this unit.
2. The workplace of each profession.
3. Main duties and responsibilities of each profession.
4. Skills and personal qualities required for each profession.
5. A glossary containing at least 20 tourism-related vocabulary items.

The portfolio should demonstrate understanding of tourism professions and services in the hospitality and tourism industry.

3. Role Play (25%)

Task:

Perform a role-play with a partner based on tourism workplace situations.

Choose one scenario:

- A tourist asks a receptionist about hotel services.
- A tourist interviews a tour guide about their job.
- A customer asks a travel agent about tour packages.
- A passenger requests assistance from a flight attendant.
- A hotel guest asks a bellboy for help with luggage.

Requirements:

- Duration: 3–4 minutes
- Use appropriate tourism vocabulary
- Ask and answer questions about professions and duties
- Demonstrate polite and professional communication
- Do not read directly from a script

4. Writing Assignment (15%)

Task:

Write a descriptive paragraph (100–120 words) about one tourism profession.

Choose one of the following professions:

- Tour Guide
- Travel Agent
- Hotel Receptionist
- Flight Attendant
- Bellboy
- Waiter/Waitress

Your paragraph should include:

- Profession title
- Workplace

- Main duties and responsibilities
- Skills and qualities required
- Importance of the profession in tourism services

5. Competency Test (10%)

Part A. Multiple Choice

Choose the best answer.

1. Who welcomes guests and assists them during check-in?
 - a. Tour Guide
 - b. Bellboy
 - c. Receptionist
 - d. Chef
2. Which tourism professional explains local history and culture?
 - a. Concierge
 - b. Tour Guide
 - c. Waiter
 - d. Flight Attendant
3. What does a travel agent usually do?
 - a. Cleans hotel rooms
 - b. Organizes travel arrangements
 - c. Serves food on airplanes
 - d. Carries luggage
4. Which sentence is correct in the Simple Present Tense?
 - a. The receptionist answer phone calls.
 - b. The receptionist answers phone calls.
 - c. The receptionist answering phone calls.
 - d. The receptionist answered phone calls.
5. What is one responsibility of a flight attendant?
 - a. Selling tour packages
 - b. Checking hotel reservations
 - c. Ensuring passenger safety and comfort
 - d. Guiding tourists around attractions

Part B. Short Answer Questions

1. Mention two tourism professions discussed in this unit.
2. What does a bellboy usually do?

3. Write one sentence describing the duties of a travel agent.
4. Why are communication skills important for tourism professionals?
5. Mention two qualities that tourism professionals should have.





Unit 3

PROVIDING PROFESSIONAL CUSTOMER SERVICE IN TOURISM



A. Learning Outcomes

After completing this unit, students are expected to be able to:

1. Use common customer service expressions appropriately in tourism and hospitality settings.
2. Demonstrate polite and professional communication when interacting with tourists.
3. Respond effectively to guests' requests, inquiries, and complaints.

4. Apply polite language forms using modal verbs and service expressions.
5. Perform customer service conversations in tourism-related contexts such as hotels, restaurants, travel agencies, and tourist information centers.

B. Warm-Up Activities

1. Discussion

Work with a partner and discuss the following questions:

1. Why is politeness important in tourism services?
2. What happens if tourism staff communicate impolitely with guests?
3. What qualities make excellent customer service?

2. Brainstorming Activity

In groups, list expressions commonly used by tourism staff when serving tourists.

Examples:

- Can I help you?
- Thank you for waiting.
- Please have a seat.
- Have a pleasant stay.

Compare your answers with other groups.

3. Quick Practice

Stand up and greet three classmates using polite customer service expressions.

Example:

- Good morning. How may I help you?
- Welcome to our hotel.
- Thank you for visiting us today.

C. Vocabulary Building

The following vocabulary and expressions are commonly used in tourism and hospitality services. Learn the pronunciation, meaning, and usage of each expression. Practice saying them aloud with a partner.

1. Greeting and Welcoming Guests

Expression	Pronunciation	Meaning in Indonesian
Good morning.	/gʊd 'mɔ:rnɪŋ/	<i>Selamat pagi</i>
Good afternoon.	/gʊd ,æftər'nu:n/	<i>Selamat siang/sore</i>
Good evening.	/gʊd 'i:vnɪŋ/	<i>Selamat malam</i>
Welcome to our hotel.	/'welkəm tu: əvər hoʊ'tel/	<i>Selamat datang di hotel kami</i>
Welcome to our restaurant.	/'welkəm tu: əvər 'restərɒnt/	<i>Selamat datang di restoran kami</i>
How are you today?	/haʊ ə:r ju: tə'deɪ/	<i>Apa kabar hari ini?</i>
We are happy to serve you.	/wi: ə:r 'hæpi tu: sɜ:rv ju:/	<i>Kami senang melayani Anda</i>

2. Offering Assistance

Expression	Pronunciation	Meaning in Indonesian
How can I help you?	/haʊ kæn aɪ help ju:/	<i>Ada yang bisa saya bantu?</i>
May I assist you?	/meɪ aɪ ə'sɪst ju:/	<i>Bolehkah saya membantu Anda?</i>
May I assist you with your luggage?	/meɪ aɪ ə'sɪst ju: wɪð jɔ:r 'lʌɡɪdʒ/	<i>Bolehkah saya membantu membawa barang bawaan Anda?</i>
Would you like me to explain the tour options?	/wʊd ju: laɪk mi: tu: ɪk'spleɪn ðə tʊr 'ɒpʃənz/	<i>Apakah Anda ingin saya menjelaskan pilihan tur?</i>
Can I get you anything else?	/kæn aɪ get ju: 'eniθɪŋ els/	<i>Apakah ada lagi yang bisa saya bantu?</i>

3. Making Polite Requests

Expression	Pronunciation	Meaning in Indonesian
Could you please sign here?	/kʊd ju: pli:z saɪn hɪr/	<i>Bisakah Anda menandatangani di sini?</i>
Would you mind waiting a few minutes?	/wʊd ju: maɪnd 'weɪtɪŋ ə fju: 'mɪnɪts/	<i>Apakah Anda bersedia menunggu beberapa menit?</i>
Please fill out this registration form.	/pli:z fɪl aʊt ðɪs 'redʒɪ'streɪʃən fɔ:rm/	<i>Silakan mengisi formulir pendaftaran ini</i>
Kindly show me your passport.	/'kaɪndli ʃəʊ mi: ʒɔ:r 'pæspɔ:rt/	<i>Mohon tunjukkan paspor Anda</i>

4. Giving Information and Directions

Expression	Pronunciation	Meaning in Indonesian
Your room is on the third floor.	/ʒɔ:r ru:m ɪz ɒn ðə θɜ:rd flɔ:r/	<i>Kamar Anda berada di lantai tiga</i>
The elevator is on your right.	/ði 'elɪveɪtər ɪz ɒn ʒɔ:r raɪt/	<i>Lift berada di sebelah kanan Anda</i>
Breakfast is served from 6 to 10 a.m.	/'brekfəst ɪz sɜ:rvd frəm sɪks tu: ten eɪ em/	<i>Sarapan disajikan dari pukul 06.00 sampai 10.00</i>
The tour bus departs at 8 a.m.	/ðə tʊr bʌs dɪ'pɑ:rts æt eɪt eɪ em/	<i>Bus wisata berangkat pukul 08.00</i>
The souvenir shop is next to the lobby.	/ðə 'su:və' nɪr ʃɒp ɪz nekst tu: ðə 'lɒbi/	<i>Toko souvenir berada di sebelah lobi</i>

5. Handling Complaints

Expression	Pronunciation	Meaning in Indonesian
I'm very sorry to hear that.	/aɪm 'veri 'sɒri tu: hɪr ðæt/	<i>Saya sangat menyesal mendengarnya</i>
I apologize for the inconvenience.	/aɪ ə'pɒlədʒaɪz fɔ:r ði 'ɪnkən'vi:niəns/	<i>Saya mohon maaf atas ketidaknyamanan ini</i>
Let me fix that for you immediately.	/let mi: fɪks ðæt fɔ:r ju: ɪ'mi:diətli/	<i>Izinkan saya memperbaikinya segera</i>
We will send someone to assist you.	/wi: wɪl send 'sʌmwʌn tu: ə'sɪst ju:/	<i>Kami akan mengirim seseorang untuk membantu Anda</i>

Would you like us to change your room?	/wʊd ju: lʌk ʌs tu: tʃeɪndʒ jɔ:r ru:m/	<i>Apakah Anda ingin kami mengganti kamar Anda?</i>
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6. Closing the Service

Expression	Pronunciation	Meaning in Indonesian
Thank you for your patience.	/θæŋk ju: fɔ:r jɔ:r 'peɪʃəns/	<i>Terima kasih atas kesabaran Anda</i>
Have a pleasant stay.	/hæv ə 'plezənt steɪ/	<i>Semoga Anda menikmati masa menginap Anda</i>
Have a pleasant trip.	/hæv ə 'plezənt trɪp/	<i>Semoga perjalanan Anda menyenangkan</i>
Have a pleasant meal.	/hæv ə 'plezənt mi:l/	<i>Selamat menikmati hidangan Anda</i>
We look forward to serving you again.	/wi: lʊk 'fɔ:rwərd tu: 'sɜ:rvɪŋ ju: ə'gen/	<i>Kami berharap dapat melayani Anda kembali</i>
Please enjoy your holiday.	/pli:z ɪn'dʒɔɪ jɔ:r 'hɒlədeɪ/	<i>Selamat menikmati liburan Anda</i>

7. Extra Polite Expressions

Expression	Pronunciation	Meaning in Indonesian
It's my pleasure to assist you.	/ɪts maɪ 'plezər tu: ə'sɪst ju:/	<i>Dengan senang hati saya membantu Anda</i>
Thank you for choosing our service.	/θæŋk ju: fɔ:r 'tʃu:zɪŋ əvər 'sɜ:rvɪs/	<i>Terima kasih telah memilih layanan kami</i>
If you need anything, please let us know.	/ɪf ju: ni:d 'eniθɪŋ pli:z let ʌs nəʊ/	<i>Jika Anda membutuhkan sesuatu, silakan beri tahu kami</i>
Enjoy the rest of your day.	/ɪn'dʒɔɪ ðə rest əv jɔ:r deɪ/	<i>Semoga hari Anda menyenangkan</i>

D. Language Focus / Grammar Focus

Politeness in English

1. Using Modal Verbs

Expression

Can I help you?

Level of Politeness

Casual

Expression

May I help you?

Would you like me to help you?

Level of Politeness

Polite

Very polite and formal

Examples

- Can I help you?
- May I assist you?
- Would you like me to explain the itinerary?

2. Using "Please"

The word *please* makes requests sound more polite.

Examples:

- Please take a seat.
- Please enjoy your meal.
- Could you please wait here?

3. Responding Politely

Positive Responses

- Yes, of course.
- Certainly.
- Sure, I'd be happy to.

Polite Refusal

- I'm afraid we don't provide that service.
- Unfortunately, that room is unavailable.
- Let me suggest another option.

E. Dialogue Practices

Work in pairs and practice the following dialogues. Read the conversations aloud with clear pronunciation, appropriate intonation, and polite expressions. Pay attention to the meaning of each expression and use natural body language while speaking. After practicing, switch roles and perform the dialogue again.

Dialogue 1

Hotel Reception (Check-in)

- Guest : *Good evening. I have a reservation for two nights under the name Mr. Anderson.*
- Receptionist : *Good evening, Mr. Anderson. Welcome to Ocean View Hotel. May I have your passport, please?*
- Guest : *Certainly. Here it is.*
- Receptionist : *Thank you. Could you please fill in this registration form?*
- Guest : *Of course. Do you also need my credit card?*
- Receptionist : *Yes, please. We need it for the room deposit. Don't worry, nothing will be charged unless you use extra services.*
- Guest : *I see. That's fine.*
- Receptionist : *You've booked a deluxe double room for two nights. Is that correct?*
- Guest : *Yes, that's right.*
- Receptionist : *Perfect. Here is your room key. Your room is on the fifth floor. Breakfast is served from 6 a.m. to 10 a.m. in our restaurant. Please enjoy your stay.*
- Guest : *Thank you very much for your help.*

Dialogue 2

Handling a Complaint

- Guest : *Excuse me, the air conditioner in my room is not working.*
- Receptionist : *I'm very sorry to hear that, sir. Let me check it right away. Could you please tell me your room number?*
- Guest : *Room 305. It's very hot inside.*
- Receptionist : *I understand, sir. We will send our technician immediately. Would you prefer to wait in the lobby while it is being fixed?*
- Guest : *Actually, I would rather move to another room if possible.*

- Receptionist : Certainly, sir. We can arrange another room for you. May I offer you a complimentary drink while we prepare the new room?
- Guest : *That would be nice, thank you.*
- Receptionist : My pleasure, sir. Please have a seat, and we will inform you as soon as your new room is ready.

Dialogue 3

Restaurant (Ordering Food)

- Waiter : Good afternoon. Welcome to Sunset Restaurant. Do you have a reservation?
- Guest : *No, we don't. Is it possible to get a table for two?*
- Waiter : Certainly, sir. This way, please. Here are the menus. Would you like some water to start with?
- Guest : *Yes, please. Could you also recommend a vegetarian dish?*
- Waiter : Of course. Our grilled vegetable platter is very popular, and we also have a mushroom pasta.
- Guest : *That sounds good. I'll have the pasta.*
- Waiter : Excellent choice, sir. And for you, ma'am?
- Guest 2 : *I'd like the grilled chicken with rice.*
- Waiter : Thank you. Would you like any drinks with your meal?
- Guest : *Just two glasses of orange juice, please.*
- Waiter : Certainly. Your order will be ready shortly. Please enjoy the view while you wait.

Dialogue 4

Booking a Tour

- Customer : *Good morning. I'd like to book a one-day tour to Ubud.*
- Agent : Good morning. Certainly, sir. May I know the date you prefer?
- Customer : *Next Sunday.*

- Agent : Thank you. We have a package that includes Monkey Forest, rice terraces, and a traditional dance show. Would you like me to explain the details?
- Customer : *Yes, please.*
- Agent : The tour starts at 8 a.m. and finishes at 6 p.m. It includes transport, entrance tickets, lunch, and a guide. The price is \$70 per person.
- Customer : *That sounds good. Can I book for two people?*
- Agent : Of course. May I have your names, please?
- Customer : *Mr. and Mrs. Johnson.*
- Agent : Thank you. Could you please pay a deposit of \$20 now, and the balance on the day of the tour?
- Customer : *Sure. Here's the money.*
- Agent : Perfect. Here are your booking confirmation and itinerary. Please be ready at 7:30 a.m. in the hotel lobby.
- Customer : *Excellent. Thank you for your clear explanation.*

Dialogue 5

Flight Ticket Reservation

- Customer : *Hello. I need to book a flight to Jakarta for tomorrow morning.*
- Agent : Certainly, ma'am. Could you please tell me your preferred departure time?
- Customer : *As early as possible.*
- Agent : Let me check. There is a flight at 7:30 a.m. with Garuda Indonesia and another at 9:00 a.m. with Lion Air. Which do you prefer?
- Customer : *I'll take the Garuda one. How much is it?*
- Agent : It's \$120 including tax and baggage. Would you like me to proceed with the booking?
- Customer : *Yes, please.*
- Agent : May I have your full name and ID card, please?
- Customer : *Here you go. My name is Maria Santos.*

Agent : Thank you, Ms. Santos. Your ticket has been booked. Here is your e-ticket. Please check in at least 2 hours before departure.

Customer : *Perfect. Thank you for your assistance.*

Agent : You're welcome. Have a pleasant flight.

Dialogue 6

Tourist Information Center

Tourist : *Good morning. Could you tell me how to get to Tanah Lot Temple?*

Staff : Good morning. Certainly. You can take a taxi from here; it takes about 45 minutes. Would you like me to show you on the map?

Tourist : *Yes, please. That would be very helpful.*

Staff : Here it is. The temple is located on the west coast. Many visitors go there for the sunset view.

Tourist : *Sounds wonderful. How much is the entrance ticket?*

Staff : It's around \$3 per person. Would you like me to recommend the best time to go?

Tourist : *Yes, please.*

Staff : I suggest you leave at around 4 p.m., so you can enjoy the sunset at 6.

Tourist : *Thank you very much. That's excellent advice.*

F. Exercises

Exercise 1

Match the expressions in **Column A** with their correct meanings in **Column B**. Write the correct letter (a–j) in the space provided.

Column A

No.	Expression	Answer
1.	Welcome to our hotel.	_____
2.	May I help you?	_____
3.	Could you please sign here?	_____

4.	Please enjoy your stay.	_____
5.	I apologize for the inconvenience.	_____
6.	Thank you for your patience.	_____
7.	Let me check that for you.	_____
8.	Would you like me to explain the itinerary?	_____
9.	We will send someone to assist you immediately.	_____
10	Have a pleasant trip.	_____

Column B

- Offering assistance
- Apologizing to a guest
- Wishing a guest a good journey
- Asking for a signature
- Welcoming a guest
- Investigating a problem
- Thanking a guest for waiting
- Providing information about a tour
- Offering a solution
- Wishing a guest a pleasant stay

Exercise 2

Complete the sentences using the words in the box.

*Reservation, itinerary, receptionist, complaint, tourist,
luggage, deposit, guide, check-in, assistance*

- The _____ welcomes guests at the hotel front desk.
- Every _____ should carry identification during the trip.
- The hotel staff helped the guest carry his _____ to the room.
- Guests must complete the _____ process before entering their rooms.
- The travel agent explained the tour _____ to the customers.
- The customer made a _____ about the noisy room.
- A tour _____ provides information about attractions and local culture.
- The guest paid a room _____ before receiving the key.

9. The travel agency confirmed the _____ for three nights.
10. If you need any _____, please contact the front desk.

Exercise 3

Complete the following conversation using the expressions below.

- *Good morning. How may I help you?*
- *Certainly, sir.*
- *You're welcome.*
- *Have a pleasant day.*
- *Would you like me to explain the itinerary?*
- *Yes, please.*
- *I'd like to book a cultural tour.*
- *Thank you for your assistance.*

Travel Agent : _____

Customer : _____

Travel Agent : _____

Customer : _____

Travel Agent : The tour includes temple visits, a traditional village, and lunch.

Customer : *That sounds interesting.*

Travel Agent : _____

Customer : _____

Travel Agent : _____

Customer : _____

Exercise 4

Read the passage carefully and answer the questions that follow.

Handling Guest Complaints

Good customer service is important in the tourism industry. Tourism staff should be friendly, polite, and helpful to all guests. However, providing good service is not only about welcoming guests. Staff must also know how to handle complaints professionally.

Sometimes tourists may experience problems during their trip. For example, a hotel room may be too noisy, a meal may be served

cold, or a tour may start late. When guests complain, staff should listen carefully and remain calm. They should apologize politely and try to solve the problem as quickly as possible.

Showing empathy is also important. Staff should understand how guests feel and make them feel respected. If complaints are handled well, guests are more likely to feel satisfied and continue enjoying their holiday.

Comprehension Questions

1. Why is good customer service important in tourism?
2. Mention two problems that tourists may experience.
3. What should staff do when guests complain?
4. Why is empathy important in handling complaints?
5. What may happen if complaints are handled professionally?

Exercise 5

Listening Activity

You will listen to a passage read by your lecturer. Complete the Pre-Listening activities, listen carefully and complete the While-Listening tasks, then answer the comprehension questions and participate in the Post-Listening discussion. Listen carefully and pay attention to key details, vocabulary, and expressions used in the passage.

Task 1: Pre-listening Activity

Discuss the following questions with a partner.

1. What should tourism staff do when guests need help?
2. How can staff show politeness when speaking to tourists?
3. Have you ever received excellent customer service? Describe your experience.

Listening Transcript

My name is David, and I work at a tourist information center in Bali. Every day, I assist visitors from different countries. One morning, a tourist came to the information desk and asked for directions to Tanah Lot Temple.

I greeted the tourist politely and offered assistance. I showed him a map and explained the best route to the temple. The tourist also wanted to know the entrance fee and the best time to visit. I provided the information and recommended visiting in the late afternoon to enjoy the sunset.

Before leaving, the tourist asked about transportation options. I helped him arrange a taxi and gave him some information about nearby restaurants. He thanked me for my assistance and said the information was very useful.

Providing professional customer service is an important part of my job. I always try to be friendly, patient, and helpful so that visitors can enjoy their holiday in Bali.

Task 2: While-Listening Activity

Listen carefully to your lecturer reading the passage. Tick (✓) the services mentioned in the listening text.

Services

Providing directions

Carrying luggage

Booking a tour

Restaurant recommendation

Airport transfer arrangement

Handling a complaint

✓

☐
☐
☐
☐
☐
☐

Task 3: While-Listening Activity

Fill in the blanks.

1. David works at a _____ information center.
2. A tourist asked for directions to _____ Temple.
3. David offered a _____ and explained the route.

4. He helped arrange a _____ for the tourist.
5. Good customer service requires politeness and _____.

Task 4: Listening Comprehension

Answer the questions based on the listening text.

1. Where does David work?
2. What place did the tourist want to visit?
3. How did David help the tourist?
4. What transportation did David arrange?
5. Why is professional customer service important in David's job?

Task 5: Post-Listening Activity

Discuss the following questions with a partner.

1. What qualities should tourism staff have when serving guests?
2. Why is it important to provide accurate information to tourists?
3. How can good customer service improve a tourist's experience?

G. Summary

In this unit, students learned how to provide professional customer service in tourism settings. The unit introduced expressions for welcoming guests, offering assistance, making polite requests, giving information, handling complaints, and closing interactions. Students also learned how modal verbs (*can*, *may*, and *would*) and the word *please* contribute to polite and professional communication. Through dialogues, reading activities, listening practice, role plays, and writing tasks, students developed practical language skills for tourism and hospitality services.

H. Assessment

1. Performance Task (30%)

Task:

Demonstrate your ability to describe tourism professions and services using appropriate vocabulary and expressions.

Instructions:

Work individually or in pairs and perform a 3–5-minute presentation or conversation based on one of the following situations:

- Explaining the duties of a tour guide
- Describing the responsibilities of a hotel receptionist
- Introducing a travel agent and their services
- Explaining the role of a flight attendant
- Comparing two tourism professions

Your performance should demonstrate:

- Accurate use of tourism vocabulary
- Clear explanation of job duties and responsibilities
- Appropriate use of the Simple Present Tense
- Professional communication skills
- Fluency and confidence in speaking

2. Project (20%)

Task:

Create a Tourism Professions and Services Portfolio.

Instructions:

Work in groups of 3–4 students and prepare a portfolio containing:

1. Profiles of six tourism professions discussed in this unit.
2. The workplace of each profession.
3. Main duties and responsibilities of each profession.
4. Skills and personal qualities required for each profession.
5. A glossary containing at least 20 tourism-related vocabulary items.

The portfolio should demonstrate understanding of tourism professions and services in the hospitality and tourism industry.

3. Role Play (25%)

Task:

Perform a role-play with a partner based on tourism workplace situations.

Choose one scenario:

- A tourist asks a receptionist about hotel services.
- A tourist interviews a tour guide about their job.
- A customer asks a travel agent about tour packages.
- A passenger requests assistance from a flight attendant.
- A hotel guest asks a bellboy for help with luggage.

Requirements:

- Duration: 3–4 minutes
- Use appropriate tourism vocabulary
- Ask and answer questions about professions and duties
- Demonstrate polite and professional communication
- Do not read directly from a script

4. Writing Assignment (15%)**Task:**

Write a descriptive paragraph (100–120 words) about one tourism profession.

Choose one of the following professions:

- Tour Guide
- Travel Agent
- Hotel Receptionist
- Flight Attendant
- Bellboy
- Waiter/Waitress

Your paragraph should include:

- Profession title
- Workplace
- Main duties and responsibilities
- Skills and qualities required
- Importance of the profession in tourism services

5. Competency Test (10%)

Part A. Multiple Choice

Choose the best answer.

1. Who welcomes guests and assists them during check-in?
 - a. Tour Guide
 - b. Bellboy
 - c. Receptionist
 - d. Chef
2. Which tourism professional explains local history and culture?
 - a. Concierge
 - b. Tour Guide
 - c. Waiter
 - d. Flight Attendant
3. What does a travel agent usually do?
 - a. Cleans hotel rooms
 - b. Organizes travel arrangements
 - c. Serves food on airplanes
 - d. Carries luggage
4. Which sentence is correct in the Simple Present Tense?
 - a. The receptionist answer phone calls.
 - b. The receptionist answers phone calls.
 - c. The receptionist answering phone calls.
 - d. The receptionist answered phone calls.
5. What is one responsibility of a flight attendant?
 - a. Selling tour packages
 - b. Checking hotel reservations
 - c. Ensuring passenger safety and comfort
 - d. Guiding tourists around attractions

Part B. Short Answer Questions

1. Mention two tourism professions discussed in this unit.
2. What does a bellboy usually do?
3. Write one sentence describing the duties of a travel agent.
4. Why are communication skills important for tourism professionals?
5. Mention two qualities that tourism professionals should have

Unit 4

TIMES AND SCHEDULES

TIME AND SCHEDULE
for Your Perfect Journey
Good Plan, Great Trip!

5-DAY TOUR ITINERARY

DAY	TIME	ACTIVITY	LOCATION	NOTE
DAY 1 Arrival	10:00 AM	Arrive at Destination	Airport	✈
	12:00 PM	Hotel Check-in	Hotel	🏨
	02:00 PM	Relax & Free Time	Hotel	🛋
	07:00 PM	Welcome Dinner	Local Restaurant	🍽
DAY 2 City Exploration	08:00 AM	Breakfast	Hotel	🍳
	09:00 AM	City Tour	City Center	🚌
	01:00 PM	Lunch	Local Restaurant	🍽
	02:30 PM	Museum Visit	City Museum	🏛
	05:30 PM	Shopping & Free Time	Shopping Street	🛍
DAY 3 Nature & Adventure	07:30 PM	Dinner	Local Restaurant	🍽
	07:30 AM	Breakfast	Hotel	🍳
	08:30 AM	Depart for Nature Spot	Countryside	🚗
	10:00 AM	Hiking & Sightseeing	National Park	🏞
	01:00 PM	Picnic Lunch	National Park	🍱
DAY 4 Cultural Discoveries	04:00 PM	Return to Hotel	Hotel	🏨
	07:00 PM	Dinner & Relax	Hotel	🍽
	08:00 AM	Breakfast	Hotel	🍳
	08:30 AM	Cultural Tour	Old Town	🚶
DAY 5 Departure	01:00 PM	Lunch	Local Restaurant	🍽
	02:30 PM	Traditional Workshop	Local Village	👥
	06:00 PM	Enjoy Local Show	Theater	🎭
	08:00 PM	Dinner	Local Restaurant	🍽
	09:00 AM	Breakfast	Hotel	🍳
	09:00 AM	Check-out & Free Time	Hotel / City	🛋
	12:00 PM	Transfer to Airport	Airport	✈
	02:00 PM	Departure	Airport	✈

TIME MANAGEMENT TIPS

- Plan Ahead**
Check the schedule and opening hours of attractions.
- Prioritize**
Focus on must-see places and experiences.
- Be Punctual**
Arrive on time to make the most of your day.
- Leave Buffer Time**
Allow extra time for travel, queues, and unexpected delays.
- Balance Your Day**
Mix activities with relaxation for a better experience.

A WELL-PLANNED SCHEDULE LEADS TO:

- Less Stress, More Enjoyment
- Better Time Management
- Save Money & Resources
- More Memorable Experiences
- A Smoother Trip for Everyone

The best trips are not just about destinations, but about how well you time each moment.

Plan your time well, so every moment of your journey becomes unforgettable!

A. Learning Outcomes

By the end of this unit, students will be able to:

1. Identify vocabulary related to time, schedules, departures, arrivals, and itineraries in tourism contexts.
2. Understand written information about tourism schedules and timetables.
3. Use expressions for asking and giving information about time and schedules.

4. Apply the Simple Present Tense to describe fixed schedules and timetables.
5. Communicate effectively with tourists regarding tour schedules and travel arrangements.

B. Warm-Up Activities

Activity 1: Class Discussion

Look at the questions below and discuss them with your partner.

1. Have you ever joined a tour package?
2. Why is a schedule important in tourism?
3. What information can tourists find in an itinerary?
4. What time do most tours usually start?
5. What happens when a tour is delayed?

Activity 2: Think and Share

Look at the sample schedule below.

Time	Activity
08:00	Hotel pick-up
09:00	Visit tourist attraction
12:00	Lunch
15:00	Shopping
17:00	Return to hotel

Answer:

1. What is the first activity?
2. When do tourists have lunch?
3. What is the last activity?

C. Vocabulary Building

Practice pronouncing each word or phrase correctly. Listen to your lecturer's model pronunciation and repeat each word at least three times. Work with a partner and take turns reading the vocabulary aloud. Pay attention to stress, intonation, and clarity of pronunciation.

Word/Phrase	Pronunciation	Meaning in Indonesian
Departure	/dɪ'pɑ:r.tʃər/ (di-PAR-cher)	<i>Keberangkatan</i>
Arrival	/ə'raɪ.vəl/ (a-RAI-val)	<i>Kedatangan</i>
Itinerary	/aɪ'tɪn.ə.rer.i/ (ai-TIN-er-er-i)	<i>Jadwal perjalanan</i>
Schedule	/'skedʒ.u:l/ (SKEJ-ul)	<i>Jadwal kegiatan</i>
Duration	/dʒʊ'reɪ.ʃən/ (dyu-REI-shən)	<i>Durasi</i>
Delay	/dɪ'leɪ/ (di-LEI)	<i>Penundaan</i>
On time	/ɒn taɪm/ (on taim)	<i>Tepat waktu</i>
Daily tour	/'deɪ.li tʊər/ (DEI-li tur)	<i>Tur harian</i>
Half-day tour	/hɑ:f deɪ tʊər/ (haf dei tur)	<i>Tur setengah hari</i>
Full-day tour	/fʊl deɪ tʊər/ (ful dei tur)	<i>Tur sehari penuh</i>
Meeting point	/'mi:tɪŋ pɔɪnt/ (MII-ting point)	<i>Titik berkumpul</i>
Pick-up time	/pɪk ʌp taɪm/ (pik ap taim)	<i>Waktu penjemputan</i>
Drop-off	/drɒp ɒf/ (drop of)	<i>Pengantaran</i>
Opening hours	/'əʊ.pən.ɪŋ 'aʊəz/ (OU-pe-ning AU-erz)	<i>Jam buka</i>
Closing time	/'kləʊ.zɪŋ taɪm/ (KLOU-zing taim)	<i>Jam tutup</i>

D. Language Focus / Grammar Focus

1. Telling Time

Time	Expression
7:00	Seven o'clock
7:15	A quarter past seven
7:30	Half past seven
7:45	A quarter to eight
8:05	Five past eight

Examples:

- The bus leaves at half past seven.
- The flight arrives at a quarter to nine.

2. Simple Present Tense for Schedules

We use the *Simple Present Tense* to talk about fixed schedules and timetables.

Pattern:

Subject + Verb 1 + Complement

Examples:

- The flight leaves at 9:00 a.m.
- The museum opens at 8:00 a.m.
- The tour starts at 7:30 a.m.
- The guide meets the guests at the lobby.

3. Asking and Giving Schedule Information

Questions

- What time does the tour start?
- When does the flight depart?
- What time do we arrive?

Answers

- The tour starts at 8:00 a.m.
- The flight departs at 9:15 a.m.
- We arrive at 10:30 a.m.

E. Dialogue Practices

Work in pairs and practice the following dialogues. Read the conversations aloud with clear pronunciation, appropriate intonation, and polite expressions. Pay attention to the meaning of each expression and use natural body language while speaking. After practicing, switch roles and perform the dialogue again.

Dialogue 1

Asking About a Tour Schedule

- Tourist : *Excuse me, what time does the tour begin?*
- Tour Guide : The tour starts at 8:00 a.m. Please be at the meeting point by 7:45 a.m.
- Tourist : *Where is the meeting point?*
- Tour Guide : The meeting point is in the hotel lobby.
- Tourist : *How long is the tour?*
- Tour Guide : The tour lasts approximately nine hours.
- Tourist : *What time will we return?*
- Tour Guide : We will return at approximately 5:30 p.m., depending on traffic conditions.
- Tourist : *Thank you for the information.*
- Tour Guide : You're welcome. We look forward to seeing you tomorrow morning.

Dialogue 2

Informing Tourists About a Delay

- Tourist : *Excuse me, the bus has not arrived yet. Is there any problem?*
- Tour Guide : I apologize for the inconvenience. The bus is delayed due to heavy traffic.
- Tourist : *How long will the delay be?*
- Tour Guide : Approximately 20 minutes.
- Tourist : *Will the itinerary change?*
- Tour Guide : No, we will adjust the schedule slightly and still visit all planned attractions.
- Tourist : *Thank you for letting us know.*
- Tour Guide : You're welcome. Thank you for your patience.

Dialogue 3

Providing Information at a Tourist Information Center

- Tourist : *Good morning. What time does the museum open?*

Tourism Officer : Good morning. The museum opens at 9:00 a.m.
 Tourist : *What time does it close?*
 Tourism Officer : It closes at 5:00 p.m.
 Tourist : *Is there a guided tour available?*
 Tourism Officer : Yes, guided tours begin at 10:00 a.m. and 2:00 p.m. every day.
 Tourist : *Great. Thank you very much.*
 Tourism Officer : My pleasure. Enjoy your visit.

F. Exercises

Exercise 1

Match the words in Column A with their Indonesian meanings in Column B.

Column A

1. Departure
2. Arrival
3. Itinerary
4. Duration
5. Delay
6. Meeting Point
7. On Time
8. Opening Hours
9. Pick-up Time
10. Full-day Tour

Column B

- a. Durasi
- b. Jadwal perjalanan
- c. Kedatangan
- d. Titik berkumpul
- e. Keberangkatan
- f. Tepat waktu
- g. Jam buka
- h. Penundaan
- i. Waktu penjemputan
- j. Tur sehari penuh

Exercise 2

Complete the sentences with the correct words from the box.

*Schedule, departure, arrival, itinerary, duration, delay,
opens, starts, lunch, meeting point*

1. The tour _____ at 8:00 a.m.
2. The museum _____ at 9:00 a.m.
3. The flight _____ time is 10:15 a.m.
4. The tourists have _____ at 12:30 p.m.
5. Please wait at the _____ before the tour begins.
6. The guide explains the tour _____ to the guests.
7. There is a flight _____ because of bad weather.
8. The tour _____ is eight hours.
9. The hotel provides a daily tour _____.
10. The _____ time is expected to be 6:00 p.m.

Exercise 3

Complete the following conversation using the expressions below.

- *When is lunch served*
- *What time do we return to the hotel*
- *What time does the tour start*
- *Where is the meeting point*

Tourist : *Excuse me, _____?*
 Tour Guide : The tour starts at 8:00 a.m.
 Tourist : _____?
 Tour Guide : The meeting point is in the hotel lobby.
 Tourist : _____?
 Tour Guide : Lunch is served at 12:30 p.m.
 Tourist : _____?
 Tour Guide : We will return to the hotel at 5:30 p.m.

Exercise 4

Read the itinerary below and answer the questions

Bali Cultural Experience (Full-Day Tour)

Time	Activity
08:00	Pick-up from hotel
09:00	Visit Batubulan Village
10:30	Explore Celuk Village

Time	Activity
12:30	Lunch in Ubud
14:00	Visit Tegallalang Rice Terrace
15:30	Visit Tegenungan Waterfall
17:30	Return to hotel

Comprehension Questions

1. What time does the tour start?
2. Where do tourists have lunch?
3. What activity is scheduled at 10:30?
4. Which destination is visited after lunch?
5. What time does the tour end?

Exercise 5

Listening Activity

Listen carefully to your lecturer reading the tour announcement about the Ubud Discovery Tour. Pay close attention to important details such as the tour schedule, pick-up time, destinations, lunch arrangements, and finishing time. While listening, take brief notes to help you remember the information. After listening, answer the questions based on the information you hear. Listen again if necessary to check and improve your answers.

Task 1: Pre-Listening

Discuss the following questions with a partner.

1. Why is it important for tourists to know a tour schedule?
2. What information can tourists find in a tour itinerary?
3. Have you ever followed a travel schedule during a trip? Describe your experience.

Listening Transcript

Good morning, everyone. Welcome to today's Ubud Discovery Tour. The tour begins at 8:00 a.m., but guests will be picked up from their hotels at 7:30 a.m. Please be ready in your hotel lobby at least ten minutes before the pick-up time.

Our first destination is the famous Monkey Forest in Ubud, where guests can enjoy the natural surroundings and observe hundreds of monkeys. After that, we will continue our journey to several cultural attractions in the area.

At 12:00 p.m., the group will have lunch at a local restaurant in Ubud. Following lunch, the tour continues to Tegallalang Rice Terrace, one of Bali's most popular scenic destinations. Guests will have time to take photos and enjoy the beautiful landscape.

The tour is scheduled to finish at 5:00 p.m. After the final visit, all guests will be transported back to their hotels. Thank you for joining us, and we hope you enjoy the tour.

Task 2: While-Listening

Listen carefully to your lecturer reading the passage. Tick (✓) the information mentioned in the listening text.

Information

Hotel pick-up

Monkey Forest

Beach visit

Lunch at a local restaurant

Tegallalang Rice Terrace

Shopping center visit

Return to hotel

✓

☐
☐
☐
☐
☐
☐
☐

Task 3: While-Listening

Fill in the blanks.

1. The name of the tour is the _____ Discovery Tour.
2. Guests are picked up at _____ a.m.

3. The first destination is _____ Forest.
4. Lunch is served at _____ p.m.
5. The tour finishes at _____ p.m.

Task 4: Listening Comprehension

Answer the questions based on the listening text.

1. What is the name of the tour?
2. What time are guests picked up from their hotels?
3. Where should guests wait before the pick-up time?
4. What is the first destination of the tour?
5. Where do guests have lunch?
6. Which destination is visited after lunch?
7. What can guests do at Tegallalang Rice Terrace?
8. What time does the tour finish?
9. How do guests return after the tour?
10. Why should guests be ready before the pick-up time?

Task 5: Post-Listening

Discuss the following questions with a partner.

1. Why should tourists arrive at the meeting point on time?
2. What problems may occur if tourists do not follow the schedule?
3. Which destination in the tour would you most like to visit? Why?

G. Summary

In this unit, students have learned vocabulary related to tourism schedules and itineraries, how to tell time in English, and useful expressions for asking and giving schedule information. Students have also practiced using the Simple Present Tense to describe schedules and timetables, developed communication skills for explaining tour itineraries, and improved their ability to read, understand, and discuss tourism-related schedules professionally and effectively.

H. Assessment

1. Performance Task (30%)

Task:

Demonstrate your ability to describe tourism professions and services using appropriate vocabulary and expressions.

Instructions:

Work individually or in pairs and perform a 3–5-minute presentation or conversation based on one of the following situations:

- Explaining the duties of a tour guide
- Describing the responsibilities of a hotel receptionist
- Introducing a travel agent and their services
- Explaining the role of a flight attendant
- Comparing two tourism professions

Your performance should demonstrate:

- Accurate use of tourism vocabulary
- Clear explanation of job duties and responsibilities
- Appropriate use of the Simple Present Tense
- Professional communication skills
- Fluency and confidence in speaking

2. Project (20%)

Task:

Create a Tourism Professions and Services Portfolio.

Instructions:

Work in groups of 3–4 students and prepare a portfolio containing:

1. Profiles of six tourism professions discussed in this unit.
2. The workplace of each profession.
3. Main duties and responsibilities of each profession.
4. Skills and personal qualities required for each profession.
5. A glossary containing at least 20 tourism-related vocabulary items.

The portfolio should demonstrate understanding of tourism professions and services in the hospitality and tourism industry.

3. Role Play (25%)

Task:

Perform a role-play with a partner based on tourism workplace situations.

Choose one scenario:

- A tourist asks a receptionist about hotel services.
- A tourist interviews a tour guide about their job.
- A customer asks a travel agent about tour packages.
- A passenger requests assistance from a flight attendant.
- A hotel guest asks a bellboy for help with luggage.

Requirements:

- Duration: 3–4 minutes
- Use appropriate tourism vocabulary
- Ask and answer questions about professions and duties
- Demonstrate polite and professional communication
- Do not read directly from a script

4. Writing Assignment (15%)

Task:

Write a descriptive paragraph (100–120 words) about one tourism profession. Choose one of the following professions:

- Tour Guide
- Travel Agent
- Hotel Receptionist
- Flight Attendant
- Bellboy
- Waiter/Waitress

Your paragraph should include:

- Profession title
- Workplace
- Main duties and responsibilities
- Skills and qualities required
- Importance of the profession in tourism services

5. Competency Test (10%)

Part A. Multiple Choice

Choose the best answer.

1. Who welcomes guests and assists them during check-in?
 - a. Tour Guide
 - b. Bellboy
 - c. Receptionist
 - d. Chef
2. Which tourism professional explains local history and culture?
 - a. Concierge
 - b. Tour Guide
 - c. Waiter
 - d. Flight Attendant
3. What does a travel agent usually do?
 - a. Cleans hotel rooms
 - b. Organizes travel arrangements
 - c. Serves food on airplanes
 - d. Carries luggage
4. Which sentence is correct in the Simple Present Tense?
 - a. The receptionist answer phone calls.
 - b. The receptionist answers phone calls.
 - c. The receptionist answering phone calls.
 - d. The receptionist answered phone calls.
5. What is one responsibility of a flight attendant?
 - a. Selling tour packages
 - b. Checking hotel reservations
 - c. Ensuring passenger safety and comfort
 - d. Guiding tourists around attractions

Part B. Short Answer Questions

1. Mention two tourism professions discussed in this unit.
2. What does a bellboy usually do?
3. Write one sentence describing the duties of a travel agent.
4. Why are communication skills important for tourism professionals?
5. Mention two qualities that tourism professionals should have.





Unit 5

AT THE HOTEL: CHECK-IN PROCESS



A. Learning Outcomes

After completing this unit, students are expected to be able to:

1. Understand the hotel check-in process and the expressions commonly used in front office communication.
2. Conduct polite and effective conversations during hotel check-in procedures.
3. Use appropriate language features, including greetings, confirmations, and room assignments.
4. Respond appropriately to guests' inquiries and provide essential hotel information.

5. Demonstrate professional communication skills in hotel service settings.

B. Warming-Up Activities

Think and Discuss

Answer the following questions with a partner.

1. Have you ever stayed in a hotel?
2. What information does a receptionist usually ask during check-in?
3. Why is the check-in process important for guests?
4. What qualities should a good receptionist have?
5. What hotel facilities do guests often ask about?

Picture Observation

Look at a picture of a hotel reception desk provided by your lecturer. Discuss:

- Who are the people in the picture?
- What are they doing?
- What expressions might they use?

C. Vocabulary Building

Practice pronouncing the following words and phrases correctly. Listen carefully to your lecturer's model pronunciation and repeat each word at least three times. Pay attention to word stress, vowel sounds, and intonation. Work with a partner to check each other's pronunciation and provide feedback. After practicing, use the words in short hotel-related sentences to improve your fluency and confidence in professional communication.

Word/Phrase	Pronunciation	Meaning in Indonesian
Reservation	/ˌrez.ər'veɪ.jən/	<i>Reservasi</i>
Guest	/gest/	<i>Tamu</i>
Receptionist	/rɪ'sep.jən.ɪst/	<i>Resepsionis</i>
Front Desk	/frʌnt desk/	<i>Meja resepsionis</i>
Check-in	/tʃek ɪn/	<i>Proses registrasi kedatangan</i>
Key Card	/ki: kɑ:rd/	<i>Kartu akses kamar</i>
Room Number	/ru:m 'nʌm.bər/	<i>Nomor kamar</i>
Passport	/'pɑ:s.pɔ:rt/	<i>Paspor</i>
Luggage	/'lʌg.ɪdʒ/	<i>Bagasi</i>
Facilities	/fə'sɪl.ə.tiz/	<i>Fasilitas</i>

D. Language / Grammar Focus

1. Present Simple for Hotel Information and Services

The Simple Present Tense is used to describe facts, routines, schedules, and services provided by a hotel.

Structure

**Subject + Verb (base form / verb-s) +
Object/Complement**

Examples:

- Breakfast is served from 6:30 to 10:00 a.m.
- The hotel offers free Wi-Fi.
- The restaurant opens at 7:00 p.m.
- The hotel provides airport shuttle services.
- Guests check in after 2:00 p.m.

Common Time Expressions

- every day
- always
- usually
- often

- sometimes
- at night
- in the morning

2. Useful Expressions for Check-in

Greeting Guests

- Good afternoon. Welcome to our hotel.
- How can I help you today?

Confirming Reservations

- Do you have a reservation with us?
- May I have your name, please?
- Could I see your passport or ID?

Assigning Rooms

- Your room number is 305.
- Here is your key card.

Providing Information

- Breakfast is served from 6:30 to 10:00 a.m.
- Wi-Fi is available throughout the hotel.

Ending the Conversation

- Enjoy your stay.
- Please contact the front desk if you need any assistance.

E. Dialogue Practices

Work in pairs and practice the following dialogues. Read the conversations aloud with clear pronunciation, appropriate intonation, and polite expressions. Pay attention to the meaning of each expression and use natural body language while speaking. After practicing, switch roles and perform the dialogue again.

Dialogue 1

Guest with a Reservation

Situation: *A guest arrives and has already made a reservation.*

- Receptionist : Good evening. Welcome to Bali Sunset Hotel. Do you have a reservation?
- Guest : *Yes, under the name of Alan Brown.*
- Receptionist : Thank you, Mr. Brown. You've booked a double room for three nights, correct?
- Guest : *That's right.*
- Receptionist : May I see your passport, please?
- Guest : *Here it is.*
- Receptionist : Thank you. Your room number is 207 on the second floor. Here is your key card.
- Guest : *Thank you.*
- Receptionist : You're welcome. Enjoy your stay, Mr. Brown.

Dialogue 2

Walk-in Guest (No Reservation)

Situation: *A guest arrives without a prior reservation.*

- Receptionist : Good afternoon. Welcome to Paradise Hotel. How may I assist you?
- Guest : *Good afternoon. I'd like to check in. Do you have any rooms available?*
- Receptionist : Certainly. We have a standard room and a deluxe room available tonight.
- Guest : *How much is the deluxe room?*
- Receptionist : It is \$90 per night, including breakfast.
- Guest : *That sounds good. I'd like to book the deluxe room.*
- Receptionist : Certainly. May I have your passport, please?
- Guest : *Here you are.*

Receptionist : Thank you. Your room number is 412 on the fourth floor. Here is your key card.

Guest : *Thank you very much.*

Receptionist : You're welcome. Enjoy your stay.

Dialogue 3

Guest Requesting a Room Change

Situation : A guest has a reservation but requests a different room type during check-in.

Receptionist : Good evening. Welcome to Ocean View Hotel. Do you have a reservation?

Guest : *Yes. My name is Maria Garcia.*

Receptionist : Thank you, Ms. Garcia. You have reserved a standard room for two nights.

Guest : *Yes, but I was wondering if I could upgrade to a room with an ocean view.*

Receptionist : Let me check our availability. One moment, please.

Guest : *Sure.*

Receptionist : We do have an ocean-view room available. The upgrade costs an additional \$25 per night.

Guest : *That's fine. I'd like to upgrade.*

Receptionist : Excellent. Your new room number is 608 on the sixth floor. Here is your key card.

Guest : *Thank you for your help.*

Receptionist : My pleasure. Enjoy your stay with us.

F. Exercises

Exercise 1

Match the words with their Indonesian meanings.

No	Word	Meaning
1	Reservation	a. Orang yang menginap di hotel
2	Guest	b. Kartu elektronik yang digunakan untuk membuka kamar

3	Receptionist	c. <i>Pemesanan yang dilakukan sebelumnya</i>
4	Key Card	d. <i>Petugas resepsionis</i>
5	Passport	e. <i>Dokumen perjalanan pribadi</i>
6	Luggage	f. <i>Layanan yang ditawarkan oleh sebuah hotel</i>
7	Check-in	g. <i>Tas dan koper</i>
8	Facilities	h. <i>Pendaftaran saat kedatangan</i>
9	Front Desk	i. <i>Area resepsionis</i>
10	Room Number	j. <i>Nomor yang diberikan kepada sebuah kamar tamu</i>

Exercise 2

Complete the sentences using the words in the box.

Reservation, guest, receptionist, key card, facilities, passport, room number, luggage, check-in, front desk

1. The _____ welcomes guests upon arrival.
2. The guest shows a _____ for identification.
3. The _____ process begins at 2:00 p.m.
4. The hotel provides many excellent _____.
5. The guest carries two pieces of _____.
6. A _____ is required before arrival.
7. The _____ helps guests with information.
8. Your _____ is 305.
9. Here is your _____ to access the room.
10. Please visit the _____ if you need assistance.

Exercise 3

Complete the dialogue using the expressions below.

- *You're welcome. Enjoy your stay.*
- *Here is your key card.*
- *May I see your passport, please*
- *May I have your name, please*

- *Do you have a reservation with us*

-

Receptionist : Good afternoon. Welcome to Paradise Hotel.
_____?

Guest : Yes, I have a reservation.

Receptionist : _____?

Guest : My name is David Wilson.

Receptionist : Thank you. _____?

Guest : Certainly. Here is my passport.

Receptionist : Thank you. Your room number is 412.
_____.

Guest : Thank you very much.

Receptionist : _____.

Exercise 4

Read the text carefully and answer the questions that follow.

Hotel Check-in Procedure

When guests arrive at a hotel, they first go to the front desk for check-in. The receptionist greets the guests and confirms their reservation. Guests usually present their passport or ID card for verification. After confirming the booking, the receptionist provides a room number and key card. The receptionist may also explain hotel facilities such as breakfast hours, Wi-Fi access, and restaurant services. A smooth check-in process helps create a positive first impression for guests.

Comprehension Questions

1. Where do guests go when they arrive at a hotel?
2. What does the receptionist confirm?
3. What documents may guests present?
4. What does the receptionist give to guests?
5. Why is a smooth check-in process important?

Exercise 5

Listening Activity

You will listen to a hotel check-in conversation read by your lecturer. Complete the activities in Tasks 1–5. Listen carefully and pay attention to important information about reservations, room assignments, hotel facilities, and guest services.

Task 1: Pre-Listening

Discuss the following questions with a partner.

1. What information does a receptionist usually ask during check-in?
2. Why do hotels ask guests to show their passports or IDs?
3. What hotel facilities do guests often ask about?

Listening Transcript

Receptionist : Good afternoon. Welcome to Ocean Breeze Hotel. How may I help you?

Guest : *Good afternoon. I have a reservation under the name David Wilson.*

Receptionist : Thank you, Mr. Wilson. Let me check our system. Yes, I found your booking. You have reserved a deluxe room for two nights, correct?

Guest : *Yes, that's correct.*

Receptionist : May I see your passport, please?

Guest : *Certainly. Here it is.*

Receptionist : Thank you. Everything is in order. Your room number is 305, located on the third floor.

Guest : *Great. Is breakfast included?*

Receptionist : Yes, breakfast is included and served from 6:30 a.m. to 10:00 a.m. We also have a swimming pool and a fitness center available for all guests.

Guest : *Wonderful. Thank you for the information.*

Receptionist : You're welcome. Here is your key card. If you need any assistance, please contact the front

desk at any time. Enjoy your stay at Ocean Breeze Hotel.

Guest : *Thank you very much.*

Task 2: While-Listening

Listen carefully to your lecturer reading the conversation. Tick (✓) the information mentioned in the listening text.

Information

Reservation confirmation

Passport verification

Room assignment

Airport shuttle service

Breakfast information

Swimming pool

Fitness center

✓

Task 3: While-Listening

Fill in the blanks.

1. The guest's name is _____ Wilson.
2. The guest has reserved a _____ room.
3. The guest will stay for _____ nights.
4. The assigned room number is _____.
5. Breakfast is served from _____ a.m. to _____ a.m.

Task 4: Listening Comprehension

Answer the questions based on the listening text.

1. What is the guest's name?
2. What type of room has the guest reserved?
3. How many nights will the guest stay?
4. Why does the receptionist ask for the guest's passport?
5. What room number is assigned to the guest?
6. On which floor is the room located?

7. What time is breakfast served?
8. What hotel facilities are mentioned in the conversation?
9. What does the receptionist give to the guest?
10. What should the guest do if he needs assistance?

Task 5: Post-Listening

Discuss the following questions with a partner.

1. Why is the check-in process important for both guests and hotels?
2. What qualities should a professional receptionist have?
3. What information would you like to receive when checking into a hotel?

G. Summary

In this unit, students have learned vocabulary related to hotel check-in procedures, useful expressions used by receptionists and guests, and the use of the Simple Present Tense to provide hotel information. Students have also practiced communication skills needed to conduct professional hotel check-in conversations and assist guests effectively.

H. Assessment

1. Performance Task (30%)

Task:

Demonstrate your ability to conduct a professional hotel check-in process using appropriate hospitality vocabulary and expressions.

Instructions:

Work individually or in pairs and perform a **3–5-minute hotel check-in simulation** based on one of the following situations:

- A guest with a reservation, checks into a hotel.
- A walk-in guest requests a room without a reservation.
- A guest asks about hotel facilities during check-in.
- A guest requests a room upgrade during check-in.

- A receptionist provides hotel information and room assignment.

Your performance should demonstrate:

- Accurate use of hotel and hospitality vocabulary.
- Appropriate greetings and welcoming expressions.
- Effective reservation confirmation procedures.
- Clear explanation of room assignments and hotel facilities.
- Professional communication skills, fluency, and confidence.

2. Project (20%)

Task:

Create a **Hotel Check-in Service Portfolio**.

Instructions:

Work in groups of 3–4 students and prepare a portfolio containing:

1. A flowchart of a hotel check-in procedure.
2. Roles and responsibilities of a hotel receptionist.
3. A list of at least 20 hotel-related vocabulary items with meanings.
4. Examples of common expressions used during check-in.
5. Information about hotel facilities and guest services.

The portfolio should demonstrate your understanding of front-office operations and professional guest service.

3. Role Play (25%)

Task:

Perform a role-play with a partner based on hotel front-office situations.

Choose one scenario:

- A guest checks in with a reservation.
- A walk-in guest asks for room availability.
- A receptionist explains hotel facilities to a guest.
- A guest requests a room change during check-in.

- A guest asks questions about breakfast, Wi-Fi, and hotel services.

Requirements:

- Duration: 3–4 minutes
- Use appropriate hotel and hospitality vocabulary.
- Demonstrate proper greetings and check-in procedures.
- Respond politely to guest inquiries.
- Do not read directly from a script.

4. Writing Assignment (15%)

Task:

Write a descriptive paragraph (100–120 words) about the hotel check-in process. Your paragraph should include:

- The purpose of check-in.
- The receptionist's duties.
- Documents required from guests.
- Information provided during check-in.
- The importance of professional service.

5. Competency Test (10%)

Part A. Multiple Choice

Choose the best answer.

1. Who assists guests during the check-in process?
 - a. Tour Guide
 - b. Receptionist
 - c. Bellboy
 - d. Chef
2. What document is commonly requested during check-in?
 - a. Driver's License
 - b. Boarding Pass
 - c. Passport
 - d. Brochure
3. What is used to access a hotel room?
 - a. Reservation Form
 - b. Key Card

- c. Itinerary
- d. Voucher
- 4. Which sentence is correct?
 - a. The receptionist welcome guests.
 - b. The receptionist welcomes guests.
 - c. The receptionist welcoming guests.
 - d. The receptionist welcomed guests.
- 5. What information may a receptionist provide during check-in?
 - a. Flight schedules
 - b. Tourist visas
 - c. Hotel facilities and services
 - d. Weather forecasts

Part B. Short-Answer Questions

- 1. What is the purpose of a hotel check-in process?
- 2. Mention two hotel facilities guests often ask about.
- 3. What does a receptionist usually ask a guest during check-in?
- 4. Why is professional communication important in hospitality services?
- 5. Write one sentence describing a receptionist's duty using the Simple Present Tense.





Unit 6

MAKING SIMPLE CONVERSATIONS ABOUT TOUR BOOKING



A. Learning Outcomes

After completing this unit, students will be able to:

1. Use common expressions for booking tours and travel services.
2. Ask for and provide booking information accurately.
3. Use polite requests and Wh-questions in booking situations.
4. Conduct simple conversations about tour and travel reservations.

5. Demonstrate professionalism and confidence when assisting customers.

B. Warm-Up Activities

Think and Discuss

Work in pairs and discuss the following questions.

1. Have you ever booked a tour, hotel, or flight?
2. What information is usually needed when making a booking?
3. Why is polite communication important in booking services?
4. What questions do customers usually ask before making a reservation?

Class Discussion

Look at the picture of a travel agency or tour booking office provided by your lecturer. Discuss:

- Who are the people in the picture?
- What are they talking about?
- What services might they be booking?

C. Vocabulary Building

Practice pronouncing each word or phrase correctly. Listen to your lecturer's model pronunciation and repeat each word at least three times. Work with a partner and take turns reading the vocabulary aloud. Pay attention to stress, intonation, and clarity of pronunciation.

Word/Phrase	Pronunciation	Meaning in Indonesian
Book	/buk/	<i> Memesan atau melakukan reservasi suatu layanan</i>
Reservation	/rez-er-VEI-shən/	<i> Reservasi atau pemesanan suatu layanan agar tersedia</i>
Deposit	/di-POZ-it/	<i> Uang muka yang dibayarkan sebelum layanan digunakan</i>
Package Tour	/PAK-ij tur/	<i> Paket wisata yang mencakup beberapa layanan sekaligus</i>

Itinerary	/ai-TIN-er-er-i/	<i>Jadwal atau rencana perjalanan</i>
Available	/ə-VEI-lə-bəl/	<i>Tersedia atau siap untuk dipesan</i>
Fare	/fer/	<i>Tarif atau biaya transportasi</i>
Departure	/di-PAR-chər/	<i>Waktu keberangkatan</i>
Confirmation	/kon-fər-MEI-shən/	<i>Konfirmasi atau bukti bahwa pemesanan telah diterima</i>
Customer	/KUS-tə-mər/	<i>Pelanggan atau orang yang membeli layanan</i>

D. Language Focus / Grammar Focus

1. Wh-Questions for Booking Information

Question Word

Example

What

What tour would you like to book?

When

When would you like to travel?

Where

Where would you like to go?

How many

How many guests will join the tour?

How much

How much does the package cost?

2. Polite Requests

Polite requests help create positive customer service experiences.

Examples

- Could you please provide your passport number?
- Could you book two seats for us?
- May I know your travel date?
- Would you like to confirm the booking now?

Useful Patterns

Could you + verb + ...?

- Could you give me more information?

May I + verb + ...?

- May I have your contact number?

Would you like + noun / infinitive?

- Would you like a private tour?

E. Dialogue Practices

Instructions

Work in pairs and practice the following dialogues. Read the conversations aloud with clear pronunciation, appropriate intonation, and polite expressions. Pay attention to the meaning of each expression and use natural body language while speaking. After practicing, switch roles and perform the dialogue again.

Dialogue 1

Booking a Cultural Tour

Travel Agent : Good afternoon. Welcome to Bali Heritage Travel.
How may I help you?

Customer : *I'd like to book a cultural tour to Ubud.*

Travel Agent : Certainly. When would you like to travel?

Customer : *This Saturday.*

Travel Agent : How many people will join the tour?

Customer : *Three people.*

Travel Agent : The package includes transportation, lunch, and entrance tickets.

Customer : *That sounds great. How much is the package?*

Travel Agent : It costs IDR 2,100,000.

Customer : *Okay. I'd like to confirm the booking.*

Travel Agent : Thank you. May I have your name and phone number?

Dialogue 2

Booking an Island Tour

- Travel Agent : Good morning. How can I assist you today?
- Customer : *I'd like to book a one-day tour to Nusa Penida.*
- Travel Agent : Certainly. Which date would you prefer?
- Customer : *June 20th.*
- Travel Agent : How many guests will be joining?
- Customer : *Two people.*
- Travel Agent : The package includes fast boat tickets, lunch, and a local guide.
- Customer : *Wonderful. What is the total price?*
- Travel Agent : It is IDR 1,800,000 for two guests.
- Customer : *Perfect. Please book it for us.*
- Travel Agent : Your reservation has been confirmed.

Dialogue 3

Booking an Adventure Tour

- Travel Agent : Good afternoon. What tour are you interested in?
- Customer : *I'd like to book a Mount Batur sunrise trekking tour.*
- Travel Agent : Excellent choice. When would you like to go?
- Customer : *Next Sunday morning.*
- Travel Agent : How many participants are there?
- Customer : *Four people.*
- Travel Agent : The package includes transportation, a guide, and breakfast.
- Customer : *Great. How much does it cost?*
- Travel Agent : IDR 2,400,000 in total.
- Customer : *That's fine. I'd like to make a reservation.*
- Travel Agent : Thank you. Your booking is confirmed.

F. Exercises

Exercise 1

Match the words in Column A with their meanings in Column B.

Column A

1. Booking
2. Deposit
3. Fare
4. Itinerary
5. Available
6. Confirmation
7. Guest
8. Package
9. Departure
10. Reservation

Column B

- a. Cost of transportation
- b. Travel schedule
- c. Reservation
- d. Money paid in advance
- e. Proof of reservation
- f. Customer
- g. Ready for booking
- h. Travel service bundle
- i. Time of leaving
- j. Arrangement for a service

Exercise 2

Complete the sentences with suitable words in the box

Contact, package, fare, guests, confirmation, departure, deposit, confirmed, book, itinerary

1. I would like to ____ a city tour.
2. How many ____ will join the tour?
3. Please make a 50% ____ to confirm the reservation.
4. The tour ____ includes transportation and lunch.
5. What is the ____ date?
6. Your booking has been ____.
7. The flight ____ is IDR 1,500,000.
8. Could you please provide your ____ number?
9. The ____ includes all sightseeing activities.
10. The travel agent will send a booking ____ by email.

Exercise 3

Complete the following conversation using the expressions below.

- *Is lunch included in the package*
- *Thank you for choosing our service*
- *When would you like to travel*
- *How may I help you today*
- *How many people will be joining the tour*

Travel Agent : Good morning. _____ ?
Customer : *I would like to book a tour to Nusa Penida.*
Travel Agent : _____ ?
Customer : *Next Saturday.*
Travel Agent : _____ ?
Customer : *Two people.*
Travel Agent : The package costs IDR 1,800,000.
Customer : _____ ?
Travel Agent : Yes, lunch and transportation are included.
Customer : *Great. I'd like to confirm the booking.*
Travel Agent : _____ .

Exercise 4

Read the text below and answer the questions follow.

Nusa Penida One-Day Tour Package

Bali Adventure Travel offers an exciting one-day tour package to Nusa Penida, one of Bali's most popular island destinations. The package is designed for travelers who want to explore beautiful beaches, stunning cliffs, and breathtaking natural scenery in a single day.

The tour package includes hotel pick-up and drop-off, round-trip fast boat tickets, air-conditioned transportation on the island, lunch at a local restaurant, entrance fees to tourist attractions, and the service of an experienced local guide. During the tour, visitors will have the opportunity to visit famous attractions such as Kelingking Beach, Angel's Billabong, Broken Beach, and Crystal Bay.

The tour begins at 7:00 a.m. when participants are picked up from their hotels and transferred to Sanur Harbor. The fast boat departs at 8:00 a.m. and arrives in Nusa Penida approximately 45 minutes later. After a full day of sightseeing, the group returns to Bali and arrives back at their hotels around 6:00 p.m.

The package price is IDR 900,000 per person. To secure a reservation, customers are required to pay a 50% deposit at least three days before departure. The remaining balance can be paid on the day of the tour. After payment is received, customers will receive a booking confirmation and tour itinerary by email.

Comprehension questions

1. What destination is offered in the tour package?
2. What types of transportation are included in the package?
3. Name three tourist attractions mentioned in the text.
4. What time does the tour begin?
5. Where does the fast boat depart from?
6. How long does it take to travel from Bali to Nusa Penida by fast boat?
7. How much does the package cost per person?
8. How much deposit must customers pay to secure their reservation?
9. What will customers receive after making the payment?
10. Why is this package suitable for travelers who have limited time?

Exercise 5

Listening Activity

You will listen to a conversation between a travel agent and a customer about booking a tour package. Complete the activities in Tasks 1–5. Listen carefully and pay attention to important information such as the destination, travel date, number of participants, facilities included, and booking details.

Task 1: Pre-Listening

Discuss the following questions with a partner.

1. What information is usually needed when booking a tour?
2. Why do travel agents ask for customers' contact details?
3. What facilities are commonly included in a tour package?

Listening Transcript

Travel Agent : Good afternoon. Welcome to Bali Family Travel. How may I help you today?

Customer : *Good afternoon. I'd like to book a family tour to Kintamani.*

Travel Agent : Certainly, sir. When would you like to travel?

Customer : *We'd like to go next Sunday.*

Travel Agent : Great. How many people will be joining the tour?

Customer : *Four people, two adults and two children.*

Travel Agent : Wonderful. Our Kintamani Family Tour includes hotel pick-up and drop-off, transportation, lunch, entrance tickets, and a visit to a coffee plantation.

Customer : *That sounds excellent. How much does the package cost?*

Travel Agent : The total cost is IDR 2,800,000 for four people.

Customer : *That's reasonable. Could you please book it for us?*

Travel Agent : Of course. May I have your name and contact number, please?

Customer : *My name is David Wilson, and my phone number is 081234567890.*

Travel Agent : Thank you, Mr. Wilson. Your booking has been confirmed. Please arrive at the meeting point 15 minutes before departure.

Customer : *Thank you very much.*

Travel Agent : You're welcome. Have a wonderful trip with your family.

Task 2: While-Listening

Listen carefully to your lecturer reading the conversation. Tick (✓) the information mentioned in the listening text.

Information

Tour destination

Travel date

Number of participants

Hotel reservation

Transportation

Lunch

Entrance tickets

Contact number

✓

Task 3: While-Listening

Fill in the blanks.

1. The customer wants to book a family tour to _____.
2. The trip is scheduled for next _____.
3. _____ people will join the tour.
4. The package includes transportation, lunch, and _____ tickets.
5. The total package price is IDR _____.

Task 4: Listening Comprehension

Answer the questions based on the listening text.

1. What tour does the customer want to book?
2. When does the customer plan to travel?
3. How many people will join the tour?
4. How many adults are joining the trip?
5. How many children are joining the trip?

6. What services are included in the package?
7. How much does the package cost?
8. What is the customer's name?
9. What information does the travel agent ask for?
10. What should the customer do before departure?

Task 5: Post-Listening

Discuss the following questions with a partner.

1. Why is it important to provide accurate information when making a booking?
2. What questions would you ask before booking a tour package?
3. Which tour destination in Bali would you like to book? Why?

G. Summary

In this unit, you have learned how to communicate effectively in tour and travel booking situations. You studied essential vocabulary related to reservations, tour packages, travel arrangements, and customer service. You also practiced using Wh-questions to gather booking information and polite expressions to make requests, provide assistance, and confirm reservations. Through dialogues, role-plays, and various exercises, you developed the skills needed to handle booking conversations professionally and confidently. Effective booking communication requires accurate information, clear explanations, polite language, and proper confirmation of all travel details to ensure customer satisfaction.

H. Assessment

1. Performance Task (30%)

Task:

Demonstrate your ability to handle a tour booking transaction professionally using appropriate tourism vocabulary, Wh-questions, and polite booking expressions.

Instructions:

Work individually or with a partner and perform a 3–5-minute tour booking simulation based on one of the following situations:

- Booking a cultural tour in Bali.
- Booking a family tour package.
- Booking an island tour (e.g., Nusa Penida).
- Booking an adventure tour (e.g., Mount Batur Sunrise Trekking).
- Assisting customers in selecting and confirming a suitable tour package.

Your performance should demonstrate:

- Appropriate use of booking-related vocabulary.
- Accurate use of Wh-questions.
- Polite requests and customer-service expressions.
- Clear explanation of tour packages and prices.
- Professional communication and confidence.

2. Project (20%)

Task:

Create a **Tour Package Booking Portfolio**.

Instructions:

Work in groups of 3–4 students and design a tour package for international tourists.

The portfolio should include:

1. Tour package title.
2. Destination description.
3. Tour itinerary.
4. Transportation arrangements.
5. Package inclusions and exclusions.
6. Package price.
7. Booking requirements and payment procedures.
8. Sample booking confirmation form.

Present your project to the class.

3. Role Play (25%)

Task:

Perform a role-play involving a customer and a travel agent.

Choose one scenario:

- Booking a cultural tour package.
- Booking a family vacation package.
- Booking an island excursion.
- Confirming a reservation and payment.
- Handling customer inquiries before booking.

Requirements:

- Duration: **3–4 minutes**
- Use booking vocabulary appropriately.
- Ask and answer Wh-questions accurately.
- Use polite customer-service expressions.
- Confirm reservation details professionally.

4. Writing Assignment (15%)

Task:

Write a booking confirmation email or reservation summary (100–150 words).

Include the following information:

- Customer's name.
- Destination.
- Travel date.
- Number of participants.
- Package inclusions.
- Total price.
- Booking confirmation statement.
- Contact information.

5. Competency Test (10%)

Part A. Multiple Choice

Choose the best answer.

1. Which expression is used to ask about the travel date?
 - a. How much is the package?
 - b. When would you like to travel?
 - c. Where is the hotel?
 - d. Who is the guide?
2. What is an itinerary?
 - a. Travel schedule
 - b. Passport number
 - c. Deposit receipt
 - d. Travel insurance
3. Which word means money paid before the service is used?
 - a. Fare
 - b. Reservation
 - c. Deposit
 - d. Confirmation
4. Which expression is the most polite request?
 - a. Give me your phone number.
 - b. Tell me your name.
 - c. Could you please provide your contact number?
 - d. Write your information.
5. What is usually sent after a booking is completed?
 - a. Travel guidebook
 - b. Confirmation letter
 - c. Boarding pass
 - d. Passport

Part B. Short-Answer Questions

1. What information is commonly required when making a tour reservation?
2. What is the purpose of a booking confirmation?
3. Mention three services that may be included in a tour package.

4. Why are polite expressions important in booking conversations?
5. Write one Wh-question commonly used by a travel agent.





Unit 7

EXPLORING TOURIST DESTINATIONS AND ATTRACTIONS



A. Learning Outcomes

After completing this unit, students will be able to:

1. Identify and use vocabulary related to tourist destinations and attractions.
2. Describe natural, cultural, historical, and modern tourist attractions accurately.

3. Use descriptive expressions and adjectives to promote tourist destinations.
4. Provide recommendations and information about tourist attractions professionally.
5. Write a short descriptive text about a tourist destination.
6. Demonstrate listening, speaking, reading, and writing skills in destination-related tourism contexts.

B. Warm-Up Activities

Activity 1: Picture Discussion

Look at the pictures provided by your lecturer and discuss the following questions with a partner.

1. What tourist destination do you see?
2. Have you ever visited this place?
3. What can tourists do there?
4. Why do people visit this destination?
5. Would you recommend it to international tourists? Why?

Activity 2: Think-Pair-Share

Discuss with your classmate:

- What is your favorite tourist destination in Indonesia?
- What makes it special?
- How would you describe it to foreign tourists?

C. Vocabulary Building

Practice pronouncing each word or phrase correctly. Listen to your lecturer's model pronunciation and repeat each word at least three times. Work with a partner and take turns reading the vocabulary aloud. Pay attention to stress, intonation, and clarity of pronunciation.

Word/Phrase	Pronunciation	Meaning in Indonesian
Destination	/ˌdes.tɪˈnei.jən/	<i>Destinasi wisata</i>
Attraction	/əˈtræk.jən/	<i>Daya tarik wisata</i>
Landmark	/ˈlənd.mɑːrk/	<i>Ikon atau penanda terkenal</i>
Heritage	/ˈher.ɪ.tɪdʒ/	<i>Warisan budaya</i>
Scenery	/ˈsiː.nəri/	<i>Pemandangan alam</i>
Resort	/rɪˈzɔːrt/	<i>Resor/tempat wisata dan akomodasi</i>
Waterfall	/ˈwɔː.tər.fɔːl/	<i>Air terjun</i>
Temple	/ˈtem.pəl/	<i>Pura/kuil</i>
Monument	/ˈmɒn.jə.mənt/	<i>Monumen</i>
Marine Park	/məˈriːn pɑːrk/	<i>Taman laut</i>
Volcano	/vɒlˈkeɪ.nou/	<i>Gunung berapi</i>
Cultural Village	/ˈkʌl.tʃər.əl ˈvɪl.ɪdʒ/	<i>Desa budaya</i>
Museum	/ˈmjuːˈziː.əm/	<i>Museum</i>
Traditional Dance	/trəˈdɪʃ.ən.əl dəns/	<i>Tarian tradisional</i>
Historical Site	/hɪˈstɒr.ɪ.kəl saɪt/	<i>Situs bersejarah</i>
Adventure Tourism	/ədˈven.tʃər ˈtʊr.ɪ.zəm/	<i>Wisata petualangan</i>

Types of Tourist Attractions

Type	Examples
Natural Attractions	Beaches, mountains, waterfalls, lakes
Cultural Attractions	Temples, traditional villages, festivals
Historical Attractions	Museums, monuments, palaces
Modern Attractions	Theme parks, resorts, shopping centers

D. Language Focus / Grammar Focus

Describing Tourist Destinations

1. Useful Expressions

- It is located in ...
- It is famous for ...

- It attracts many visitors because ...
- Visitors can enjoy ...
- It offers breathtaking views of ...
- It is one of the most popular attractions in ...
- Tourists often visit this place to ...

2. Descriptive Adjectives

Adjective	Meaning in Indonesian
Beautiful	Indah
Stunning	Menakjubkan
Historical	Bersejarah
Peaceful	Tenang
Unique	Unik
Traditional	Tradisional
Crowded	Ramai
Spectacular	Luar biasa
Scenic	Memiliki pemandangan indah
Fascinating	Menarik

3. Grammar Pattern

Subject + is/are + adjective + because + reason

Examples:

- Kuta Beach is popular because it has beautiful sunsets.
- Borobudur Temple is famous because it is a UNESCO World Heritage Site.
- Ubud is attractive because it offers cultural experiences.

E. Dialogue Practices

Work in pairs and practice the following dialogues. Read the conversations aloud with clear pronunciation, appropriate intonation, and polite expressions. Pay attention to the meaning of each

expression and use natural body language while speaking. After practicing, switch roles and perform the dialogue again

Dialogue 1

Asking About a Famous Tourist Attraction

- Tourist : *Excuse me, what tourist attraction do you recommend in Bali?*
- Tour Guide : I highly recommend Uluwatu Temple.
- Tourist : *What is special about it?*
- Tour Guide : It is famous for its cliff-top location and spectacular sunset views.
- Tourist : *Can visitors watch cultural performances there?*
- Tour Guide : Yes. Visitors can enjoy the traditional Kecak Dance every evening.
- Tourist : *That sounds interesting. Thank you.*
- Tour Guide : You're welcome. Enjoy your trip.

Dialogue 2

Recommending a Nature Destination

- Tourist : *Good afternoon. I would like to visit a natural attraction in Bali. Do you have any recommendations?*
- Tour Guide : Certainly. I suggest visiting Tegenungan Waterfall.
- Tourist : *Where is it located?*
- Tour Guide : It is located in Gianyar Regency, about 30 minutes from Denpasar.
- Tourist : *What can visitors do there?*
- Tour Guide : Visitors can enjoy the waterfall, take photographs, and swim in the natural pool.
- Tourist : *Is it suitable for families?*
- Tour Guide : Yes, it is. Many families visit the waterfall every day.
- Tourist : *Great. I'll add it to my itinerary.*
- Tour Guide : Excellent choice. I hope you enjoy your visit.

Dialogue 3

Recommending a Cultural Destination

- Visitor : *Hello. I'm interested in learning about Balinese culture. Where should I go?*
- Travel Agent : I recommend visiting Ubud.
- Visitor : *Why is Ubud so popular?*
- Travel Agent : Ubud is famous for its traditional arts, cultural performances, and beautiful rice terraces.
- Visitor : *What activities can I do there?*
- Travel Agent : You can visit art galleries, watch traditional dance performances, explore local markets, and visit the Monkey Forest.
- Visitor : *How long should I stay there?*
- Travel Agent : A full day is recommended, but many visitors stay for several days.
- Visitor : *That sounds perfect. Thank you for your advice.*
- Travel Agent : You're welcome. Have a wonderful time in Ubud.

Dialogue 4

Recommending a Historical Destination

- Tourist : *Excuse me, can you recommend a historical destination in Indonesia?*
- Tour Guide : Certainly. I recommend Borobudur Temple in Central Java.
- Tourist : *What makes it special?*
- Tour Guide : It is the largest Buddhist temple in the world and a UNESCO World Heritage Site.
- Tourist : *What can visitors do there?*
- Tour Guide : Visitors can explore the temple, learn about its history, and enjoy the sunrise view.
- Tourist : *Is it crowded?*
- Tour Guide : It can be crowded during holidays, especially at sunrise.
- Tourist : *Thank you for the information.*
- Tour Guide : My pleasure. Have a wonderful visit.

F. Exercises

Exercise 1

Match the words in Column A with their Indonesian meanings in Column B.

Column A

1. Heritage
2. Resort
3. Landmark
4. Waterfall
5. Attraction
6. Monument
7. Scenery
8. Marine Park
9. Temple
10. Destination

Column B

- a. *Tempat untuk menginap dan bersantai*
- b. *Sebuah bangunan atau simbol yang terkenal*
- c. *Aliran air yang jatuh dari ketinggian*
- d. *Warisan budaya dari generasi sebelumnya*
- e. *Sebuah tempat yang menarik para pengunjung*
- f. *Kawasan lindung di bawah laut*
- g. *Pemandangan alam yang indah*
- h. *Sebuah bangunan yang didirikan untuk menghormati seseorang atau suatu peristiwa*
- i. *Tempat ibadah*
- j. *Sebuah tempat yang dikunjungi orang-orang*

Exercise 2

Complete the sentences using the words below.

heritage, attraction, destination, scenery, temple, landmark, waterfall, resort, monument, marine park

1. Bali is one of the most popular tourist _____ in Indonesia.
2. Tanah Lot is a famous tourist _____.
3. Besakih _____ is known as the Mother Temple of Bali.
4. Tegenungan _____ attracts many visitors every day.
5. Bunaken _____ is famous for diving activities.

6. Borobudur is part of Indonesia's cultural _____.
7. The mountain _____ is breathtaking.
8. The Eiffel Tower is a famous _____.
9. We stayed in a luxury _____ near the beach.
10. National heroes are often honored through a _____.

Exercise 3

Complete the dialogue by choosing the best answer below.

- *It is famous for its volcanic landscape and beautiful sunrise.*
- *It is located in East Java.*
- *My pleasure. Have a great journey.*
- *Visitors can ride jeeps, take photographs, and watch the sunrise.*
- *I highly recommend Mount Bromo.*

Tourist : *Hello. I'm interested in visiting a natural attraction in Indonesia. What do you recommend?*

Tour Guide : _____

Tourist : *Where is it located?*

Tour Guide : _____

Tourist : *Why is it popular?*

Tour Guide : _____

Tourist : *What activities can tourists do there?*

Tour Guide : _____

Tourist : *Thank you for your recommendation.*

Tour Guide : _____

Exercise 4

Read the text carefully and answer the questions that follow.

Ubud: The Cultural Heart of Bali

Ubud is one of the most popular tourist destinations in Bali. It is located in Gianyar Regency, approximately one hour from Denpasar. Ubud is famous for its beautiful rice terraces, traditional arts, and cultural performances. Visitors can explore art galleries, traditional markets, temples, and the famous Monkey Forest. Many tourists visit

Ubud to experience Balinese culture and enjoy the peaceful atmosphere.

Comprehension questions.

1. Where is Ubud located?
2. Why is Ubud famous?
3. What attractions can visitors visit there?
4. Why do many tourists come to Ubud?
5. How would you describe the atmosphere of Ubud?

Exercise 5

Describing a Tourist Destination

Write a paragraph of 100–150 words about a tourist destination in Indonesia.

Include:

- Name of destination
- Location
- Type of attraction
- Activities available
- Why tourists visit it
- Your recommendation

Suggested Destinations:

- Kuta Beach
- Mount Bromo
- Lake Toba
- Borobudur Temple
- Komodo Island
- Raja Ampat

Exercise 6:

Listening Activity

In this activity, you will listen to a passage read aloud by your lecturer. Complete the Pre-Listening, While-Listening, and Post-Listening tasks to improve your understanding of tourist destinations and attractions.

Task 1: Pre-Listening Activity

Discuss the following questions with a partner.

1. Have you ever visited Uluwatu Temple?
2. What tourist attractions in Bali are famous among international tourists?
3. What cultural performances can tourists watch in Bali?
4. Why do tourists enjoy visiting historical and cultural attractions?
5. What should tourists do when visiting places where monkeys are present?

Listening Transcript

Good morning, everyone. Today, we are visiting **Uluwatu Temple**, one of the most famous tourist attractions in Bali. The temple is located on a spectacular cliff about 70 meters above the Indian Ocean, offering breathtaking views of the sea and coastline.

Uluwatu Temple is one of Bali's most important cultural and religious landmarks. Every year, thousands of local and international tourists visit the temple because of its beautiful scenery, unique architecture, and cultural significance.

One of the main attractions at Uluwatu Temple is the traditional **Kecak Dance Performance**, which is held every evening during sunset. Visitors can enjoy the cultural show while watching the sun slowly disappear over the ocean horizon.

Besides enjoying the performance, tourists can walk around the temple complex, take photographs, and admire the stunning landscape. However, visitors should be careful with their personal belongings because monkeys often live around the temple area and may take loose items such as sunglasses, hats, or mobile phones.

We hope you enjoy your visit and have a wonderful experience exploring this remarkable destination.

Task 2: While-Listening Activity

Listen carefully to your lecturer reading the passage. Tick (✓) the attractions or activities mentioned in the listening text.

Attractions / Activities

✓

Kecak Dance Performance

☐

Snorkeling Activities

☐

Sunset Viewing

☐

Temple Exploration

☐

Shopping Center Visit

☐

Taking Photographs

☐

Task 3: While-Listening Activity

Complete the sentences based on the listening text.

1. Uluwatu Temple is located on a _____ above the Indian Ocean.
2. The temple is famous for its beautiful scenery and _____ significance.
3. Visitors can watch the traditional _____ Dance every evening.
4. Many tourists come to enjoy the spectacular _____ view.
5. Tourists should be careful because _____ often live around the temple area.

Task 4: Listening Comprehension

Answer the questions based on the listening text.

1. What destination is being introduced in the passage?
2. Where is Uluwatu Temple located?
3. Why do many tourists visit the temple?
4. What cultural performance can visitors watch there?
5. What activities can tourists do around the temple?
6. What warning does the tour guide give to visitors?

Task 5: Post-Listening Activity

Discuss the following questions with a partner.

1. Why is Uluwatu Temple considered an important tourist attraction in Bali?

2. Which do you think is more attractive: natural attractions or cultural attractions? Why?
3. What information should a tour guide provide when introducing a tourist destination?
4. If you were a tour guide, how would you promote Uluwatu Temple to foreign tourists?
5. What other tourist destinations in Indonesia would you recommend to international visitors? Explain your reasons.

G. Summary

In this unit, you have learned various vocabulary related to tourist destinations and attractions, including terms commonly used in the tourism industry. You have also explored different types of tourist attractions, such as natural, cultural, historical, and modern attractions. In addition, you have practiced useful expressions for describing and recommending destinations, as well as grammar patterns used to provide information about tourist sites. Through reading, writing, listening, and speaking activities, you have developed your communication skills in tourism-related contexts. Furthermore, you have learned how to promote tourist attractions professionally in English. Understanding tourist destinations and attractions is essential for tourism professionals because it enables them to provide accurate information, recommend suitable destinations, promote tourism products effectively, and enhance visitors' overall travel experiences.

H. Assessment

1. Performance Task (30%)

Task:

Demonstrate your ability to describe and recommend tourist destinations and attractions using appropriate tourism vocabulary and descriptive expressions.

Instructions:

Work individually or in pairs and perform a 3–5-minute presentation or conversation based on one of the following topics:

- Describing a famous tourist destination in Indonesia.
- Explaining a natural tourist attraction.
- Promoting a cultural destination to international tourists.
- Recommending a historical attraction.
- Comparing two tourist destinations.

Your performance should demonstrate:

- Accurate use of tourism-related vocabulary.
- Appropriate descriptive adjectives and expressions.
- Clear explanation of location, attractions, and activities.
- Correct use of descriptive sentence patterns.
- Fluency, confidence, and professional communication skills.

2. Project (20%)

Task:

Create a Tourist Destinations and Attractions Portfolio.

Instructions:

Work in groups of 3–4 students and prepare a portfolio containing:

1. Profiles of four tourist destinations in Indonesia:
 - Natural Attraction
 - Cultural Attraction
 - Historical Attraction
 - Modern Attraction
2. The location of each destination.
3. Main attractions and visitor activities.
4. Reasons why tourists visit each destination.
5. A glossary containing at least 20 tourism-related vocabulary items learned in this unit.
6. Photographs, illustrations, maps, or promotional materials related to the destinations.

The portfolio should demonstrate understanding of various tourist attractions and the ability to present tourism information effectively in English.

3. Role Play (25%)

Task:

Perform a role-play with a partner based on destination recommendation situations.

Choose one scenario:

- A tourist asks a tour guide for recommendations about attractions in Bali.
- A travel agent recommends a cultural destination to a visitor.
- A tourist asks about a natural attraction and available activities.
- A tourist requests information about a historical site.
- A tourism information officer promotes a local tourist destination.

Requirements:

- Duration: 3–4 minutes
- Use appropriate tourism vocabulary and descriptive expressions.
- Provide accurate information and recommendations.
- Demonstrate polite and professional communication.
- Do not read directly from a script.

4. Writing Assignment (15%)

Task:

Write a descriptive paragraph (100–150 words) about a tourist destination in Indonesia.

Choose one destination:

- Kuta Beach
- Ubud
- Mount Bromo
- Borobudur Temple
- Lake Toba
- Raja Ampat
- Komodo Island

Your paragraph should include:

- Name of the destination
- Location
- Type of attraction
- Main attractions and activities
- Reasons tourists visit the destination
- Personal recommendation or opinion

The paragraph should use appropriate descriptive vocabulary and correct grammar.

5. Competency Test (10%)

Part A. Multiple Choice

Choose the best answer.

1. Which of the following is a cultural attraction?
 - a. Waterfall
 - b. Volcano
 - c. Traditional Village
 - d. Marine Park
2. What is the meaning of the word **“landmark”**?
 - a. A travel schedule
 - b. A famous structure or symbol
 - c. A tourism brochure
 - d. A hotel facility
3. Which expression is commonly used to describe a destination?
 - a. Could you sign here, please?
 - b. It is famous for its beautiful scenery.
 - c. How much is the ticket?
 - d. I would like to make a reservation.
4. Which sentence is grammatically correct?
 - a. Ubud attract many tourists every year.
 - b. Ubud attracting many tourists every year.
 - c. Ubud attracts many tourists every year.
 - d. Ubud attracted many tourists every year.
5. Why do many tourists visit Borobudur Temple?
 - a. It is a modern shopping center.
 - b. It is a famous beach destination.

- c. It is a UNESCO World Heritage Site.
- d. It is a marine conservation area.

Part B. Short Answer Questions

1. Mention two examples of natural tourist attractions.
2. What can visitors usually do at a cultural destination?
3. Write one expression used to describe a tourist destination.
4. Why is accurate destination information important for tourism professionals?
5. Mention two descriptive adjectives commonly used in tourism promotion.



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Unit 8

DESCRIBING TOURIST DESTINATIONS



A. Learning Outcomes

After completing this unit, students will be able to:

1. Identify vocabulary and descriptive expressions used to describe tourist destinations.
2. Use appropriate adjectives to describe scenery, atmosphere, facilities, and attractions.
3. Apply descriptive sentence and paragraph structures correctly.

4. Describe tourist destinations orally and in writing using clear and accurate English.
5. Deliver short presentations about tourist destinations confidently and professionally.
6. Create promotional descriptions of destinations for tourism communication purposes.

B. Warm-Up Activities

Activity 1: Look and Describe

Observe the pictures provided by your lecturer.

Discuss the following questions with a partner:

1. What destination do you see?
2. What words can you use to describe it?
3. What activities can tourists do there?
4. Would you like to visit this place? Why?

Activity 2: Brainstorming Adjectives

Work in groups and list adjectives that can be used to describe tourist destinations.

Example:

Natural Attractions

Beautiful

Scenic

Peaceful

Spectacular

Breathtaking

Cultural Attractions

Traditional

Historical

Unique

Authentic

Cultural

C. Vocabulary Building

Practice pronouncing each word or phrase correctly. Listen to your lecturer's model pronunciation and repeat each word at least three times. Work with a partner and take turns reading the vocabulary aloud. Pay attention to stress, intonation, and clarity of pronunciation.

Word/Phrase	Pronunciation	Meaning in Indonesian
Located	/ləʊ'keɪ.tɪd/	<i>Berlokasi</i>
Atmosphere	/'æt.mə.sfiər/	<i>Suasana</i>
Scenic	/'si:.nɪk/	<i>Memiliki pemandangan indah</i>
Breathtaking	/'breθ'teɪ.kɪŋ/	<i>Sangat menakjubkan</i>
Magnificent	/mæg'nɪf.i.sənt/	<i>Megah, luar biasa</i>
Cultural	/'kʌl.tʃər.əl/	<i>Budaya</i>
Historical	/hɪ'stɔr.i.kəl/	<i>Bersejarah</i>
Traditional	/trə'dɪʃ.ən.əl/	<i>Tradisional</i>
Peaceful	/'pi:s.fəl/	<i>Tenang</i>
Lively	/'laɪv.li/	<i>Ramai dan hidup</i>
Surrounded	/sə'raʊn.dɪd/	<i>Dikelilingi</i>
Affordable	/ə'fɔ:r.də.bəl/	<i>Terjangkau</i>
Spectacular	/spek'tæk.jə.lər/	<i>Spektakuler</i>
Charming	/'tʃɑ:r.mɪŋ/	<i>Menawan</i>
Authentic	/ɔ:'θen.tɪk/	<i>Asli/Otentik</i>

D. Language / Grammar Focus

1. Descriptive Sentences

A descriptive sentence provides information about a place, person, or object.

Pattern 1

Subject + is/are + adjective

Examples:

- Ubud is peaceful and charming.
- Kuta Beach is lively and popular.

Pattern 2

Subject + is famous for + noun/noun phrase

Examples:

- Bali is famous for its beaches.
- Ubud is famous for its arts and culture.

Pattern 3

Subject + offers + noun

Examples:

- Mount Bromo offers spectacular sunrise views.
- Raja Ampat offers world-class diving experiences.

2. Structure of a Descriptive Paragraph

A descriptive paragraph is a group of sentences that provides detailed information about a place, person, object, or experience. In tourism, descriptive paragraphs are used to introduce and promote destinations by highlighting their unique features and attractions.

A well-written descriptive paragraph usually consists of three main parts: *Topic Sentence*, *Supporting Sentences*, and *Concluding Sentence*.

a. Topic Sentence

The topic sentence is the first sentence of the paragraph. It introduces the destination and tells the reader what the paragraph will be about.

Functions:

- Introduces the destination.
- Gives the main idea of the paragraph.
- Attracts the reader's attention.

Examples:

- Ubud is one of the most attractive destinations in Bali.
- Raja Ampat is a paradise for marine tourism in Indonesia.
- Mount Bromo is one of the most spectacular volcanoes in Southeast Asia.

b. Supporting Sentences

Supporting sentences provide detailed information about the destination. They explain why the destination is interesting and worth visiting.

You can describe:

▪ **Location**

Where is the destination located?

Examples:

- It is located in Gianyar Regency, Bali.
- It is situated in East Java, Indonesia.

▪ **Attractions**

What is the destination famous for?

Examples:

- It is famous for its beautiful rice terraces.
- It is known for its ancient temple architecture.

▪ **Activities**

What can visitors do there?

Examples:

- Visitors can enjoy hiking, sightseeing, and photography.
- Tourists can explore local markets and cultural performances.

▪ **Facilities**

What facilities are available?

Examples:

- The area offers hotels, restaurants, and souvenir shops.
- Visitors can find many cafés and transportation services nearby.

▪ **Atmosphere**

What is the feeling or mood of the destination?

Examples:

- The atmosphere is peaceful and relaxing.
- The beach has a lively and energetic atmosphere.

c. Concluding Sentence

The concluding sentence is the final sentence of the paragraph. It summarizes the description and often gives a recommendation or personal opinion.

Functions:

- Summarizes the destination.
- Leaves a positive impression on the reader.
- Encourages people to visit the destination.

Examples:

- Overall, Ubud is an excellent destination for visitors seeking culture and relaxation.
- In conclusion, Raja Ampat is a must-visit destination for nature lovers.
- I highly recommend Mount Bromo for anyone who enjoys adventure and stunning scenery.

E. Dialog Practices

Work in pairs and practice the following dialogues. Read the conversations aloud with clear pronunciation, appropriate intonation, and polite expressions. Pay attention to the meaning of each expression and use natural body language while speaking. After practicing, switch roles and perform the dialogue again

Dialogue 1

Describing a Beach Destination

- Tourist : *Can you tell me about Kuta Beach?*
Tour Guide : Certainly. Kuta Beach is one of the most famous beaches in Bali.
Tourist : *What is it like?*
Tour Guide : It has beautiful white sand and a lively atmosphere.
Tourist : *What can visitors do there?*
Tour Guide : Visitors can swim, surf, enjoy the sunset, and visit nearby restaurants.
Tourist : *It sounds wonderful.*
Tour Guide : Yes, it is a perfect destination for beach lovers.

Dialogue 2

Describing a Cultural Destination

- Visitor : *I would like to experience Balinese culture. What do you recommend?*
Travel Agent : I recommend Ubud.
Visitor : *Why is it popular?*
Travel Agent : It is famous for traditional arts, cultural performances, and rice terraces.
Visitor : *What activities can visitors enjoy?*
Travel Agent : Visitors can visit art galleries, watch traditional dances, and join cooking classes.
Visitor : *Thank you.*
Travel Agent : You're welcome.

Dialogue 3

Describing a Natural Destination

- Tourist : *Could you describe Mount Bromo?*
Tour Guide : Certainly. Mount Bromo is a famous volcano in East Java.
Tourist : *What makes it special?*

- Tour Guide : It offers breathtaking sunrise views and unique volcanic scenery.
- Tourist : *What can visitors do there?*
- Tour Guide : They can ride jeeps, hike to the crater, and take photographs.
- Tourist : *That sounds exciting.*
- Tour Guide : It is one of Indonesia's most spectacular natural attractions.

F. Exercises

Exercise 1

Match the words in Column A with their Indonesian meanings in Column B.

Column A

1. Atmosphere
2. Breathtaking
3. Scenic
4. Authentic
5. Surrounded
6. Lively
7. Magnificent
8. Peaceful
9. Historical
10. Affordable

Column B

- a. Memiliki pemandangan alam yang indah
- b. Asli
- c. Terjangkau
- d. Dikelilingi
- e. Suasana
- f. Sangat indah
- g. Bersejarah
- h. Damai, tenang
- i. Sangat menakjubkan
- j. Hidup dan penuh aktivitas

Exercise 2

Complete the sentences using the words in the box.

Atmosphere, breathtaking, located, famous, surrounded, lively, scenic, authentic, peaceful, magnificent

1. Ubud is _____ by rice terraces.
2. Borobudur is _____ for its cultural significance.
3. Kuta Beach has a _____ nightlife.
4. Mount Bromo offers _____ sunrise views.
5. The temple is _____ in Central Java.
6. The village has a calm and _____ atmosphere.
7. Tourists enjoy the _____ mountain landscape.
8. The local culture remains _____.
9. The destination has a friendly _____.
10. Borobudur is a _____ monument.

Exercise 3

Complete the following conversation using the expressions below.

- *It is famous for its beautiful rice terraces and cultural activities.*
- *Visitors can explore art galleries and watch traditional dances.*
- *You're welcome. Enjoy your trip.*
- *It is located in Gianyar Regency, Bali.*
- *I recommend visiting Ubud.*

Tourist : *Could you recommend a destination in Bali?*

Travel Agent : _____

Tourist : *Where is it located?*

Travel Agent : _____

Tourist : *What is it famous for?*

Travel Agent : _____

Tourist : *What can visitors do there?*

Travel Agent : _____

Tourist : *Thank you for the information.*

Travel Agent : _____

Exercise 4

Read the text carefully and answer the questions that follow.

The Beauty of Raja Ampat

Raja Ampat is a group of islands located in Southwest Papua, Indonesia. It is famous for its crystal-clear water, colorful coral reefs,

and rich marine biodiversity. Visitors can enjoy diving, snorkeling, island hopping, and wildlife observation. The islands offer breathtaking scenery and peaceful surroundings. Because of its natural beauty, Raja Ampat is considered one of the world's best diving destinations.

Comprehension Questions

1. Where is Raja Ampat located?
2. What is Raja Ampat famous for?
3. What activities can tourists do there?
4. How is the scenery described?
5. Why is Raja Ampat considered a world-class destination?

Exercise 5

Describing a Tourist Destination

Write a descriptive paragraph of 100–150 words about a tourist destination.

Include:

- Name of destination
- Location
- Main attractions
- Activities
- Atmosphere
- Personal recommendation

Suggested Topics:

- Sanur Beach
- Mount Rinjani
- Borobudur Temple
- Lake Toba
- Komodo Island

Exercise 6

Listening Activity

In this activity, you will listen to a passage read aloud by your lecturer about a tourist destination in Bali. Before listening, complete the Pre-Listening activity to activate your background knowledge.

While listening, identify important information about the destination, its attractions, activities, and atmosphere. After listening, answer the comprehension questions and participate in the Post-Listening discussion to demonstrate your understanding of the text.

Task 1: Pre-Listening Activity

Discuss the following questions with a partner.

- 1. What do you know about Ubud?
- 2. Why do tourists visit cultural destinations?
- 3. What activities can tourists do in Ubud?
- 4. How would you describe a peaceful tourist destination?
- 5. What makes a destination attractive for international tourists?

Listening Script

"Today I would like to introduce Ubud, one of Bali's most famous tourist destinations. Ubud is located in Gianyar Regency and is known as the cultural heart of Bali. The area is surrounded by rice terraces, forests, and rivers. Visitors can explore art galleries, watch traditional dance performances, and visit temples. Ubud also offers yoga retreats, wellness centers, and traditional markets. Its peaceful atmosphere attracts visitors from around the world who seek relaxation and cultural experiences."

Task 2: While-Listening Activity

Listen carefully to your lecturer reading the passage. Tick (✓) the activities and features mentioned in the listening text.

Activities / Features

Rice terraces

Shopping malls

Traditional dance performances

Art galleries

Skiing activities

Yoga retreats

✓

☐
☐
☐
☐
☐
☐

Activities / Features

Temples

Desert safari

✓

Task 3: While-Listening Activity

Complete the information below based on the listening text.

Information

Answer

Destination

Location

Cultural Identity

Natural Features

Activities

Atmosphere

Task 4: Listening Comprehension

Answer the following questions based on the listening text.

1. Where is Ubud located?
2. What is Ubud known as?
3. What natural features surround Ubud?
4. What activities can visitors do there?
5. Why do tourists visit Ubud?
6. What type of atmosphere does Ubud have?
7. What makes Ubud attractive to international tourists?

Task 5: Post-Listening Activity

Discuss the following questions with a partner.

1. Would you like to visit Ubud? Why or why not?
2. Which activity in Ubud is most interesting for you?
3. How is Ubud different from modern tourist destinations?
4. Why is cultural tourism important for Bali?

G. Summary

In this unit, you have learned how to describe tourist destinations effectively using appropriate vocabulary, descriptive adjectives, and useful tourism expressions. You have practiced writing descriptive sentences and paragraphs, as well as speaking about destinations in tourism-related situations. In addition, you have learned grammar patterns commonly used to provide information about locations, attractions, activities, and atmosphere. Through reading, writing, listening, and speaking activities, you have developed the communication skills needed to introduce and promote destinations professionally. These skills are essential for tourism professionals because attractive and accurate descriptions can help inform visitors, promote tourism products, and create positive travel experiences.

H. Assessment

1. Performance Task (30%)

Task:

Demonstrate your ability to describe tourist destinations using appropriate vocabulary, descriptive expressions, and tourism communication skills.

Instructions:

Work individually or in pairs and perform a 3–5-minute presentation or conversation based on one of the following topics:

- Describing a famous beach destination in Indonesia.
- Explaining a cultural destination and its attractions.
- Describing a natural tourist destination.
- Promoting a historical destination to international tourists.
- Comparing two tourist destinations and explaining their unique characteristics.

Your performance should demonstrate:

- Accurate use of descriptive tourism vocabulary.
- Appropriate use of adjectives and descriptive expressions.

- Clear explanation of location, attractions, activities, and atmosphere.
- Correct use of descriptive sentence patterns.
- Fluency, confidence, and professional communication skills.

2. Project (20%)

Task:

Create a Tourist Destination Description Portfolio.

Instructions:

Work in groups of 3–4 students and prepare a portfolio containing:

1. Profiles of four tourist destinations in Indonesia:
 - Beach Destination
 - Natural Destination
 - Cultural Destination
 - Historical Destination
2. The location of each destination.
3. Main attractions and activities available.
4. Description of the atmosphere and unique characteristics.
5. Reasons why tourists visit each destination.
6. A glossary containing at least 20 descriptive tourism vocabulary items learned in this unit.
7. Photographs, illustrations, maps, or promotional materials related to the destinations.

The portfolio should demonstrate understanding of destination descriptions and effective tourism communication in English.

3. Role Play (25%)

Task:

Perform a role-play with a partner based on destination description and recommendation situations.

Choose one scenario:

- A tourist asks a tour guide to describe a famous destination in Bali.
- A travel agent recommends a cultural destination to a visitor.
- A tourist asks about a natural attraction and available activities.

- A tourism information officer promotes a historical destination.
- A visitor requests information about the atmosphere and facilities of a tourist destination.

Requirements:

- Duration: **3–4 minutes**
- Use appropriate descriptive vocabulary and tourism expressions.
- Describe destinations clearly and accurately.
- Demonstrate polite and professional communication.
- Do not read directly from a script.

4. Writing Assignment (15%)

Task:

Write a descriptive paragraph (**100–150 words**) about a tourist destination in Indonesia.

Choose one of the following destinations:

- Sanur Beach
- Mount Rinjani
- Borobudur Temple
- Lake Toba
- Komodo Island
- Raja Ampat
- Ubud

Your paragraph should include:

- Name of the destination
- Location
- Main attractions
- Activities available
- Atmosphere of the destination
- Personal recommendation or conclusion

The paragraph should demonstrate effective use of descriptive vocabulary and correct paragraph structure.

5. Competency Test (10%)

Part A. Multiple Choice

Choose the best answer.

1. Which adjective best describes a place with beautiful natural views?
 - a. Historical
 - b. Scenic
 - c. Affordable
 - d. Traditional
2. What is the meaning of the word "atmosphere"?
 - a. Transportation service
 - b. Tourist attraction
 - c. Mood or feeling of a place
 - d. Accommodation facility
3. Which sentence correctly describes a destination?
 - a. Ubud offer many cultural attractions.
 - b. Ubud is famous for its arts and culture.
 - c. Ubud famous for its arts and culture.
 - d. Ubud offering many attractions.
4. Which destination is widely known for world-class diving experiences?
 - a. Borobudur Temple
 - b. Mount Bromo
 - c. Raja Ampat
 - d. Lake Toba
5. Which part of a descriptive paragraph usually contains a recommendation or opinion?
 - a. Title
 - b. Topic Sentence
 - c. Supporting Sentence
 - d. Concluding Sentence

Part B. Short Answer Questions

1. Mention two adjectives commonly used to describe tourist destinations.
2. What information is usually included in the topic sentence of a descriptive paragraph?
3. Write one expression used to describe a tourist destination.
4. Why is descriptive language important in tourism promotion?
5. Mention two activities tourists can do at a cultural destination.



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Unit 9

WRITING SIMPLE EMAILS FOR TRAVEL RESERVATION



A. Learning Outcomes

After completing this unit, students will be able to:

1. Identify the structure and language features of professional reservation emails.
2. Use appropriate vocabulary and expressions in travel reservation correspondence.

3. Write simple and polite emails for hotel, flight, and tour package reservations.
4. Request information and booking confirmations through email.
5. Respond to reservation-related emails professionally.
6. Demonstrate effective written communication skills in tourism services.

B. Warm-Up Activities

Activity 1: Think and Discuss

Work in pairs and discuss the following questions.

1. Have you ever sent an email to book a hotel, flight, or tour package?
2. Why is email communication important in tourism services?
3. What information should be included in a reservation email?
4. What makes an email professional and polite?

Share your answers with the class.

Activity 2: Analyze an Email

Read the following subject lines and discuss which one is the most professional.

- Need Room ASAP!!!
- Hotel Booking
- Room Reservation Request – Bali Holiday (12–15 August 2025)
- Hello Hotel

Discuss:

- Which subject line is the clearest?
- Why is a clear subject line important?

C. Vocabulary Building

Listen carefully to your lecturer's pronunciation and repeat each word or phrase at least three times. Practice with a partner and pay attention to stress, pronunciation, and meaning. These expressions are commonly used in tourism correspondence and reservation emails.

Word/Phrase	Pronunciation	Meaning in Indonesian
Reservation	/, rezər'veɪʃən/	<i>Reservasi/Pemesanan</i>
Confirmation	/, kɒnfər'meɪʃən/	<i>Konfirmasi</i>
Enquiry	/ɪn'kwɪəri/	<i>Pertanyaan</i>
Availability	/ə'veɪlə'bɪləti/	<i>Ketersediaan</i>
Payment	/'peɪmənt/	<i>Pembayaran</i>
Itinerary	/aɪ'tɪnərəri/	<i>Jadwal perjalanan</i>
Deposit	/dɪ'pɒzɪt/	<i>Uang muka</i>
Available	/ə'veɪləbl/	<i>Tersedia</i>
Rate	/reɪt/	<i>Tarif/Harga</i>
Reply	/rɪ'plaɪ/	<i>Balasan</i>
Booking	/'bʊkɪŋ/	<i>Pemesanan</i>
Accommodation	/ə,kəmə'deɪʃən/	<i>Akomodasi</i>
Reservation Officer	/, rezər'veɪʃən 'ɒfɪsər/	<i>Petugas reservasi</i>
Tour Package	/tʊər 'pækɪdʒ/	<i>Paket wisata</i>
Correspondence	/, kɒrə'spɒndəns/	<i>Surat-menyurat/korespondensi</i>

D. Language/Grammar Focus

1. Structure of a Formal Reservation Email

Email Part	Function	Example
Subject Line	States the purpose clearly	<i>Tour Package Reservation – Bali 3 Days 2 Nights</i>
Salutation	Polite greeting	<i>Dear Sir/Madam,</i>
Opening Sentence	States the purpose of writing	<i>I would like to make a reservation.</i>
Reservation Details	Provides booking information	<i>We would like to book two rooms.</i>
Request for Confirmation	Asks for confirmation or further information	<i>Could you please confirm the booking?</i>

Email Part	Function	Example
Closing Sentence	Expresses thanks	<i>Thank you for your assistance.</i>
Sign-off	Polite closing	<i>Best regards,</i>
Signature	Name and contact details	<i>Michael Johnson</i>

2. Useful Expressions for Email Reservation

Making a Reservation

- I would like to make a reservation for...
- We would like to book...
- I am writing to reserve...

Providing Reservation Details

- The booking is for two persons.
- The check-in date is...
- We would like a double room.

Requesting Information

- Could you please provide the total cost?
- Please send me the itinerary.
- Kindly inform me about the payment procedure.

Requesting Confirmation

- Could you please confirm my reservation?
- Kindly confirm the availability.

Closing Politely

- Thank you for your assistance.
- I look forward to your reply.
- Thank you for your attention.

3. Tips for Writing Professional Emails

1. Use a clear subject line.
2. Be polite and concise.
3. Use formal language.

4. Check grammar and spelling.
5. Include complete contact information.
6. End the email professionally.

E. Dialogue and Writing Practices

Work in pairs and practice the following dialogues. Read the conversations aloud with clear pronunciation, appropriate intonation, and polite expressions. Pay attention to the meaning of each expression and use natural body language while speaking. After practicing, switch roles and perform the dialogue again.

Dialogue 1

Hotel Reservation Inquiry

- Customer : *Good morning. I would like to book a room at your hotel from 5 to 8 August.*
- Reservation Officer : Certainly. How many guests will be staying?
- Customer : *Two adults and one child.*
- Reservation Officer : We have a family room available. Breakfast is included.
- Customer : *Great. Could you confirm the total price?*
- Reservation Officer : The total cost is IDR 3,000,000.
- Customer : *Thank you. Please confirm the reservation.*
- Reservation Officer : Certainly. We will send a confirmation email shortly.

Dialogue 2

Tour Package Booking

- Customer : *Hello. I'm interested in your Bali Cultural Tour.*
- Travel Agent : Certainly. How many people will join?
- Customer : *Two adults.*
- Travel Agent : The package includes transportation, accommodation, and guided tours.
- Customer : *Could you send me the itinerary and total price?*
- Travel Agent : Of course. I'll email the details today.

Dialogue 3

Flight Reservation

- Customer : *Good afternoon. I'd like to book a flight from Denpasar to Jakarta.*
- Airline Officer : *Certainly. What date would you like to travel?*
- Customer : *September 10th.*
- Airline Officer : *We have seats available on the morning flight.*
- Customer : *Could you please send the fare details?*
- Airline Officer : *Certainly. We will email the information.*

F. Exercises

Exercise 1

Match the words in Column A with their Indonesian meanings in Column B.

Column A

1. Reservation
2. Confirmation
3. Enquiry
4. Availability
5. Payment
6. Itinerary
7. Deposit
8. Available
9. Rate
10. Reply

Column B

- a. *Uang yang dibayarkan di muka*
- b. *Jadwal perjalanan*
- c. *Pemesanan*
- d. *Permohonan informasi*
- e. *Konfirmasi*
- f. *Tersedia*
- g. *Biaya layanan*
- h. *Memberikan uang sebagai imbalan atas suatu jasa*
- i. *Ketersediaan*
- j. *Balasan*

Exercise 2

Complete the sentences using the words provided in the box below.

*Reservation, confirmation, available, payment, itinerary,
enquiry, rate, deposit, reply, booking*

1. I would like to make a _____ for a double room.
2. Please send me a _____ email after the reservation.
3. Are the rooms _____ next weekend?
4. Kindly explain the _____ procedure.
5. Could you send the tour _____?
6. We received an _____ about your services.
7. What is the room _____ per night?
8. A 20% _____ is required.
9. I look forward to your _____.
10. The _____ is for three adults.

Exercise 3

Complete the Conversation by choosing the best answer below.

- *I would like to book a room.*
- *Thank you for your assistance.*
- *Could you confirm the availability?*
- *Certainly. How many guests will stay?*
- *You're welcome.*

Reservation Officer : Good morning. How may I help you?

Customer : _____

Reservation Officer : _____

Customer : *Two adults.*

Customer : _____

Reservation Officer : Yes, the room is available.

Customer : _____

Reservation Officer : _____

Exercise 4

Read the following email and answer the questions.

Subject: Room Reservation Request

Dear Reservation Officer,

I would like to reserve one double room at your hotel from 15 to 18 October 2025 for two adults. Breakfast should be included in the package.

Could you please confirm the availability and provide information regarding the payment procedure?

Thank you for your assistance. I look forward to your reply.

Best regards,

Emma Wilson

Comprehension Questions

1. What is the purpose of the email?
2. What type of room is requested?
3. How many guests will stay?
4. What dates are requested?
5. What information does Emma ask for?

Exercise 5

Read the email in Exercise 4 and write a reply as a Reservation Officer. Your reply should include:

- Greeting
- Confirmation of room availability
- Room rate information
- Payment instructions
- Polite closing

Write approximately 80–100 words.

Exercise 6

Listening Activity

Listen carefully to your lecturer reading the email response. Complete the Pre-Listening activities before listening. While listening, focus on identifying important reservation details and complete the tasks provided. After listening, answer the comprehension questions and participate in the Post-Listening discussion to strengthen your understanding of professional reservation correspondence.

Task 1: Pre-Listening

Discuss the following questions with a partner.

1. Have you ever sent an email to book a hotel, flight, or tour package?
2. What information is usually included in a reservation email?
3. Why is it important to write polite and professional emails in tourism services?

Listening Script

"Good morning. Thank you for contacting Bali Paradise Resort. We have received your room reservation request for two adults from 15 to 18 October. We are pleased to inform you that a double room is available for your selected dates. The room rate is IDR 1,200,000 per night, including breakfast for two persons.

To confirm your reservation, a 20% deposit is required within three days. After we receive the payment, we will send a confirmation email along with your booking details. If you need airport transfer services or additional information, please let us know. We look forward to welcoming you to Bali Paradise Resort."

Task 2: While-Listening

Listen carefully to your lecturer reading the email response. Complete the information below.

Information**Answer**

Hotel Name

Room Type

Number of Guests

Stay Dates

Room Rate

Deposit Required

Task 3: While-Listening

Listen again and fill in the blanks.

1. The reservation is for ____ adults.
2. The guest will stay from ____ to ____ October.
3. The hotel offers a ____ room.
4. The room rate is IDR ____ per night.
5. A ____ deposit is required to confirm the reservation.

Task 4: Listening Comprehension

Answer the following questions based on the listening text.

1. What hotel is mentioned in the listening text?
2. Is the requested room available?
3. What type of room is offered to the guest?
4. What is included in the room rate?
5. How much deposit must the guest pay?
6. When will the hotel send the confirmation email?
7. What additional service does the hotel offer?
8. Why is the deposit required?

Task 5: Post-Listening

Discuss the following questions with a partner.

1. Why is a confirmation email important in a reservation process?
2. What information should a reservation officer include in a reply email?
3. How can professional email communication improve customer satisfaction in tourism services?

G. Summary

In this unit, you have learned how to write simple and professional emails for travel reservations. You have studied the structure of formal emails, useful reservation expressions, and appropriate business communication practices. You have also practiced writing reservation requests, asking for information, requesting confirmations, and replying to customer emails. Effective email communication helps tourism professionals provide accurate information and maintain professional relationships with customers.

H. Assessment

1. Performance Task (30%)

Task:

Demonstrate your ability to communicate professionally through travel reservation emails and reservation-related correspondence.

Instructions:

Work individually and complete one of the following tasks:

- Write and present a hotel reservation email.
- Write and present a tour package booking email.
- Write and present a flight reservation request email.
- Write a reservation confirmation request email.
- Write a professional reply to a customer reservation inquiry.

After writing the email, explain its content and structure in a 3–5-minute presentation.

Your performance should demonstrate:

- Correct email structure.
- Appropriate reservation vocabulary and expressions.
- Professional and polite language.
- Clear reservation details and requests.
- Accuracy in grammar, spelling, and punctuation.

2. Project (20%)

Task:

Create a Travel Reservation Correspondence Portfolio.

Instructions:

Work in groups of 3–4 students and compile a portfolio containing:

1. A hotel reservation email.
2. A flight reservation email.
3. A tour package booking email.
4. A reservation confirmation request email.
5. A reservation reply email from a tourism service provider.
6. A glossary containing at least 20 reservation and tourism correspondence terms learned in this unit.
7. A summary of professional email-writing guidelines.

The portfolio should demonstrate understanding of professional written communication in tourism services.

3. Role Play (25%)

Task:

Perform a role-play with a partner based on reservation situations.

Choose one scenario:

- A customer contacts a hotel to make a reservation.
- A tourist requests information about a tour package.
- A customer books a flight through a travel agent.
- A reservation officer responds to a booking inquiry.
- A customer requests confirmation of a reservation.

Requirements:

- Duration: 3–4 minutes
- Use appropriate reservation vocabulary and expressions.
- Demonstrate polite and professional communication.
- Include reservation details and confirmation requests.
- Do not read directly from a script.

4. Writing Assignment (15%)

Task:

Write a professional reservation email (100–150 words).

Choose one topic:

- Hotel Reservation Request
- Tour Package Booking Request
- Flight Reservation Request
- Reservation Confirmation Request
- Reply to a Reservation Inquiry

Your email should include:

- Subject line
- Salutation
- Purpose of writing
- Reservation details
- Request for information or confirmation
- Closing sentence
- Sign-off and sender's name

The email should follow the structure of a formal reservation email and use professional language.

5. Competency Test (10%)

Part A. Multiple Choice

Choose the best answer.

1. Which part of an email explains the purpose of writing?
 - a. Signature
 - b. Subject Line
 - c. Opening Sentence
 - d. Sign-off
2. Which expression is appropriate for making a reservation?
 - a. How are you today?
 - b. I would like to make a reservation.
 - c. Nice to meet you.
 - d. Have a safe journey.

3. What does the word "itinerary" mean?
 - a. Hotel room
 - b. Reservation officer
 - c. Travel schedule
 - d. Payment receipt
4. Which expression is used to request confirmation?
 - a. Thank you for your assistance.
 - b. I look forward to your reply.
 - c. Could you please confirm my reservation?
 - d. Best regards.
5. Which subject line is the most professional?
 - a. Need a Room!!!
 - b. Hello Hotel
 - c. Booking
 - d. Room Reservation Request – Bali Holiday (12–15 August 2025)

Part B. Short Answer Questions

1. Mention three parts of a formal reservation email.
2. What information should be included in a reservation request?
3. Write one expression used to request information in an email.
4. Why is professional email communication important in tourism services?
5. Mention two tips for writing a professional reservation email.

Unit 10

COMMUNICATING BY TELEPHONE IN TOURISM SERVICES



A. Learning Outcomes

After completing this unit, students are able to:

1. Understand common vocabulary used in telephone communication in tourism services.
2. Use polite expressions when answering and making telephone calls.

3. Ask for and provide information through telephone conversations.
4. Handle customer inquiries, reservations, confirmations, and complaints professionally by telephone.
5. Participate in simple telephone conversations in tourism-related situations.
6. Write short telephone messages accurately.

B. Warm-Up Activities

Activity 1: Discussion

Work in pairs and discuss the following questions.

1. Have you ever made a hotel reservation by phone?
2. What information is usually asked during a phone booking?
3. Why is polite language important when speaking on the telephone?
4. What challenges may occur when communicating by telephone?

Share your answers with the class.

Activity 2: Think and Share

Look at the situations below and discuss:

- A tourist calls a hotel to book a room.
- A customer calls a travel agency to ask about a tour package.
- A guest calls to complain about airport transfer services.

What expressions would you use in each situation?

C. Vocabulary Building

Practice pronouncing each word or phrase correctly. Listen to your lecturer's model pronunciation and repeat each word at least three times. Work with a partner and take turns reading the vocabulary aloud. Pay attention to stress, intonation, and clarity of pronunciation.

Word/Phrase	Pronunciation	Meaning in Indonesian
Telephone Call	/ˈtelɪfəʊn kɔ:l/	<i>Panggilan telepon</i>
Receptionist	/rɪˈsepʃənɪst/	<i>Resepsionis</i>
Reservation	/ˌrezəˈveɪʃən/	<i>Reservasi/Pemesanan</i>
Inquiry	/ɪnˈkwɪəri/	<i>Pertanyaan</i>
Caller	/ˈkɔ:lər/	<i>Penelpon</i>
Hold the line	/həʊld ðə laɪn/	<i>Mohon menunggu</i>
Transfer the call	/trænsˈfɜ:r ðə kɔ:l/	<i>Mengalihkan panggilan</i>
Available	/əˈveɪləbl/	<i>Tersedia</i>
Confirmation	/ˌkɒnfəˈmeɪʃən/	<i>Konfirmasi</i>
Extension	/ɪkˈstenʃən/	<i>Sambungan telepon</i>
Message	/ˈmesɪdʒ/	<i>Pesan</i>
Customer Service	/ˈkʌstəməˈsɜ:vɪs/	<i>Layanan pelanggan</i>
Complaint	/kəmˈpleɪnt/	<i>Keluhan</i>
Tour Package	/tʊər ˈpækiɪdʒ/	<i>Paket wisata</i>
Schedule	/ˈʃedju:l/	<i>Jadwal</i>

D. Language/Grammar Focus

1. Telephone Expressions

Answering a Call

- Good morning. Bali Paradise Hotel. How may I help you?
- Thank you for calling Sunrise Travel Agency.
- This is Bali Adventure Tours. How can I assist you?

Asking for Information

- Could you tell me the room rate?
- May I know the tour schedule?
- Could you provide more details about the package?

Putting Someone on Hold

- Please hold the line for a moment.
- One moment, please.
- I'll check that information for you.

Transferring a Call

- I'll transfer your call.
- Let me connect you to our reservation department.

Taking a Message

- May I take a message?
- Could I have your name and phone number?

2. Polite Requests

Expression

Could you...?

Would you...?

May I...?

Can I help you...?

Function

Request

Polite request

Asking permission

Offering assistance

Examples

- Could you spell your name, please?
- Would you like to make a reservation?
- May I have your contact number?
- Can I help you with anything else?

E. Dialogue Practices

Work in pairs and practice the following dialogues. Read the conversations aloud with clear pronunciation, appropriate intonation, and polite expressions. Pay attention to the meaning of each expression and use natural body language while speaking. After practicing, switch roles and perform the dialogue again.

Dialogue 1

Hotel Reservation by Phone

Receptionist : Good morning. Bali Sunset Hotel. How may I help you?

Guest : *Good morning. I'd like to book a room for two nights.*

Receptionist : Certainly. What dates would you like to stay?

Guest : *From July 15th to July 17th.*

Receptionist : We have a deluxe room available. Would you like to reserve it?

Guest : *Yes, please.*

Receptionist : May I have your name, please?

Guest : *My name is David Wilson.*

Receptionist : Thank you, Mr. Wilson. Your reservation is confirmed.

Dialogue 2

Tour Package Inquiry

Travel Agent : Thank you for calling Bali Adventure Tours.

Customer : *Hello. I'm interested in your Ubud Cultural Tour.*

Travel Agent : Certainly. The tour includes transportation, lunch, and a local guide.

Customer : *How much does it cost?*

Travel Agent : It costs \$50 per person.

Customer : *What time does the tour start?*

Travel Agent : The tour starts at 8:00 a.m.

Customer : *Thank you for the information.*

Travel Agent : You're welcome.

Dialogue 3

Handling a Complaint

Customer Service : Good afternoon. How may I help you?

Guest : *I booked an airport transfer, but the driver hasn't arrived.*

Customer Service : I'm sorry for the inconvenience.

Guest : *My flight arrives in thirty minutes.*

Customer Service : Let me check the schedule. Please hold the line.

Guest : *Certainly.*

Customer Service : Thank you for waiting. The driver is on the way and will arrive in ten minutes.

Guest : *Thank you for your assistance.*

F. Exercises

Exercise 1

Match the words in Column A with their Indonesian meanings in Column B.

Column A

1. Reservation
2. Inquiry
3. Available
4. Caller
5. Complaint
6. Confirmation
7. Transfer the call
8. Message
9. Schedule
10. Extension

Column B

- a. Mengalihkan panggilan
- b. Tersedia
- c. Keluhan
- d. Reservasi
- e. Penelpon
- f. Konfirmasi
- g. Jadwal
- h. Pertanyaan
- i. Pesan
- j. Sambungan telepon

Exercise 2

Complete the sentences with appropriate words from the box.

Reservation, inquiry, available, message, complaint, schedule, caller, confirmation, transfer, extension

1. The guest made a _____ for three nights.
2. We received an _____ about the city tour.
3. The room is _____ next weekend.
4. May I take a _____ for Mr. Brown?
5. The customer submitted a _____ about the service.
6. The tour _____ starts at 8 a.m.
7. The _____ asked about room rates.
8. We sent a booking _____ by email.
9. I will _____ your call to the manager.
10. Please dial the room _____ number.

Exercise 3

Complete the Dialogue by choosing the best answer Below

- *Please hold the line.*
- *I'd like to book a tour.*
- *Thank you for calling Bali Tours.*
- *Tomorrow morning.*
- *You're welcome.*

Travel Agent : _____
Customer : _____
Travel Agent : Certainly. When would you like to join?
Customer : _____
Travel Agent : Let me check availability. _____
Customer : *Certainly.*
Travel Agent : The tour is available.
Customer : *Thank you.*
Travel Agent : _____

Exercise 4

Read the text carefully and answer the questions that follow.

Telephone Booking at a Travel Agency

Mr. Lee called Happy Travel Agency to book a one-day tour to Nusa Penida. The travel consultant explained the tour schedule, price, and meeting point. After receiving all information, Mr. Lee confirmed his reservation for two people. The consultant sent a confirmation email and thanked him for choosing the company.

Comprehension Questions

1. Why did Mr. Lee call the agency?
2. Which destination did he choose?
3. How many people joined the tour?
4. What information was explained?
5. What was sent after the booking?

Exercise 5

Writing Activity

Write a short telephone conversation (8–10 exchanges) between a travel agent and a customer. The conversation should include:

- Greeting
- Asking for information
- Providing information
- Reservation or inquiry
- Closing

Exercise 6

Listening Activity

In this activity, you will listen to a dialogue read aloud by your lecturer about booking a tour package. Before listening, complete the Pre-Listening activity to discuss your experiences with tour reservations. While listening, identify important information such as the tour name, departure time, facilities, price, and booking details. After listening, answer the comprehension questions and discuss the topic with your classmates.

Task 1: Pre-Listening Activity

Discuss the following questions with a partner.

1. Have you ever booked a tour package?
2. What information do customers usually ask before booking a tour?
3. Why is it important to confirm a booking?
4. What facilities are often included in a tour package?
5. What qualities should a travel agent have when serving customers?

Listening Script

Customer Service : Good afternoon. Paradise Travel Agency.
How may I help you?

Customer : *Hello. I'd like some information about your
Mount Batur Sunrise Tour.*

Customer Service : Certainly. The tour starts at 2:00 a.m. and
includes transportation, breakfast, and a
guide.

Customer : How much is the tour?

Customer Service : It is \$45 per person.

Customer : Can I book for three people?

Customer Service : Yes, of course. May I have your name,
please?

Customer : My name is Sarah Johnson.

Customer Service : Thank you, Ms. Johnson. Your booking is
confirmed.

Task 2: While-Listening Activity

Listen carefully to your lecturer reading the dialogue. Tick (✓) the information mentioned in the conversation.

Information

Tour destination

Tour starting time

Hotel reservation

Tour price

Number of participants

Customer's name

Flight ticket

Tour facilities

✓

Task 3: While-Listening Activity

Complete the information below based on the listening text.

Information

Answer

Tour Name	_____
Starting Time	_____
Facilities Included	_____, _____, _____
Price per Person	_____
Number of Participants	_____
Customer's Name	_____

Task 4: Listening Comprehension

Answer the following questions based on the listening text.

1. Which tour is the customer interested in?
2. What time does the tour start?
3. What facilities are included in the package?
4. How much does the tour cost per person?
5. How many people will join the tour?
6. What is the customer's name?
7. Was the booking successfully confirmed?
8. Where does the conversation take place?

Task 5: Post-Listening Activity

Discuss the following questions with a partner.

1. Would you like to join the Mount Batur Sunrise Tour? Why or why not?
2. What information should customers know before booking a tour?
3. Why is clear communication important in tour booking services?
4. What other tours would you recommend to tourists visiting Bali?
5. How can travel agents provide excellent customer service to their customers?

G. Summary

In this unit, you have learned how to communicate effectively by telephone in tourism services. You have studied common telephone vocabulary, polite expressions, and useful grammar for making requests and providing information. You have also practiced handling reservations, inquiries, and complaints through telephone conversations. Effective telephone communication requires clear pronunciation, active listening, professional language, and excellent customer service skills.

H. Assessment

1. Performance Task (30%)

Task:

Demonstrate your ability to communicate professionally by telephone in tourism services.

Instructions:

Work individually or in pairs and perform a 3–5-minute telephone conversation based on one of the following situations:

- Hotel room reservation
- Tour package inquiry
- Booking confirmation
- Customer complaint handling
- Airport transfer arrangement

Your performance should demonstrate:

- Appropriate telephone greetings and closings
- Polite expressions and professional language
- Asking for and providing information clearly
- Effective problem-solving or customer assistance
- Clear pronunciation and fluency

2. Project (20%)

Task:

Create a Telephone Communication Portfolio for Tourism Services.

Instructions:

Working in groups of 3–4 students, prepare a portfolio containing:

1. One hotel reservation telephone script.
2. One tour package inquiry telephone script.
3. One booking confirmation telephone script.
4. One customer complaint handling telephone script.
5. A list of at least 20 telephone expressions used in tourism services.

The portfolio should demonstrate appropriate vocabulary, grammar, and professional hospitality communication.

3. Role Play (25%)

Task:

Perform a simulated telephone conversation with a partner.

Choose one scenario:

- Guest booking a hotel room
- Tourist requesting tour information
- Customer confirming a reservation
- Guest making a complaint
- Travel agent offering assistance

Requirements:

- Duration: 3–4 minutes
- No reading directly from a script
- Use appropriate hospitality expressions
- Demonstrate active listening and response skills

4. Writing Assignment (15%)

Task:

Write a complete telephone conversation consisting of 12–15 exchanges between a tourism service provider and a customer.

Choose one topic:

- Hotel Reservation
- Tour Package Inquiry
- Booking Confirmation
- Customer Complaint Handling
- Airport Transfer Arrangement

Your dialogue should include:

- Greeting
- Request or inquiry
- Information exchange
- Polite expressions
- Confirmation or solution
- Closing

5. Competency Test (10%)

Part A. Multiple Choice

Choose the best answer.

1. Which expression is commonly used to answer a business telephone call?
 - a. See you later.
 - b. Good morning. How may I help you?
 - c. Have a nice trip.
 - d. Welcome back.
2. What does "Please hold the line" mean?
 - a. End the call.
 - b. Wait for a moment.
 - c. Speak louder.
 - d. Transfer the call.

3. Which expression is a polite request?
 - a. Give me your name.
 - b. Tell me now.
 - c. Could you spell your name, please?
 - d. I want your number.
4. What information is usually required for a hotel reservation?
 - a. Guest name and stay dates.
 - b. Favorite food.
 - c. Passport photo only.
 - d. Airline ticket number.
5. Which department commonly handles reservations?
 - a. Housekeeping
 - b. Reservation Department
 - c. Security
 - d. Engineering

Part B. Short Answer Questions

1. Mention two situations in tourism services that require telephone communication.
2. Write one polite expression for taking a message.
3. Why is professional language important in telephone communication?
4. What should you do before transferring a call?
5. Write a short telephone greeting for a travel agency.



Unit 11

AIRPORT MEET AND GREET SERVICES



A. Learning Outcomes

After completing this unit, students are able to:

1. Understand vocabulary related to airport meet and greet services.
2. Use appropriate expressions when welcoming and assisting arriving passengers.
3. Ask for and confirm guest information professionally.

4. Provide directions and transportation information at the airport.
5. Handle airport pick-up situations using polite and effective communication.
6. Participate in simple conversations related to airport arrival and transfer services.

B. Warm-Up Activities

Activity 1: Think and Discuss

Work in pairs and discuss the following questions.

1. Have you ever been picked up at an airport?
2. What information should a tour guide or airport representative know before meeting a guest?
3. Why is first impression important in tourism services?
4. What problems may occur during airport pick-up services?

Share your answers with the class.

Activity 2: Observation Activity

Look at the following airport situations and discuss:

- A tour guide welcomes a tourist at the arrival hall.
- A hotel representative assists guests with their luggage.
- A driver waits for guests holding a welcome sign.

Discuss:

- What should the staff say?
- What information should be checked?
- How can staff make guests feel comfortable?

C. Vocabulary Building

Listen carefully to your lecturer's pronunciation. Repeat each word or phrase at least three times. Practice individually and then with a partner. Pay attention to stress, intonation, and clear pronunciation. Correct pronunciation is important when communicating with international tourists.

Word/Phrase	Pronunciation	Meaning in Indonesian
Airport	/ˈeəpɔːrt/	<i>Bandara</i>
Arrival	/əˈraɪvl/	<i>Kedatangan</i>
Departure	/dɪˈpɑːrtʃər/	<i>Keberangkatan</i>
Passenger	/ˈpæsɪndʒər/	<i>Penumpang</i>
Meet and Greet	/mi:t ənd gri:t/	<i>Layanan penyambutan tamu</i>
Welcome Sign	/ˈwelkəm saɪn/	<i>Papan nama penyambutan</i>
Luggage	/ˈlʌɡɪdʒ/	<i>Bagasi</i>
Baggage Claim	/ˈbæɡɪdʒ kleɪm/	<i>Area pengambilan bagasi</i>
Transfer Service	/ˈtrænsfɜːr ˈsɜːrvɪs/	<i>Layanan transfer</i>
Driver	/ˈdraɪvər/	<i>Sopir</i>
Tour Guide	/tʊər gaɪd/	<i>Pemandu wisata</i>
Arrival Hall	/əˈraɪvl hɔːl/	<i>Aula kedatangan</i>
Flight Number	/flaɪt ˈnʌmbər/	<i>Nomor penerbangan</i>
Shuttle Bus	/ˈʃʌtl bʌs/	<i>Bus antar-jemput</i>
Escort	/ɪˈskɔːrt/	<i>Mengantar/Mendampingi</i>

D. Language/Grammar Focus

1. Greeting and Welcoming Guests

Useful Expressions

Welcoming Guests

- Welcome to Bali.
- Good afternoon. Welcome to Indonesia.
- It's a pleasure to meet you.
- Thank you for choosing our service.

Confirming Identity

- May I have your name, please?
- Are you Mr. Johnson?
- Could you show me your booking confirmation?

Offering Assistance

- May I help you with your luggage?
- Let me assist you.
- Please follow me to the vehicle.

Giving Information

- Your hotel is about 30 minutes from the airport.
- The driver is waiting outside.
- Our vehicle is parked in Area B.

2. Wh-Questions for Airport Services

Question Word

Example

Who

Who is picking you up?

What

What is your flight number?

Where

Where are you staying?

When

When did your flight arrive?

How

How many bags do you have?

3. Polite Offers

Structure

May I + Verb...?

Examples:

- May I help you?
- May I carry your luggage?
- May I see your passport?

Let me + Verb

Examples:

- Let me assist you.
- Let me check your reservation.
- Let me escort you to the vehicle.

E. Dialogue Practices

Work in pairs and practice the following dialogues. Read the conversations aloud with clear pronunciation, appropriate intonation, and polite expressions. Pay attention to the meaning of each expression and use natural body language while speaking. After practicing, switch roles and perform the dialogue again.

Dialogue 1

Meeting a Hotel Guest at the Airport

- Tour Guide : Good afternoon. Welcome to Bali. Are you Mr. David Brown?
- Guest : *Yes, I am.*
- Tour Guide : My name is Wayan. I'm from Bali Paradise Hotel.
- Guest : *Nice to meet you.*
- Tour Guide : Nice to meet you too. May I help you with your luggage?
- Guest : *Yes, please.*
- Tour Guide : Certainly. Our vehicle is waiting outside.
- Guest : *Thank you very much.*

Dialogue 2

Confirming Guest Information

- Airport Representative : Good morning. Welcome to Bali.
- Guest : *Good morning.*
- Airport Representative : May I have your name, please?
- Guest : *My name is Sarah Wilson.*
- Airport Representative : Thank you. Could you also tell me your flight number?
- Guest : *It is GA 412.*
- Airport Representative : Thank you. Your transfer service has been arranged.
- Guest : *That's great.*

Dialogue 3

Assisting Guests to Transportation

Driver : Good evening. Welcome to Bali.
Guest : *Thank you.*
Driver : I'm your driver for today's transfer.
Guest : *Nice to meet you.*
Driver : Nice to meet you too. Please follow me.
Guest : *Where is the vehicle?*
Driver : It's parked near Exit 3.
Guest : *Thank you.*
Driver : You're welcome.

F. Exercises

Exercise 1

Match the words in Column A with their Indonesian meanings in Column B.

Column A

1. Arrival
2. Luggage
3. Driver
4. Flight Number
5. Airport
6. Escort
7. Arrival Hall
8. Shuttle Bus
9. Baggage Claim
10. Passenger

Column B

- a. Sopir
- b. Nomor penerbangan
- c. Kedatangan
- d. Bagasi
- e. Area pengambilan bagasi
- f. Bandara
- g. Aula kedatangan
- h. Mengantar
- i. Bus antar-jemput
- j. Penumpang

Exercise 2

Complete the sentences using the words in the box below.

Airport, luggage, driver, arrival, flight number, passenger, escort, shuttle bus, transfer, welcome

1. Welcome to Ngurah Rai _____.
2. The guest collects his _____ at the baggage claim area.
3. The _____ is waiting outside the terminal.
4. The guide checked the guest's _____.
5. The _____ arrived at 10:30 a.m.
6. The hotel provides airport _____ services.
7. The _____ will take guests to the hotel.
8. The guide will _____ the guest to the vehicle.
9. Every _____ must show identification when necessary.
10. The staff offered a warm _____ to the visitors.

Exercise 3

Complete the dialogue by choosing the best answer below

- *Welcome to Bali.*
- *Yes, I am.*
- *Please follow me.*
- *May I help you with your luggage?*
- *Thank you.*

Tour Guide : Good afternoon. _____
Guest : *Thank you.*
Tour Guide : Are you Mr. Smith?
Guest : _____
Tour Guide : _____
Guest : *Yes, please.*
Tour Guide : Certainly. _____
Guest : _____

Exercise 4

Read the text carefully and answer the questions follow.

Airport Pick-Up Service

Maria arrived at Ngurah Rai International Airport at 2:00 p.m. A hotel representative was waiting at the arrival hall holding a welcome sign with her name on it. The representative greeted her warmly, helped her with her luggage, and escorted her to the hotel vehicle. The journey to the hotel took approximately 25 minutes.

Comprehension Questions

1. Where did Maria arrive?
2. What was the representative holding?
3. How did the representative assist Maria?
4. How long was the trip to the hotel?
5. What transportation service was provided?

Exercise 5

Write a short dialogue (8–10 exchanges) between an airport representative and an arriving tourist.

Your dialogue should include:

- Greeting and welcoming
- Confirming guest identity
- Offering assistance
- Giving transportation information
- Closing politely

Exercise 6

Listening Activity

In this activity, you will listen to a conversation between an airport representative and a guest. Before listening, complete the Pre-Listening discussion to activate your background knowledge. While listening, identify important information related to airport transfer services. After listening, answer the comprehension questions and participate in the Post-Listening discussion to demonstrate your understanding of the conversation.

Task 1: Pre-Listening

Discuss the following questions with a partner.

- 1. Have you ever used an airport transfer service?
- 2. What information do guests need when they arrive at an airport?
- 3. Why is airport transfer service important for tourists?

Listening Script

Airport Representative : Good afternoon. Welcome to Bali.
Guest : *Thank you.*
Airport Representative : Are you Mr. Robert Green?
Guest : *Yes, I am.*
Airport Representative : Wonderful. I'm from Ocean View Resort. Your airport transfer has been arranged.

Guest : *Great.*
Airport Representative : May I help you with your luggage?
Guest : *Yes, please.*
Airport Representative : Our vehicle is parked near Exit 2. The trip to the hotel will take approximately 35 minutes.

Guest : *Thank you very much.*
Airport Representative : You're welcome. Please follow me.

Task 2: While-Listening

Listen carefully and complete the information below.

Information	Answer
Guest's Name	_____
Resort Name	_____
Service Provided	_____
Vehicle Location	_____
Travel Time to Hotel	_____

Task 3: While-Listening

Listen again and fill in the blanks.

1. The guest's name is Mr. _____.
2. The airport representative is from _____ Resort.
3. The guest's _____ has been arranged.
4. The vehicle is parked near Exit _____.
5. The journey to the hotel takes approximately _____ minutes.

Task 4: Listening Comprehension

Answer the following questions based on the listening text.

1. Who welcomes the guest at the airport?
2. What is the guest's name?
3. Which resort does the representative work for?
4. What service has been arranged for the guest?
5. What assistance does the representative offer?
6. Where is the vehicle parked?
7. How long does it take to reach the hotel?
8. What does the representative ask the guest to do at the end of the conversation?

Task 5: Post-Listening

Discuss the following questions with a partner.

1. Why is airport transfer service helpful for tourists?
2. What qualities should an airport representative have when assisting guests?
3. How can good airport assistance improve a guest's first impression of a destination?

G. Summary

In this unit, you have learned how to communicate effectively during airport meet and greet services. You have studied vocabulary related to airport operations, guest arrivals, luggage handling, and transfer services. You have also practiced welcoming guests, confirming identities, offering assistance, and providing transportation information. Professional airport meet and greet services require polite

communication, attention to detail, and excellent customer service skills to create a positive first impression for visitors.

H. Assessment

1. Performance Task (30%)

Task:

Demonstrate your ability to provide professional airport meet and greet services for arriving guests.

Instructions:

Work individually or in pairs and perform a 3–5-minute airport meet and greet interaction based on one of the following situations:

- Welcoming a hotel guest at the airport
- Confirming guest identity and flight information
- Assisting guests with airport transfer services
- Escorting guests from the arrival hall to the vehicle
- Providing transportation information to arriving tourists

Your performance should demonstrate:

- Appropriate greetings and welcoming expressions
- Professional guest identification procedures
- Polite offers of assistance
- Clear transportation and transfer information
- Effective communication and customer service

2. Project (20%)

Task:

Create an Airport Meet and Greet Service Portfolio.

Instructions:

Work in groups of 3–4 students and prepare a portfolio containing:

1. A guest welcome script at the airport.
2. A guest identity verification script.
3. An airport transfer assistance script.
4. A transportation information script.

5. A list of at least 20 expressions commonly used in airport meet and greet services.

The portfolio should demonstrate appropriate hospitality communication, professional language, and airport service procedures.

3. Role Play (25%)

Task:

Perform a role-play with a partner based on airport meet and greet situations.

Choose one scenario:

- Welcoming an arriving tourist
- Confirming guest identity and reservation details
- Assisting guests with luggage and transportation
- Escorting guests to the transfer vehicle
- Providing airport transfer information

Requirements:

- Duration: 3–4 minutes
- Use appropriate hospitality expressions
- Demonstrate active listening and responsiveness
- Do not read directly from a script

4. Writing Assignment (15%)

Task:

Write a dialogue consisting of 12–15 exchanges between an airport representative (tour guide, hotel representative, or driver) and an arriving tourist.

Choose one of the following topics:

- Welcoming a Hotel Guest at the Airport
- Confirming Guest Identity and Flight Information
- Assisting Guests with Airport Transfer Services
- Providing Directions and Transportation Information
- Escorting Guests to a Transfer Vehicle

Your dialogue should include:

- Greeting and welcoming
- Guest identification
- Offering assistance
- Transportation or transfer information
- Polite expressions
- Appropriate closing

5. Competency Test (10%)

Part A. Multiple Choice

Choose the best answer.

1. Which expression is appropriate when welcoming an arriving guest?
 - a. Goodbye and good luck.
 - b. Welcome to Bali.
 - c. See you tomorrow.
 - d. Have a safe flight home.
2. What information is commonly used to verify a guest's identity?
 - a. Flight number
 - b. Favorite destination
 - c. Meal preference
 - d. Travel budget
3. What does "May I help you with your luggage?" mean?
 - a. Asking permission to assist.
 - b. Requesting luggage information.
 - c. Giving directions.
 - d. Confirming a reservation.
4. Where do guests usually collect their luggage?
 - a. Departure gate
 - b. Check-in counter
 - c. Baggage claim area
 - d. Information desk
5. Which transportation service is commonly provided for arriving tourists?
 - a. Airport transfer service
 - b. Laundry service

- c. Room service
- d. Catering service

Part B. Short Answer Questions

1. Mention two responsibilities of airport meet and greet staff.
2. Write one welcoming expression used at the airport.
3. Why is guest identity verification important?
4. Give one example of a polite offer of assistance.
5. What information should be provided before escorting guests to a vehicle.



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Unit 12

GIVING TOURIST INFORMATION AND DIRECTIONS



A. Learning Outcomes

After completing this unit, students are able to:

1. Understand vocabulary related to tourist information and giving directions.
2. Use common expressions to provide information about tourist attractions, facilities, and services.

3. Give clear and accurate directions to tourists.
4. Ask for and provide location information politely.
5. Explain routes, distances, and transportation options using appropriate English expressions.
6. Communicate confidently when assisting tourists in various tourism settings.

B. Warm-Up Activities

Activity 1: Pair Discussion

Work with a partner and discuss the following questions.

1. Have you ever asked someone for directions while traveling?
2. What tourist attractions are popular in your area?
3. Why is it important for tourism staff to know local attractions and directions?
4. What information do tourists usually ask for?

Share your ideas with the class.

Activity 2: Map Exploration

Look at a map of your city or tourist destination.

Discuss:

- Where is the nearest tourist attraction?
- How can visitors get there?
- What landmarks can be used as reference points?
- What transportation options are available?

C. Vocabulary Building

Listen carefully to your lecturer's pronunciation. Repeat each word or phrase at least three times. Practice with a partner and help each other improve pronunciation. Focus on stress, intonation, and clarity because tourists need clear information and directions.

Word/Phrase	Pronunciation	Meaning in Indonesian
Tourist Information Center	/ˈtʊərɪst ˌɪnfərˈmeɪʃən ˈsentər/	<i>Pusat informasi wisata</i>
Attraction	/əˈtrækʃən/	<i>Daya tarik wisata</i>
Landmark	/ˈlændmɑːrk/	<i>Penanda tempat/landmark</i>
Direction	/dəˈrekʃən/	<i>Arah</i>
Map	/mæp/	<i>Peta</i>
Intersection	/ˌɪntərˈsekʃən/	<i>Persimpangan</i>
Traffic Light	/ˈtræfɪk laɪt/	<i>Lampu lalu lintas</i>
Roundabout	/ˈraʊndəbaʊt/	<i>Bundaran</i>
Turn Left	/tɜːrn left/	<i>Belok kiri</i>
Turn Right	/tɜːrn raɪt/	<i>Belok kanan</i>
Go Straight Ahead	/gəʊ streɪt əˈhed/	<i>Jalan lurus</i>
Nearby	/ˌnɪərˈbaɪ/	<i>Dekat</i>
Distance	/ˈdɪstəns/	<i>Jarak</i>
Public Transportation	/ˈpʌblɪk ˌtrænsˈpɔːrˈteɪʃən/	<i>Transportasi umum</i>
Entrance	/ˈentrəns/	<i>Pintu masuk</i>

D. Language/Grammar Focus

1. Asking for Directions

Useful Expressions

- Excuse me, how can I get to the museum?
- Could you tell me where the tourist information center is?
- Is there a restaurant nearby?
- How far is the beach from here?

2. Giving Directions

Useful Expressions

Going Straight

- Go straight ahead.
- Continue along this road.
- Walk for about 200 meters.

Turning

- Turn left at the traffic light.
- Turn right at the intersection.
- Take the second left.

Location Information

- It's next to the bank.
- It's opposite the post office.
- It's between the hotel and the restaurant.
- It's near the city park.

3. Prepositions of Place

Preposition	Example
Next to	The museum is next to the hotel.
Opposite	The bank is opposite the tourist center.
Between	The café is between two shops.
Near	The temple is near the beach.
Behind	The restaurant is behind the market.
In front of	The monument is in front of the museum.

4. Giving Tourist Information

Useful Expressions

- The attraction is open from 8 a.m. to 5 p.m.
- The entrance fee is \$10.
- You can reach the destination by taxi or bus.
- It is one of the most popular attractions in the area.

- The journey takes approximately 20 minutes.

E. Dialogue Practices

Work with a partner and practice each dialogue by taking turns playing the assigned roles. Read the dialogues aloud using clear pronunciation, appropriate intonation, and polite expressions. After completing a dialogue, switch roles and practice it again.

Dialogue 1

Asking for Directions to a Tourist Attraction

- Tourist : *Excuse me, could you tell me how to get to the Art Museum?*
- Tourism Officer : Certainly. Go straight ahead for about 300 meters.
- Tourist : *Okay.*
- Tourism Officer : Then turn left at the traffic light. The museum is on your right.
- Tourist : *Is it far from here?*
- Tourism Officer : No, it's only about a five-minute walk.
- Tourist : *Thank you very much.*
- Tourism Officer : You're welcome.

Dialogue 2

Providing Tourist Information

- Tourist : *Good morning. I'd like some information about Tanah Lot Temple.*
- Officer : Certainly. Tanah Lot is one of Bali's most famous attractions.
- Tourist : *What time does it open?*
- Officer : It opens at 7:00 a.m. and closes at 7:00 p.m.
- Tourist : *How much is the entrance fee?*
- Officer : The entrance fee is IDR 75,000 per person.
- Tourist : *Thank you.*
- Officer : You're welcome.

Dialogue 3

Recommending Transportation

- Tourist : *How can I get to Ubud from here?*
Tour Guide : You can take a taxi or a shuttle bus.
Tourist : *Which option is faster?*
Tour Guide : A taxi is faster. It takes about 45 minutes.
Tourist : *How much does it cost?*
Tour Guide : Around IDR 250,000 depending on traffic.
Tourist : *Thank you for the recommendation.*
Tour Guide : My pleasure.

F. Exercises

Exercise 1

Match the words in Column A with their Indonesian meanings in Column B.

Column A

1. Attraction
2. Landmark
3. Direction
4. Roundabout
5. Turn Right
6. Map
7. Intersection
8. Nearby
9. Distance
10. Entrance

Column B

- a. Belok ke kanan
- b. Bundaran
- c. tempat wisata
- d. Tempat bersejarah
- e. Petunjuk Arah
- f. Persimpangan
- g. Pintu masuk
- h. Di sekitar sini
- i. Jarak
- j. Peta

Exercise 2

Complete the sentences using the words provided below.

*Map, landmark, attraction, nearby, intersection, entrance,
direction, distance, roundabout, transportation*

1. The museum is a popular tourist _____.
2. The guide used a _____ to explain the route.
3. The temple is _____ to the hotel.
4. Turn left at the next _____.
5. The monument is a famous _____.
6. The _____ fee is IDR 50,000.
7. Public _____ is available every day.
8. The _____ from the airport to the hotel is 15 kilometers.
9. The officer gave clear _____ to the visitors.
10. Take the second exit at the _____.

Exercise 3

Complete the dialogue by choosing the best answer below.

- *Turn right at the traffic light.*
- *You're welcome.*
- *Excuse me, how can I get to the museum?*
- *It is on your left.*
- *Thank you very much.*

Tourist : _____
Officer : Go straight ahead and _____
Tourist : *Where is the museum exactly?*
Officer : _____
Tourist : _____
Officer : _____

Exercise 4

Read the text carefully and answer the questions that follow.

Visiting the Cultural Heritage Museum

The Cultural Heritage Museum is one of the most popular attractions in the city. It is located near the central park and opposite the city library. The museum opens from 8:00 a.m. to 5:00 p.m. every day. Visitors can learn about local history, traditional arts, and cultural heritage. The entrance fee is affordable, making it a favorite destination for both local and international tourists.

Comprehension Questions

1. What is the name of the attraction?
2. Where is it located?
3. What can visitors learn there?
4. What are the opening hours?
5. Why is it popular among tourists?

Exercise 5

Write a short dialogue (8–10 exchanges) between a tourist and a tourism officer. Your dialogue should include:

- Asking for directions
- Giving directions
- Providing information about a tourist attraction
- Discussing transportation options
- Closing politely

Exercise 6

Listening Activity

In this activity, you will listen to a conversation between a tourist and a tourist information officer. Before listening, complete the Pre-Listening discussion to activate your background knowledge. While listening, identify important information about a tourist attraction, including its location, transportation options, opening hours, and entrance fee. After listening, answer the comprehension questions and

participate in the Post-Listening discussion to demonstrate your understanding of the conversation.

Task 1 – Pre-Listening

Discuss the following questions with a partner.

1. Have you ever visited a butterfly park or a nature attraction?
2. What information do tourists usually ask for before visiting an attraction?
3. Why is it important for tourism officers to provide accurate information?

Listening Script

Officer : Good morning. How may I help you?
Tourist : *I'd like information about the Butterfly Park.*
Officer : Certainly. The Butterfly Park is located about three kilometers from here.
Tourist : *How can I get there?*
Officer : You can take a taxi or a local shuttle bus.
Tourist : *What are the opening hours?*
Officer : It opens at 8:00 a.m. and closes at 5:00 p.m.
Tourist : *How much is the entrance fee?*
Officer : It is IDR 80,000 per person.
Tourist : *Thank you for the information.*
Officer : You're welcome.

Task 2: While-Listening

Listen carefully and complete the information below.

Information	Answer
Tourist Attraction	_____
Distance from Information Center	_____
Transportation Options	_____, _____
Opening Hours	_____
Closing Hours	_____

Information

Answer

Entrance Fee _____

Task 3: While-Listening

Listen again and fill in the blanks.

1. The tourist asks about the _____ Park.
2. The attraction is located about _____ kilometers from the information center.
3. Visitors can take a taxi or a local _____ bus.
4. The park opens at _____ a.m.
5. The entrance fee is IDR _____ per person.

Task 4: Listening Comprehension

Answer the following questions based on the listening text.

1. What attraction does the tourist ask about?
2. How far is the Butterfly Park from the information center?
3. What transportation options are available?
4. What time does the park open?
5. What time does the park close?
6. How much is the entrance fee?
7. Who provides the information to the tourist?
8. Why is this information useful for visitors?

Task 5: Post-Listening

Discuss the following questions with a partner.

1. What information should tourists know before visiting an attraction?
2. Which transportation option would you choose to visit the Butterfly Park? Why?
3. How can tourism information officers help improve visitors' experiences?

G. Summary

In this unit, you have learned how to provide tourist information and give directions clearly and professionally. You have studied

vocabulary related to locations, transportation, tourist attractions, and directions. You have also practiced asking for and giving directions, explaining routes, describing locations, and providing information about tourist destinations. These communication skills are essential for tourism professionals because they help visitors travel comfortably, safely, and efficiently while enjoying their tourism experience.

H. Assessment

1. Performance Task (30%)

Task:

Demonstrate your ability to provide tourist information and give directions accurately and professionally.

Instructions:

Work individually or in pairs and perform a 3–5-minute interaction based on one of the following situations:

- Giving directions to a tourist attraction
- Providing information about a tourist destination
- Recommending transportation options
- Explaining opening hours, entrance fees, and facilities
- Assisting tourists at a Tourist Information Center

Your performance should demonstrate:

- Clear and accurate directions
- Appropriate tourism-related vocabulary
- Polite and professional communication
- Correct use of location and transportation information
- Confidence and fluency in speaking

2. Project (20%)

Task:

Create a Tourist Information Guide Portfolio.

Instructions:

Work in groups of 3–4 students and prepare a portfolio containing:

1. A map showing at least five tourist attractions in your area.
2. Written directions to each attraction.

3. Information about opening hours, entrance fees, and facilities.
4. Recommended transportation options for visitors.
5. A list of at least 20 expressions used when giving directions and tourist information.

The portfolio should demonstrate clear communication, accurate information, and practical tourism knowledge.

3. Role Play (25%)

Task:

Perform a role-play with a partner based on tourist information and direction-giving situations.

Choose one scenario:

- A tourist asks for directions to a tourist attraction.
- A tourism officer provides information about a tourist destination.
- A tourist asks about transportation options.
- A tourist requests information about opening hours and entrance fees.
- A tourism officer recommends attractions near the visitor's location.

Requirements:

- Duration: 3–4 minutes
- Use appropriate tourism vocabulary and polite expressions
- Demonstrate active listening and responsiveness
- Do not read directly from a script

4. Writing Assignment (15%)

Task:

Write a dialogue consisting of 12–15 exchanges between a tourist and a tourism officer.

Choose one of the following topics:

- Asking for Directions to a Tourist Attraction
- Providing Tourist Information
- Recommending Transportation Options
- Explaining Tourist Facilities and Services

- Providing Information at a Tourist Information Center

Your dialogue should include:

- Greeting
- Request for information or directions
- Clear directions or tourist information
- Location, distance, transportation, or attraction details
- Polite expressions
- Appropriate closing

5. Competency Test (10%)

Part A. Multiple Choice

Choose the best answer.

1. Which expression is commonly used when asking for directions?
 - a. Welcome to Bali.
 - b. How can I get to the museum?
 - c. Have a nice day.
 - d. Please take a seat.
2. What does "Turn left at the traffic light" mean?
 - a. Continue straight ahead.
 - b. Stop at the traffic light.
 - c. Belok kiri di lampu lalu lintas.
 - d. Return to the starting point.
3. Which preposition is used to indicate a location beside another place?
 - a. Opposite
 - b. Between
 - c. Next to
 - d. Behind
4. Which transportation option is commonly recommended to tourists?
 - a. Taxi
 - b. Printer
 - c. Elevator
 - d. Reception desk

5. What information is usually provided at a Tourist Information Center?
 - a. Weather only
 - b. Tourist attractions, directions, and transportation
 - c. Passport services
 - d. Banking services

Part B. Short Answer Questions

1. Mention two expressions used to give directions.
2. What is the function of a landmark when giving directions?
3. Give one example of a preposition of place.
4. Mention two transportation options that tourists can use.
5. Write one sentence providing information about a tourist attraction.

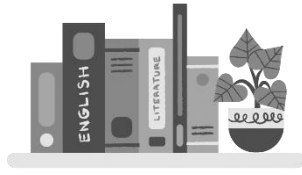




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GLOSSARY

A

Accommodation:

A place where tourists stay during their travels. (*Akomodasi*)

Activity:

An action or event included in a tour program. (*Kegiatan*)

Activity Schedule:

A timetable of planned tourism activities. (*Jadwal kegiatan*)

Airport:

A place where aircraft take off and land. (*Bandara*)

Airport Arrival:

The process of arriving at an airport. (*Kedatangan di bandara*)

Airport Departure:

The process of leaving from an airport. (*Keberangkatan dari bandara*)

Airport Information Officer:

Staff providing airport information. (*Petugas informasi bandara*)

Airport Transfer:

Transportation between airport and destination. (*Transfer bandara*)

Arrival Hall:

Area where arriving passengers enter. (*Ruang kedatangan*)

Assistance:

Help or support provided to guests. (*Bantuan*)

Attraction:

A place or activity that attracts tourists. (*Daya tarik wisata*)

Authentic Experience:

A genuine cultural or local experience. (*Pengalaman autentik*)

B

Baggage:

Personal belongings carried by travelers. (*Bagasi*)

Baggage Claim:

Area where passengers collect luggage. (*Area pengambilan bagasi*)

Bellboy:

Hotel staff assisting with luggage. (*Bellboy*)

Boarding Pass:

Document allowing passengers to board a flight. (*Kartu naik pesawat*)

Booking:

Reserving a service in advance. (*Pemesanan*)

Booking Confirmation:

Proof that a reservation has been accepted. (*Konfirmasi pemesanan*)

Booking Request:

A request to reserve a service. (*Permintaan pemesanan*)

Brochure:

Promotional tourism publication. (*Brosur*)

Buffet Breakfast:

Self-service breakfast with various food choices. (*Sarapan prasmanan*)

Business Traveler:

A person traveling for work purposes. (*Wisatawan bisnis*)

C

Caller:

A person making a telephone call. (*Penelepon*)

Check-in:

Registration upon arrival. (*Check-in*)

Check-out:

Completing a stay and leaving. (*Check-out*)

Chef:

Professional cook. (*Koki*)

Client:

A customer receiving professional services. (*Klien*)

Communication Skills:

Ability to communicate effectively. (*Keterampilan komunikasi*)

Complaint:

Expression of dissatisfaction. (*Keluhan*)

Complaint Handling:

Managing customer complaints professionally. (*Penanganan keluhan*)

Concierge:

Hotel employee assisting guests. (*Concierge*)

Confirmation:

Verification of a booking or arrangement. (*Konfirmasi*)

Customer:

Person purchasing a service. (*Pelanggan*)

Customer Inquiry:

Request for information. (*Pertanyaan pelanggan*)

Customer Satisfaction:

Customer's level of happiness with services. (*Kepuasan pelanggan*)

Customer Service:

Assistance provided to customers. (*Pelayanan pelanggan*)

Cultural Attraction:

Attraction related to culture and traditions. (*Atraksi budaya*)

D**Departure:**

Leaving a destination. (*Keberangkatan*)

Descriptive Paragraph:

A paragraph describing a person, place, or thing. (*Paragraf deskriptif*)

Destination:

Place visited by tourists. (*Destinasi*)

Destination Promotion:

Marketing of tourism destinations. (*Promosi destinasi*)

Direction:

Guidance on how to reach a place. (*Petunjuk arah*)

Double Room:

Hotel room for two people. (*Kamar ganda*)

E

Eco-tourism:

Responsible tourism supporting conservation. (*Ekowisata*)

Email:

Electronic mail communication. (*Email*)

Email Closing:

Ending section of an email. (*Penutup email*)

Email Reservation:

Reservation made through email. (*Reservasi melalui email*)

Email Subject Line:

Title of an email message. (*Subjek email*)

Emergency Contact:

Person contacted during emergencies. (*Kontak darurat*)

Enquiry:

Request for information. (*Permintaan informasi*)

Entrance Ticket:

Ticket granting access to an attraction. (*Tiket masuk*)

Excursion:

Short recreational trip. (*Kunjungan wisata*)

F

Facility:

Service or amenity available for guests. (*Fasilitas*)

Fare:

Price paid for transportation. (*Tarif*)

Feedback:

Comments from customers. (*Umpan balik*)

Fitness Center:

Exercise facility in hotels. (*Pusat kebugaran*)

Flight:

Journey by aircraft. (*Penerbangan*)

Flight Attendant:

Airline crew member serving passengers. (*Pramugari/Pramugara*)

Flight Information:

Details regarding flights. (*Informasi penerbangan*)

Flight Number:

Identification code of a flight. (*Nomor penerbangan*)

Flight Reservation:

Booking of airline tickets. (*Reservasi penerbangan*)

Front Desk:

Main reception area in a hotel. (*Meja resepsionis*)

G**Greeting:**

Expression used to welcome someone. (*Sapaan*)

Guest:

Person receiving hospitality services. (*Tamu*)

Guest Registration:

Recording guest information. (*Registrasi tamu*)

Guidebook:

Book containing travel information. (*Buku panduan wisata*)

Guided Tour:

Tour led by a guide. (*Tur berpemandu*)

H

Heritage:

Cultural inheritance from previous generations. (*Warisan budaya*)

Heritage Site:

Protected cultural or historical place. (*Situs warisan*)

Historical Attraction:

Attraction with historical value. (*Objek wisata sejarah*)

Holiday:

Vacation period. (*Liburan*)

Hospitality:

Industry focused on guest services. (*Hospitality*)

Hospitality Industry:

Sector providing accommodation and services. (*Industri perhotelan*)

Hotel:

Establishment providing accommodation. (*Hotel*)

Hotel Lobby:

Main entrance area of a hotel. (*Lobi hotel*)

Hotel Receptionist:

Staff welcoming hotel guests. (*Resepsionis hotel*)

I

Information Center:

Place where information is provided. (*Pusat informasi*)

Information Desk:

Desk offering assistance and information. (*Meja informasi*)

Information Officer:

Employee providing information. (*Petugas informasi*)

Inquiry:

Request for details. (*Pertanyaan*)

Itinerary:

Detailed travel plan. (*Rencana perjalanan*)

J

Journey:

Travel from one place to another. (*Perjalanan*)

K

Kecak Dance:

Traditional Balinese dance performance. (*Tari Kecak*)

L

Landmark:

Famous and recognizable place. (*Landmark*)

Local Culture:

Traditions and customs of local communities. (*Budaya lokal*)

Location:

Specific place or position. (*Lokasi*)

Lobby:

Hotel entrance area. (*Lobi*)

Luggage:

Personal belongings for travel. (*Barang bawaan*)

M

Map:

Representation of geographical locations. (*Peta*)

Marine Park:

Protected marine tourism area. (*Taman laut*)

Meet and Greet Service:

Guest welcoming service. (*Layanan penyambutan*)

Message Taking:

Recording messages for others. (*Mencatat pesan*)

Monument:

Structure built to commemorate something. (*Monumen*)

N

Natural Attraction:

Attraction based on natural features. (*Atraksi alam*)

O

Offering Assistance:

Providing help to guests. (*Menawarkan bantuan*)

Online Reservation:

Reservation made through the internet. (*Reservasi online*)

P

Package Tour:

Combined tourism services sold together. (*Paket wisata*)

Paragraph Writing:

Writing organized paragraphs. (*Menulis paragraf*)

Passenger:

Person traveling in transportation. (*Penumpang*)

Passport:

Official travel document. (*Paspor*)

Patience:

Ability to remain calm. (*Kesabaran*)

Polite Expression:

Respectful communication. (*Ungkapan sopan*)

Professional Communication:

Communication in workplace settings. (*Komunikasi profesional*)

Promotion:

Activities to attract customers. (*Promosi*)

R

Reception:

Area where guests are welcomed. (*Resepsi*)

Receptionist:

Person working at the reception desk. (*Resepsionis*)

Registration Form:

Form completed during registration. (*Formulir pendaftaran*)

Reservation:

Advance booking of services. (*Reservasi*)

Reservation Confirmation:

Proof of reservation acceptance. (*Konfirmasi reservasi*)

Reservation Request:

Application for a reservation. (*Permintaan reservasi*)

Resort:

Recreational accommodation facility. (*Resor*)

Restaurant:

Place where food is served. (*Restoran*)

Role Play:

Simulated communication activity. (*Bermain peran*)

Room Key:

Key for accessing a hotel room. (*Kunci kamar*)

Room Service:

Food delivery to guest rooms. (*Layanan kamar*)

S**Schedule:**

Organized timetable. (*Jadwal*)

Scenery:

Natural views and landscapes. (*Pemandangan*)

Self-Introduction:

Introducing oneself. (*Perkenalan diri*)

Service Quality:

Standard of services provided. (*Kualitas layanan*)

Sightseeing:

Visiting places of interest. (*Wisata keliling*)

Simple Present Tense:

Grammar tense for habits and facts. (*Simple Present Tense*)

Single Room:

Room for one guest. (*Kamar tunggal*)

Spa:

Facility for relaxation treatments. (*Spa*)

Standard Room:

Basic category hotel room. (*Kamar standar*)

Souvenir:

Item purchased as a memory of a trip. (*Suvenir*)

Souvenir Shop:

Store selling souvenirs. (*Toko souvenir*)

Sustainable Tourism:

Tourism minimizing environmental impact. (*Pariwisata berkelanjutan*)

T

Taxi:

Vehicle for hire. (*Taksi*)

Taxi Service:

Transportation service using taxis. (*Layanan taksi*)

Telephone Conversation:

Communication by telephone. (*Percakapan telepon*)

Telephone Etiquette:

Proper telephone behavior. (*Etika bertelepon*)

Temple:

Religious worship place. (*Pura/Kuil*)

Ticket:

Document granting travel or entry rights. (*Tiket*)

Timetable:

Schedule of times. (*Jadwal waktu*)

Tour:

Organized travel activity. (*Tur*)

Tour Booking:

Reservation of a tour. (*Pemesanan tur*)

Tour Guide:

Professional guiding tourists. (*Pemandu wisata*)

Tour Information:

Information about tours. (*Informasi tur*)

Tour Itinerary:

Detailed tour schedule. (*Rencana tur*)

Tour Operator:

Organizer of tour services. (*Operator tur*)

Tour Package:

Combined tourism product. (*Paket tur*)

Tourism:

Activities involving travel and leisure. (*Pariwisata*)

Tourism Industry:

Economic sector related to tourism. (*Industri pariwisata*)

Tourism Profession:

Occupation in tourism. (*Profesi pariwisata*)

Tourism Service:

Service provided to tourists. (*Layanan pariwisata*)

Tourist:

Person traveling for pleasure. (*Wisatawan*)

Tourist Attraction:

Place attracting tourists. (*Objek wisata*)

Tourist Destination:

Location visited by tourists. (*Destinasi wisata*)

Tourist Information Center:

Center providing tourism information. (*Pusat informasi wisata*)

Tourist Site:

Place of tourist interest. (*Situs wisata*)

Transportation:

Means of moving people. (*Transportasi*)

Travel Agency:

Business arranging travel services. (*Biro perjalanan*)

Travel Agent:

Person arranging travel plans. (*Agen perjalanan*)

Travel Arrangement:

Planning travel services. (*Pengaturan perjalanan*)

Travel Reservation:

Booking travel services. (*Reservasi perjalanan*)

Trip:

A journey or excursion. (*Perjalanan*)

U**Unique Attraction:**

Distinctive tourism attraction. (*Atraksi unik*)

V**Visitor:**

Person visiting a destination. (*Pengunjung*)

Visitor Information:

Information provided to visitors. (*Informasi pengunjung*)

W**Waiter:**

Male restaurant server. (*Pelayan laki-laki*)

Waitress:

Female restaurant server. (*Pelayan perempuan*)

Welcome Expression:

Phrase used to greet guests. (*Ungkapan penyambutan*)

Welcome Sign:

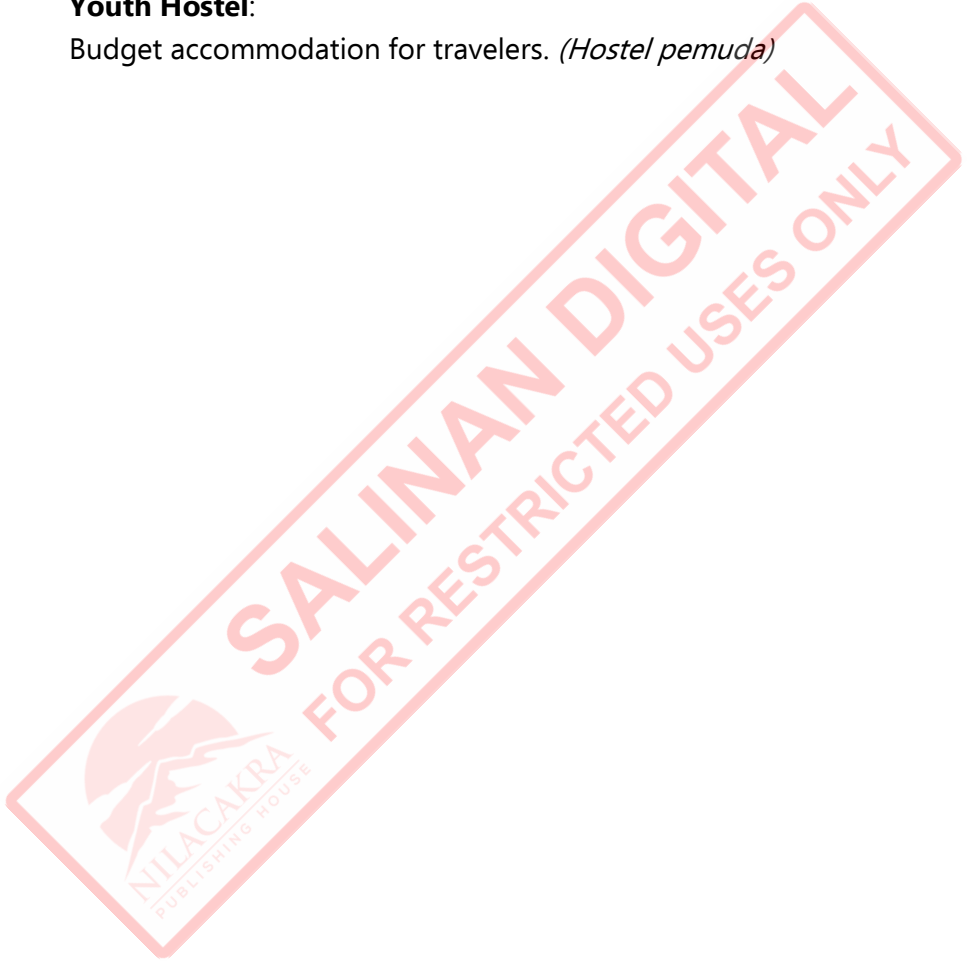
Sign used to greet visitors. (*Papan penyambutan*)

Workplace Communication:

Communication in professional settings. (*Komunikasi di tempat kerja*)

Y**Youth Hostel:**

Budget accommodation for travelers. (*Hostel pemuda*)







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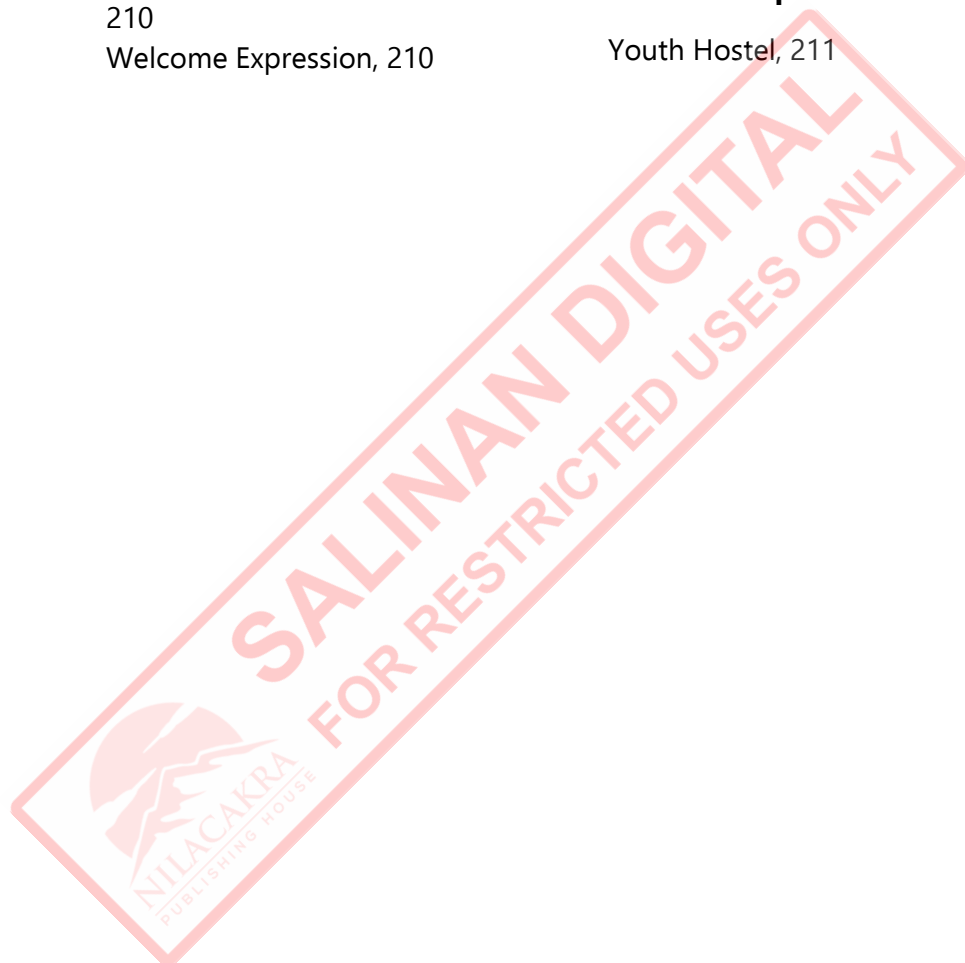
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Dr. I Gede Astawa, S.Pd., M. Hum. was born in Munduktemu Village on June 30, 1971. He currently serves as a lecturer at Denpasar Tourism Academy and holds the position of Director of Denpasar Tourism Academy for the 2023–2027 term. His academic journey began with a Diploma III in Hospitality, which he completed in 1998. Driven by his strong interest in education and language studies, he continued his education at the Faculty of Teacher Training and Education, majoring in English Language Education, and earned his Bachelor of Education (S.Pd.) degree in 2001. He later pursued his graduate studies at the Graduate Program of Warmadewa University and obtained a Master of Humanities (M. Hum.) degree in Linguistics with a specialization in English Language Teaching in 2015. His commitment to advancing language studies continued at the doctoral level, culminating in the completion of a Doctoral Degree in Linguistics from the Faculty of Humanities, Udayana University, in 2019, with a specialization in Ecolinguistics.

Since 1998, Dr. Astawa has been actively teaching English in various schools and training institutions. After obtaining his bachelor's degree in 2001, he expanded his professional engagement by teaching at several higher education institutions and training centers in Denpasar and surrounding areas. His extensive experience in education, particularly in teaching English for academic and vocational

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In addition to his involvement in teaching and higher education management, Dr. Astawa has a strong commitment to research and scholarly publication. His academic works have been published in both national and international journals, particularly in the fields of linguistics, English language teaching, and ecolinguistics. His scholarly productivity is also reflected in several books he has authored, including *Ekologlinguistik dalam Pengajaran Bahasa Inggris: Perspektif Lingkungan dan Bahasa*, *Ekologlinguistik Kritis: Teori dan Penerapannya*, dan *Penulisan Laporan Tugas Akhir dengan Penelitian Kualitatif: Panduan Praktis bagi Mahasiswa Diploma III Jurusan Pariwisata*.

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