

**INTERCULTURAL REPRESENTATION IN HOSPITALITY-RELATED-
VIDEOS AS ENGLISH LEARNING MEDIA AT
SMK MUHAMMADIYAH 1 BATU**

THESIS

In Partial Fulfillment of the Requirement for Master's Degree
in English Language Education



By:

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**DEPARTMENT OF ENGLISH LANGUAGE EDUCATION
THE DIRECTORATE OF GRADUATE PROGRAM
UNIVERSITAS MUHAMMADIYAH MALANG
2025**

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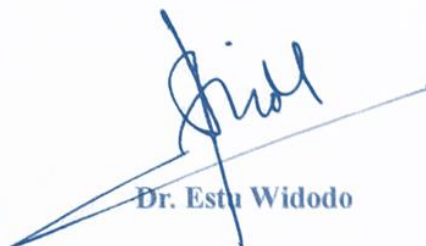


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LETTER OF STATEMENT

I, the undersigned:

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Hereby, declare that :

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2. If this thesis is proven as a form of **PLAGIARISM** in this thesis, I am willing to accept the consequences including accepting the **CANCELATION OF THE GRANTING OF MASTER DEGREE** and undergoing any procedures required by the prevailing law.
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Thus, this statement is made truthfully to be used as appropriate.

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The Writer,



ANIS ULIPAH

PREFACE

Praise to Allah SWT who have given use His mercy, grace, and guidance to the writer, hence she can finish the thesis under the title ***Intercultural Representation in Hospitality-Related-Videos as English Learning Media at SMK Muhammadiyah 1 Batu.*** The preparation of this thesis is one of the requirements that must be met in order to complete the English Master Degree at University Muhammadiyah Malang.

In this occasion, the writer would like to express deep appreciation to all parties who have provided support, guidance, and assistance during the process of preparing this thesis. In particular, the writer would like to thank:

1. Assc. Prof. Dr. Fardini Sabilah, M.Pd., as the 1st supervisor, for all the guidance, motivation, and patience provided during the mentoring process. The input and advice you have given are invaluable to the writer in completing this research.
2. Dr. Rina Wahyu Setyaningrum, M.Ed., as the second supervisor, for the guidance, suggestions, and support provided with great care. The writer greatly appreciates the time and dedication you have devoted to assisting the writer.
3. My fellow classmates and colleagues for their camaraderie and support. The stimulating discussions and shared experiences have made this journey all the more enjoyable and rewarding.
4. The esteemed the three validators, whose invaluable insights, comment, and constructive suggestion have greatly enriched my research.
5. My beloved husband, parents, children, family and friends, whose unwavering belief in my potential have been a source of strength. Their patience and understanding during this arduous process have been indispensable.

6. Acknowledge everyone who generously provided resources and access to valuable materials that were crucial to the completion of this thesis. Your contributions have been vital to my academic pursuits.

To all, thank you for your encouragement and guidance. This thesis would not have been possible without your support.

Malang, 17th January 2025

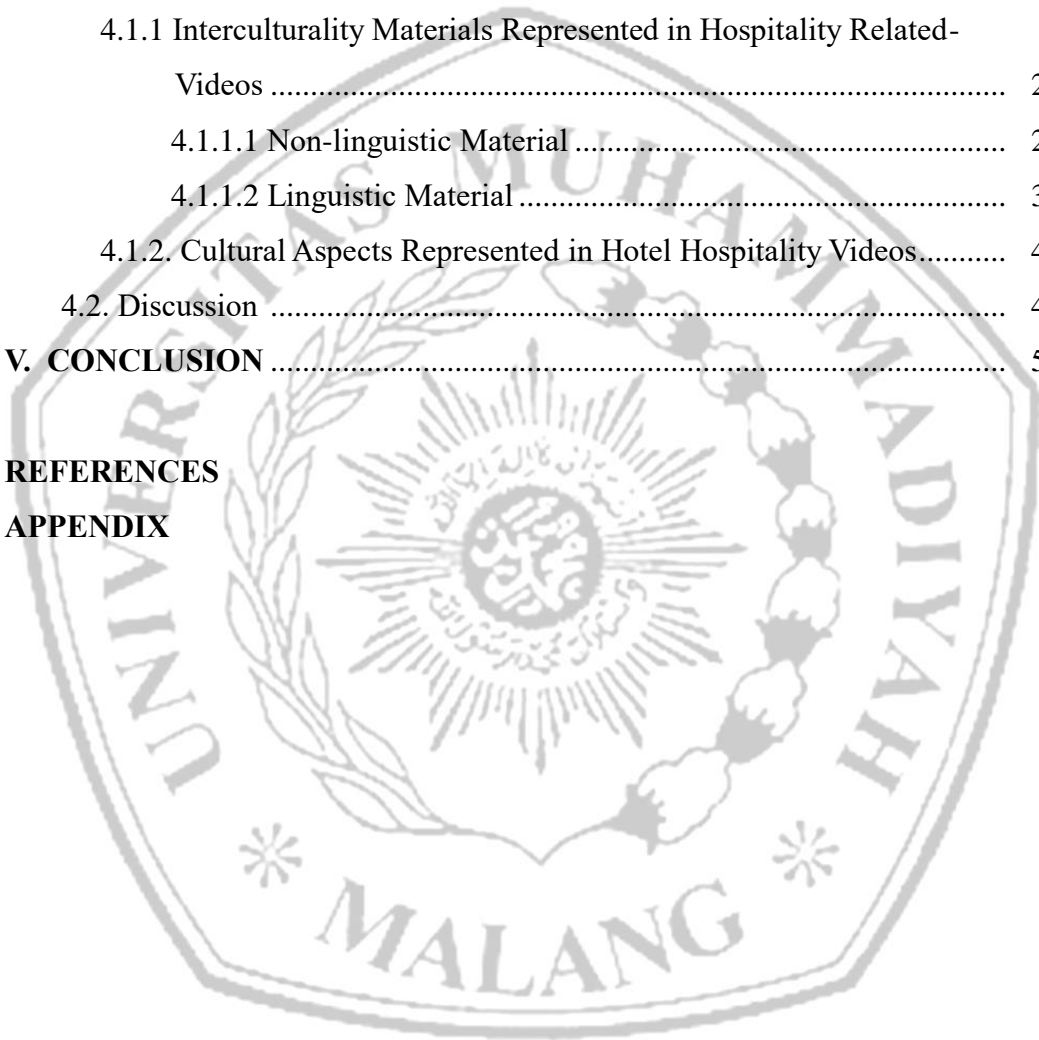
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TABLE OF CONTENTS

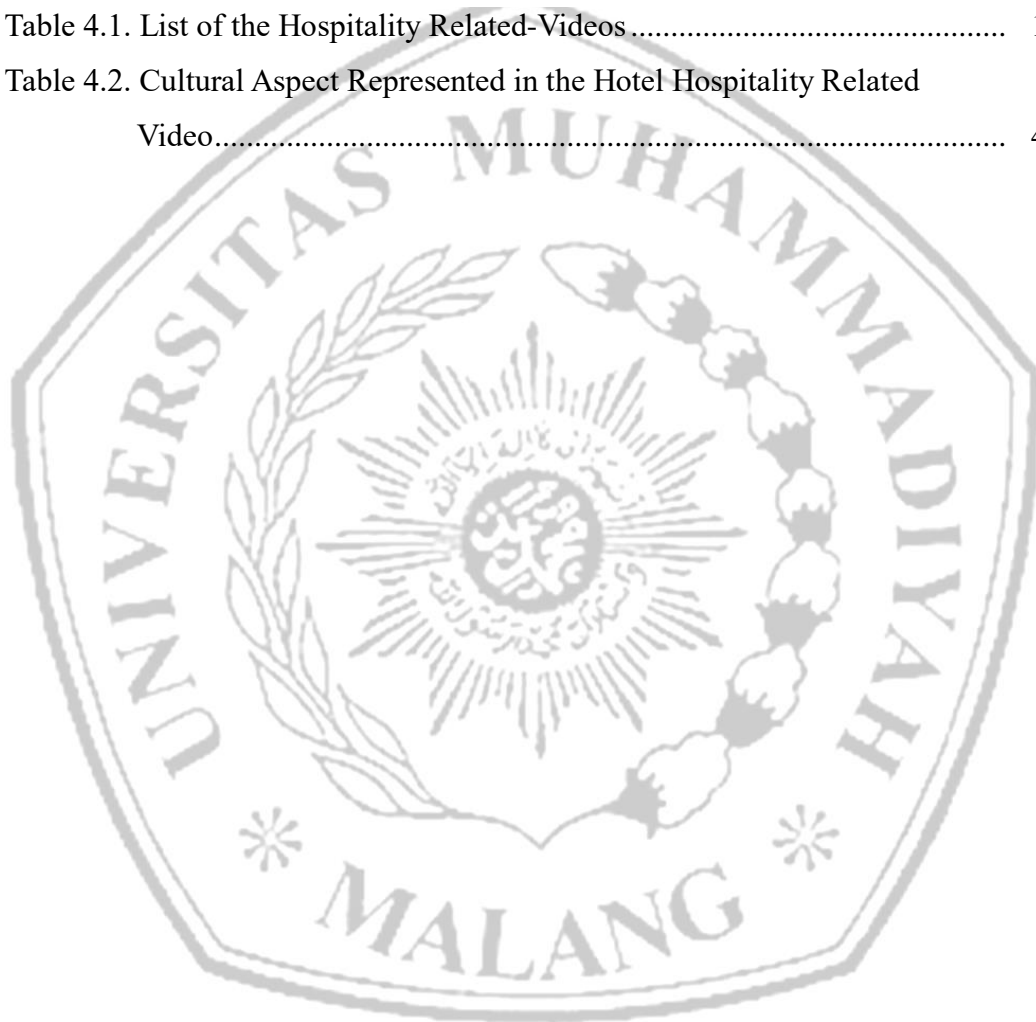
Cover	i
Legalization.....	ii
Letter of Statement	iii
Preface.....	v
Table of Contents	vii
List of Tables	ix
List of Pictures	x
Appendix List	xi
Abstract	xii
I. INTRODUCTION	
1.1 Background	1
1.2 Research Questions	3
1.3 Research Objective	4
II. REVIEW OF RELATED LITERATURE	
2.1 Intercultural Language Learning	4
2.1.1 Intercultural Materials in Language Learning.....	6
2.1.2 Intercultural Aspects.....	8
2.2 English for Specific Purpose	9
2.3 Teaching Media.....	10
2.3.1 Visual Media	10
2.3.2 Audio Media	11
2.3.3 Audio-Visual Media.....	11
2.4 Intercultural Videos	12
III. RESEARCH METHOD	
3.1 Research Design.....	13
3.2 Research Object	14
3.3 Data Collection	15

3.3.1. Data Sources.....	15
3.3.2. Data Collection Technique.....	15
3.4 Data Analysis	16
3.5 Credibility	17
IV. FINDING AND DISCUSSION	
4.1 Findings	18
4.1.1 Interculturality Materials Represented in Hospitality Related- Videos	20
4.1.1.1 Non-linguistic Material	20
4.1.1.2 Linguistic Material	36
4.1.2. Cultural Aspects Represented in Hotel Hospitality Videos.....	44
4.2. Discussion	46
V. CONCLUSION	51
REFERENCES	
APPENDIX	



LIST OF TABLES

Table 3.1. Coding Scheme of Interculturality Material in Hospitality-Related Video.....	16
Table 3.2. Coding Scheme of Intercultural Aspects Represented in Hospitality Related Video.....	17
Table 4.1. List of the Hospitality Related-Videos.....	19
Table 4.2. Cultural Aspect Represented in the Hotel Hospitality Related Video.....	45



LIST OF PICTURES

Picture 1.	Making Hotel Reservation via Phone	21
Picture 2.	Walk-in Reservation by a Single Guest	22
Picture 3.	Walk-in Reservation by a Couple Guest	23
Picture 4.	Hotel Check-In from Video 1	25
Picture 5.	Hotel Check-In from Video 2	25
Picture 6.	Hotel Check-In from Video 3	26
Picture 7.	Hotel Check-In from Video 4	27
Picture 8.	Hotel Check-In from Video 5	27
Picture 9.	Phone Facilities Information.....	29
Picture 10.	Restaurant and Breakfast Service Information	30
Picture 11.	Currency Exchange Service	31
Picture 12.	Local Tourism Information	32
Picture 13.	Luggage Storage Service	33
Picture 14.	Courier and Postal Service.....	34
Picture 15.	The Scene of Hotel Check-Out.....	35

APPENDIX LISTS

Appendix 1. List of Hospitality-Related Video

Appendix 2. Transcript video 1

Appendix 3. Transcript video 2

Appendix 4. Transcript video 3

Appendix 5. Transcript video 4

Appendix 6. Table of intercultural materials in the video

Appendix 7. Table of cultural representation in the video



ABSTRACT

Ulipah, Anis. 2024. *Intercultural Representation in Hospitality-Related-Videos as English Learning Media at SMK Muhammadiyah 1 Batu*. Thesis. Magister Pendidikan Bahasa Inggris. Universitas Muhammadiyah Malang. Pembimbing : (1) Assc. Prof. Dr. Fardini Sabilah, M.Pd., (2) Dr. Rina Wahyu Setyaningrum, M.Ed.

This study investigates the representation of intercultural materials in hospitality-related videos as a tool to enhance English language learning for vocational students majoring in hospitality at SMK Muhammadiyah 1 Batu. Recognizing the critical role of cultural awareness and communication skills in the global hospitality industry, this research highlights the pedagogical potential of video media. Using a qualitative content analysis method, five hospitality-related videos were examined to identify linguistic and non-linguistic elements, as well as cultural aspects, including product, practice, perspective, and person representations. The findings reveal that these videos integrate relevant intercultural materials and specialized terminologies, supporting the development of students' linguistic proficiency and cultural competence. Additionally, the videos effectively portray professional communication patterns, politeness markers, and cultural sensitivity crucial for the hospitality sector. The results underscore the importance of incorporating multimedia resources into English instruction to prepare students for diverse, real-world scenarios in the global hospitality industry.

Keywords: *hospitality-related video, intercultural materials, cultural aspect.*

ABSTRACT

Ulipah, Anis. 2024. *Intercultural Representation in Hospitality-Related-Videos as English Learning Media at SMK Muhammadiyah 1 Batu*. Thesis. Magister Pendidikan Bahasa Inggris. Universitas Muhammadiyah Malang. Pembimbing : (1) Assc. Prof. Dr. Fardini Sabilah, M.Pd., (2) Dr. Rina Wahyu Setyaningrum, M.Ed.

Penelitian ini menyelidiki representasi materi antarbudaya dalam video terkait perhotelan sebagai media untuk meningkatkan pembelajaran bahasa Inggris bagi siswa kejuruan yang mengambil jurusan perhotelan di SMK Muhammadiyah 1 Batu. Mengingat pentingnya kesadaran budaya dan keterampilan komunikasi dalam industri perhotelan global, Penelitian ini menyoroti potensi pedagogis dari media video. Dengan menggunakan metode kualitatif analisis konten, lima video terkait perhotelan diteliti untuk mengidentifikasi elemen linguistik dan non-linguistik, serta aspek budaya, yang mencakup representasi aspek produk, praktik, perspektif, dan orang. Hasil penelitian menunjukkan bahwa video-video ini mengintegrasikan materi antarbudaya yang relevan dan terminologi khusus, mendukung pengembangan kemampuan linguistik dan kompetensi budaya siswa. Selain itu, video-video tersebut secara efektif menggambarkan pola komunikasi profesional, penanda kesopanan, dan sensitivitas budaya yang penting bagi sektor perhotelan. Hasil penelitian menekankan pentingnya mengintegrasikan sumber daya multimedia ke dalam pengajaran bahasa Inggris untuk mempersiapkan siswa menghadapi berbagai skenario dunia nyata dalam industri perhotelan global.

Kata kunci: *video terkait perhotelan, materi interkultural, aspek budaya.*

I. INTRODUCTION

1.1 Background

The hotel hospitality sector is expanding and diversifying at a rate never seen before in today's linked world. In order to be able to compete and pursue a profession in this field, people have to be able to communicate well in English because of cross-cultural encounters and international travel are growing commonplace. Therefore, being able to communicate well in English is essential for anyone who works in the hotel hospitality industry since it has a big impact on the standard of guest care, business success, and overall guest experience. Finding efficient strategies to support teachers in optimizing student learning has consequently sparked an increase in interest to English language instruction subject. Teaching the culture or its aspects that go along with teaching English is another aspect of teaching that is less researched and has only recently come to light. Nonetheless, there are frequently difficulties when integrating multicultural education and real-world experience into conventional learning environments. This matter makes students became less aware to the other culture and low enthusiasm in learning English because they feel that it is an unimportant subject to learn and to master. They tend to be silent and respond passively during teaching learning activity. They often face difficulties in learning activities especially speaking in hospitality context because of lack in vocabulary and less in practicing speaking (Suramto et al., 2021).

Hotel and tourism industry is connected intensively toward many guests and people from all over the world, with so many social background and cultures. To be successful in this sector requires both cultural sensitivity and effective communication, it is important for the student to explore and understand different cultures. Recent studies have highlighted the direct correlation between intercultural competence and guest satisfaction, employee productivity, and overall business success in the industry (Do et al., 2021; Fan et al., 2023; Şanlı Kayran & Unur, 2022). Therefore, it is important for hospitality students to be proficient in English and be aware on intercultural matters for their future career.

Since the students majoring hospitality in vocational high school are prepared to work and interact with many people from diverse cultural backgrounds, it becomes a must to integrate intercultural material in teaching learning because studies on the importance of cultural awareness in the hospitality industry demonstrated that an understanding of cultural nuances can significantly impact guest satisfaction (Trang & Phuong, 2023). Another study also suggests to adapt diverse sociolinguistics contexts, such as hospitality, and various multicultural backgrounds (Agustin et al., 2022). It can help student develop their empathy and tolerance towards cultural differences, deepening their cultural awareness in a positive way and accepting other cultures as they are, while realizing their own cultural values and norms. Ilie (2019) in the other hand, integrating this within the context of English language learning for hospitality through video holds substantial promise in order to develop students' intercultural awareness involves promoting sensitivity, empathy, and adaptability towards diverse cultures, norms, and customs.

As the response of this growing demand for English language skills in the hospitality industry, language educators, curriculum developers, and practitioners have been exploring innovative approaches to enhance language acquisition and cultural awareness among hospitality students. The usage of educational multimedia resources bring an innovative approach to foster intercultural understanding among students. One of the multimedia resources tailored to the specific needs of the English for Hospitality context is videos. Unfortunately, the learning activities at SMK Muhammadiyah 1 Batu rarely apply hospitality-related video in the English instruction. The teacher usually applied general videos related to the certain material. Those videos give less impact on the students' English acquisition especially about hospitality communication competence.

Recently, videos have gained popularity as an educational resource. They offer a dynamic and visually engaging platform for language acquisition and intercultural learning (Widiati, 2023; Zhang, 2020). By watching, creating or performing videos, students are provided with a unique chance to actively apply their language skills while simultaneously immersing themselves in the intricacies

of inter-cultural interactions. This practical and experiential approach can foster intercultural competence more effectively than traditional classroom methods. It is supported by the study about the integration of technology in language education, including video content. It indicates that modern learners often respond positively to multimedia-based instruction (Dugartsyrenova & Sardegna, 2019; Kartikasari et al., 2019; Sabilah, 2016; Susilo et al., 2023; Tural & Cubukcu, 2021).

An English for Hospitality video typically covers language and communication skills relevant to the hospitality industry. The content of such a video aims to assist individuals who are working or interested in working in hotels, restaurants, tourism, or any service-oriented sector where English language proficiency is essential. By integrating field-specific terminology, scenarios, and cultural awareness into videos, it offer the opportunity to engage with diverse cultural perspectives, etiquettes, and communication styles prevalent in hospitality settings worldwide to the learners.

The importance of multimedia in teaching learning activities has been found in the other field of research, but the one that related to the interculturality materials in Hospitality-related video is still limited. This study aims to fill this gap by analyzing interculturality materials in the video related to the hospitality context. This study holds the potential to shed light on innovative ways to enhance students' intercultural awareness within the context of the hospitality industry. The findings could benefit educators and curriculum developers by providing insights into the practicality of incorporating videos as a pedagogical tool. Moreover, the study may contribute to the ongoing dialogue regarding the preparation of students for global careers in the hospitality sector. Ultimately, the goal is to equip future hospitality professionals with the language skills and cultural competence they need to excel in a globalized and culturally diverse industry.

1.2 Research Questions

Based on the research background and problem identification above, hence the research question is as follow:

1. What interculturality materials are represented in hospitality related-videos?
2. What are the cultural aspects found in the videos lead to intercultural knowledge of hospitality vocational students?

1.3 Research Objective

1. To know the interculturality materials represented in hospitality related-videos.
2. To know the cultural aspects found in the videos lead to intercultural knowledge of hospitality vocational students.

II. REVIEW OF RELATED LITERATURE

2.1 Intercultural Language Learning

The relationship between languages and culture is the central theme of intercultural language teaching and learning; this relationship is served as the foundation for intercultural communication. By understanding the connection between language and culture, learners are able to not only develop linguistic proficiency but also gain a deeper appreciation and respect for different cultural perspectives (Byram, 2008). This understanding allows them to navigate cultural nuances, adapt their communication styles, and foster effective cross-cultural communication.

Learning a language from another culture and experiencing its language is how an intercultural language learner develops their awareness and knowledge of language and culture. Furthermore, language serves as a carrier of culture, transmitting cultural norms, values, and beliefs. Through language learning, learners can gain insights into the cultural contexts in which the language is used, enabling them to effectively navigate social interactions and avoid misunderstandings related to cultural differences (Jawas, 2020; Yu, 2020).

Intercultural language learning recognizes the inseparable link between language and culture. It acknowledges that language cannot be learned in isolation from its cultural context, as language use is shaped by cultural norms and

conventions (Krasniqi, 2019). Moreover, culture provides the framework through which language is understood and interpreted. Without a deep understanding of the cultural aspects associated with a language, learners may struggle to fully grasp its nuances and effectively communicate with native speakers (Su Chengchieh, 2020). Therefore, intercultural language learning focuses on developing learners' intercultural communicative competence, which encompasses not only linguistic skills but also an understanding and appreciation of cultural differences. Through intercultural language learning, learners become more than just fluent speakers of a language; they become culturally competent individuals who can communicate effectively and respectfully in the target language community.

In order to foster intercultural communicative competence, language teaching should incorporate cultural elements into the curriculum. This can be done through the use of authentic cultural materials, engaging in experiential learning activities, promoting interaction with native speakers, and encouraging learners to engage in reflection and critical thinking about cultural practices and perspectives (Jawas, 2020). By integrating culture into language teaching, educators can create an immersive and holistic learning experience that goes beyond grammar and vocabulary.

One effective way to incorporate culture into language teaching is through cultural immersion experiences. These experiences can take various forms, such as study abroad programs, cultural exchange events, or virtual cultural simulations. By immersing themselves in the target culture, learners can gain firsthand exposure to the language in authentic contexts and develop a deeper understanding of the cultural nuances embedded in communication (Hsueh & Shih, 2020).

Additionally, educators can play a pivotal role in facilitating cultural immersion by organizing discussions and activities that promote intercultural exchange within the classroom (Jawas, 2020). This can involve inviting guest speakers from diverse cultural backgrounds, organizing multicultural events, or

creating opportunities for collaborative projects that require learners to engage with cultural topics and perspectives.

Furthermore, the use of technology can enhance cultural immersion in language learning. Virtual reality tools, language exchange platforms, and online resources can provide learners with simulated cultural experiences and interactions, allowing them to navigate real-life scenarios in a controlled and supportive environment (Altun & Ahmad, 2021; Hua & Wang, 2023; Shadieiev et al., 2021)

By embracing cultural immersion in language learning, educators can empower learners to not only become proficient language users but also culturally sensitive and adaptable communicators who can effectively engage with diverse individuals and communities. This approach fosters a deeper appreciation for the interconnectedness of language and culture, ultimately enriching the language learning experience.

2.1.1 Intercultural Materials in Language Learning

Intercultural materials are resources used in Language learning that go beyond simply teaching grammar and vocabulary. They aim to develop students' intercultural competence, which is the ability to understand and communicate effectively with people from different cultural backgrounds. Some types of intercultural teaching materials include:

1. Authentic materials: These come from real-world sources. It offers a genuine cultural experience (Alsamani, 2014). This type of material includes authentic texts, videos, and audio recordings that provide learners with real-life examples of the target language culture (Srinivas Rao, 2019). Examples include:
 - a. News articles and websites: Provide current event discussions from diverse perspectives (e.g., BBC News, Al Jazeera)
 - b. Movies and documentaries: Offer a glimpse into different cultures and social issues (e.g., foreign films, documentaries on cultural practices)

- c. Music videos and songs: Introduce cultural expressions through language and visuals (e.g., music from different countries)
 - d. Social media posts and advertisements: Explore cultural trends and communication styles (e.g., compare greetings on social media platforms across cultures)
2. Adapted materials: These are authentic materials that have been modified for easier comprehension by learners. For examples:
 - a. Simplified news articles: Shortened versions of news stories with simpler vocabulary and sentence structures.
 - b. Movie clips with subtitles or transcripts: Provide context and support understanding for visuals.
 - c. Song lyrics with translations or annotations: Explain cultural references within songs.
 3. Learner-created materials: Students can research and present aspects of their own culture or another culture they are interested in.
 - a. Presentations on cultural practices: Students research and present aspects of their own or another culture (e.g., traditional holidays, food customs).
 - b. Collaborative projects: Students work in teams to create videos, blogs, or podcasts exploring cultural differences
 4. Textbooks with a cultural focus: Some textbooks are specifically designed to include cultural content through themes like music, food, drink, costume culture, and family rules, to name a few (Shadiev et al., 2021)
 5. Teaching modules: Instructional units or modules that focus on specific cultural knowledge and intercultural communication practices may be integrated into business and technical communication textbooks.

Each of these materials can be appropriately leveraged to enhance the intercultural competence of English learners, especially in sectors like hospitality where cultural sensitivity is of paramount importance.

2.1.2 Intercultural Aspects

Some features of intercultural are discussed based on the importance of those features in understanding culture. In language, we usually find many different things, there are some features in language related to culture. Some common intercultural features that might find in videos are as follow:

1. Non-verbal communication

- a. Gestures and body language: Different cultures have varying interpretations of gestures, facial expressions, and personal space. A video might portray characters using gestures that have different meanings in different cultures, potentially leading to miscommunication (Hofstede, 2010).
- b. Visual cues: Clothing, hairstyles, and other visual elements can convey cultural messages. A video set in a specific cultural context might showcase traditional clothing or architecture, which can be interpreted differently by viewers from other cultures (Hall et al., 2019).

2. Language and Communication Styles

- a. Directness vs. indirectness: As Tannen, (1990) points out; cultures differ in their communication styles. A video featuring character from cultures with varying degrees of directness might show misunderstandings arising due to unclear or implicit communication.
- b. Humor and sarcasm: Humor and sarcasm can be culturally specific and easily misinterpreted. A video with jokes or sarcasm based on a particular cultural context might not be understood by viewers from other cultures (Lewis, 1999).

3. Cultural Values and Representation

- a. Gender roles and stereotypes: Videos often portray characters adhering to specific gender roles or stereotypes. This can be problematic if it reinforces harmful generalizations or fails to represent the diversity within cultures (Kraidy, 2002).
- b. Religious and social norms: Videos set in specific cultural contexts might depict religious practices, social norms, or traditions. Viewers from other

cultures might need additional context to understand these elements and avoid misinterpretations (Samovar & Porter, 2018).

4. Power Dynamics and Representation

- a. Representation of different cultures: Videos often portray specific cultures in certain ways, which can be influenced by power dynamics and historical contexts. It's important to be critical of how different cultures are represented and avoid perpetuating stereotypes (Said, 1979).
- b. Language dominance and translation: When videos involve multiple languages, translation choices can affect the meaning and power dynamics within the narrative. It considers how languages are used and represented in the video (Spivak & Franco, 1996).

2.2 English for Specific Purposes

It was first introduced by Hutchinson et al. (1988) and is described as a technique of teaching languages where all choices about method and content are made with the purpose of the students in mind. According to a different study, Robinson (1991) conceptualized English for Specific Purposes (ESP) as a field that combines practice, training, and education while relying on three main knowledge realisms: language, pedagogy, and the participants' or students' area of specialization. English for specific purposes (ESP) was defined by Paltridge and Starfield (2012) on Approach and Methods in linguistic Teaching, as a movement that aims to meet the linguistic demands of students who require English in order to fulfill specific responsibilities (e.g. hotelier, engineer, nurse) and who want to mastering the language for its own purpose, need to gain content and practical abilities through its medium.

In connection with this, the definition of "specific" in English for special purposes (ESP) has evolved along with the field. In other words, specialized aim refers to the reason for which learners learn a language, not the nature of the language they learn. This further validates the rule of ESP as an approach to language teaching in which content and method applied based on the learner's need of learning in certain professions, jobs, or purposes. In order to attain

immediate learning results and goal-oriented achievement, it offers language skills and course content that are meaningful, communicative, and practical.

Therefore, English for Specific Purposes (ESP) has traditionally served as a method to assist language learners in adjusting to language features or in developing the competences required to function in a field, profession, or workplace for which the learners wish to master English.

2.3. Teaching Media

According to Munadi (2013:3), teaching media is an intermediary tool for understanding the meaning of the material submitted by educator or teachers either print or electronic media and teaching media is also as a tool to facilitate the implementation of the components of the learning system, so that the learning process can last a longtime and effective.

2.3.1 Visual Media

According to Munadi (2013: 81), visual media are a tool in the teaching process that can be used through the senses of vision. There are two types of visual media; verbal and nonverbal. Verbal messages is not in written form while nonverbal messages conveyed by symbols and written form. Kinds of visual media are:

1. Verbal Visual

The pictures are presentation of idea or concept of learning, making them easier to digest students, kinds of picture; the first sketch can be called stick figure. That is a simple picture that illustrates the principal object without a detail section. Second, painting is the result of symbolic and artistic representations someone about an object or situation.

2. Visual Nonverbal

a. Book, is communication without word (oral language) or over simply friction. Because words are formed is still considered writing and do not have a sound element. The book is a teaching resource that made by public and especially students in the school.

- b. Comic, it can be teaching resource. Arrangement of comic cartoon character has a simple nature. Comic has elements of a story which contains the message concise and easy to understand. Using comics in the teaching learning process making students attraction.

2.3.2 Audio Media

Using Audio media can help to give another dimension for lecturers in their teaching. It offers the potential to deliver content in an engaging way. For students, it provides an alternative to reading text as part of their teaching. For some students using mobile devices, listening to audio may fit in with their daily lives more easily than reading.

1. Cassette tapes, it is the most popular in the community, serves as a playback in the form of tapes or recorder. Cassette tapes can be used as a model teaching small groups or individual.
2. The compact disc, Compact disk (CD) is an optic that is used to save the data digitally. It can improve and direct students' attention so as to cause the motivation of teaching process.
3. Radio is a scientific device that functions as an effective auditory instrument for communication. It also plays an important role in education. It is not only informs, but also inspired teacher being for teaching in the classroom. It is not only includes values and virtues, but also creates attitudes, interests and appreciation to students.

2.3.3. Audio-Visual Media

Audio-visual media in particular refer to teaching methods using both sight and Sound. Audio Visual can be divided into two types. The first, pure audio-visual media is sound and images in one unit, such as film, television and video. The second is not a pure audiovisual media such as slides, opaque and OHP Munadi (2013:113).

1. Film is the actual material that a movie is recorded to in production and projected. Film can help to communicate to students for teaching and learning

process. Using film is easier to remember than reading book because it is directly contact with our eyes and ears.

2. Video is the technology on electronic signals includes motion picture and sound. Video can inspire and engage students when incorporated into student centered through learning activities, increased student motivation, enhanced learning experience and development potential for deeper learning of the subject development potential for deeper learning of the subject.
3. Television is an electronic motion picture with conjoined or attendant sound; both picture sound reach the eye and ear simultaneously from a remote broadcast point or television which is a combination of sound and picture received instantaneously on the TV screen.

2.4 Intercultural Videos

Intercultural videos are a type of authentic material that can be a powerful tool in language teaching (Zhang, 2020). They expose students to real-world language use in a variety of cultural contexts, promoting intercultural competence. Kinds of intercultural videos for language learning are:

1. Documentaries: Explore documentaries on cultural practices, traditions, or social issues around the world. For example: "Planet Earth" series by BBC
2. Movie clips: Utilize excerpts from movies that showcase cultural interactions, social etiquette, or humor. Example: A scene from the movie "Crazy Rich Asians" depicting a traditional Chinese wedding ceremony
3. Short films: Independent short films can offer unique perspectives on cultural themes or everyday life in different countries.
4. Music videos: Popular music videos can introduce students to different languages, music styles, and cultural expressions. For xxamples: K-pop music videos, Latin music videos, etc.
5. Travel vlogs: Vlogs by travelers document their experiences in different cultures, offering insights into local customs and language use.

In the hotel hospitality industry, effective intercultural communication is crucial for providing exceptional service to guests from diverse backgrounds. Videos offer a dynamic way to learn about cultural nuances and communication styles relevant to the hospitality sector (Blue & Harun, 2003; Usó Juan & Martínez Flor, 2008). The following are some kinds of intercultural videos for hospitality majors:

1. Scenario-based videos: These portray common hospitality situations like checking-in guests, handling dietary requests, or resolving complaints, with actors from different cultures demonstrating appropriate communication styles.
2. Cultural etiquette videos: Focus on specific cultures and their customs related to greetings, tipping, personal space, or appropriate dress code.
3. Documentaries on hospitality traditions: Explore how hospitality is practiced in different cultures, showcasing traditional tea ceremonies in Japan, the concept of "ubuntu" (humanity) in South African hospitality, or the importance of family in Italian homestays.
4. Interviews with multicultural hospitality professionals: Feature interviews with hotel managers, chefs, or tour guides from diverse backgrounds sharing their experiences and insights on intercultural communication in the workplace.

III. RESEARCH METHOD

3.1 Research Design

The research adopted a qualitative content analysis design to quantify and analyze the presence, meanings, and relationships of such certain words, themes, or concepts. The content analysis approach is considered suitable to investigate the intercultural subject contain in hospitality-related-videos because as stated by (Patton, 2002); Content analysis is an approach of empirical, methodological controlled analysis of texts within their context of communication, following content analytic rules and step by step models, without rash quantification. It goes beyond merely counting words or extracting objective content from texts to

examine meanings, themes and patterns that may be manifest or latent in a particular text. It allows the researchers to understand social reality in a subjective but scientific manner.

3.2 Research Object

Research object is the specific entity, phenomenon, concept, or subject that is being studied or investigated. It represents the focal point or the primary object of this study. The object of this research was hotel hospitality videos that representing many aspects of intercultural communication in hospitality settings, such as: videos of handling hotel guests check-in/out, walk-in guest, guest complaint, etc.

The research object was collected using purposive sampling technique, known as judgmental or selective sampling, is a non-probability sampling technique used extensively in qualitative research. It prioritizes selecting object or data points based on their relevance to the research question rather than aiming for a statistically representative sample (Patton, 2002). This technique was employed to select videos that effectively represent diverse features of intercultural communication in hospitality settings which has met valid and practical criteria. This involved selecting videos from various sources, including: online video platforms (e.g. YouTube) and Hospitality industry websites.

Videos were included based on the following criteria:

- a. Had up to 1 million subscribers/viewer/like
- b. Focused on the front office department of hotel hospitality industry.in the form of short film/videos
- c. Depicted interactions between individuals from different cultural backgrounds and include in scenario-based video
- d. Available in English or with English subtitles for analysis
- e. Production year between 2019-2023

Videos were excluded if they:

- a. Primarily focus on advertising or promotion without depicting genuine interactions

- b. Did not involve intercultural communication.
- c. were unavailable for viewing or analysis

3.3 Data Collection

A specific technique is needed to collect data as the effort to fulfill research data. Data sources and data collection technique will be discussed in this part.

3.3.1. Data Sources

Data source is various types of information which researchers collect to get insights about a phenomenon being researched. According to (Cresswell, 2018), these sources give rich and detailed information researched. These data were obtained through data codification technique directly done in unit analysis. In this research, data were gained from hospitality-related videos downloaded from various sources, including: Online video platforms (e.g. YouTube), social media (e.g. Tiktok, IG, FB, etc) and so on.

3.3.2. Data Collection Technique

Data collection is a method utilized to get data or facts in the field. Data collection methods play a crucial role in collecting rich and detailed information related to the research (Cresswell, 2018). The technique to collect data in the form of some important notes related to research objet becomes the crucial part. Its purpose is to get a complete and valid data. This research used data documentation technique to get the researched data, which was content analysis of intercultural representation in hospitality-related videos. Data documentation is the process of recording, describing, and contextualizing data to make it understandable and usable for researcher. Each selected video for analysis were documented under the following data points:

- a. Title and source URL
- b. Publication year
- c. Length (duration)
- d. Subscriber
- e. Main themes and topics related to intercultural communication

3.4 Data Analysis

In order to come to those research objectives, the researcher conducted some steps to analyze the data. They were:

1. Determined the units of analysis

According to Krippendorff (2004) unit analysis is the basic element being analyzed. It is the primary object of interest which is researched and categorized based on the research question. In the context of content analysis, the unit of analysis could be words, themes, characters, sentences, paragraphs, articles, or any other segment of text or media content that the researcher considers relevant. While for video content, the unit analysis could be the scene, conversation, visual elements, interaction between characters, and segment.

Hence, based on the research question, here the researcher identified conversation and visual element as the unit of analysis. It related to the previous content analysis on international high school textbook that include passage and image as their unit analysis (Yonata et al., 2024). While for selecting and coding data of interculturality material in hospitality-related video can be seen as follow:

Table 3.1. Coding Scheme of Interculturality Material in Hospitality-Related Video

Context Unit	Focus	Results
Conversation – C	Dialogue between the host and guest related to handling guest/guest service	
Visual Element – v	Facial expression, gesture, room management and cultural symbol depicted in the video	

2. Created the Categories for Analysis or Coding Scheme.

In this step, the researcher used an inductive coding approach to develop a coding scheme based on the emergent themes and patterns identified within the video data. This involved multiple rounds of coding and analysis, with the initial codes being refined and expanded as needed to capture the nuances of the data (Miles & Huberman, 1994).

The coding scheme defined categories for classifying elements related to intercultural representation. Here, the researcher relied on Yuen's (2011) cultural aspects of language, they are: product (artifact), perspective (thought), practice and person. The coding scheme can be seen as follow:

Table 3.2. Coding Scheme of Intercultural Aspects Represented in Hospitality-Related Video

Video	Yuen's cultural Aspect			
	Product-p1	Perspective-p2	Practice-p3	Person-p4

5. Conducted Code Content

After developing the coding scheme, the researcher systematically applied the coding scheme to all video content dataset, coding each unit of analysis according to the defined categories.

6. Analyzed the Coded Data

The researcher analyzed the coded data to identify the relevant intercultural representation to the research question in emerging themes.

7. Data Interpretation

The researcher interprets the findings within the context of research question in emerging themes.

8. Data Presentation

The researcher presented the analysis result in the form of summary of the research finding. The researcher wrote the research result in the form of paragraphs. Of course, the arrangements of this result were set systematically to answer the research problems.

3.5 Credibility

The most commonly used technique to test data credibility is by checking the collected data through some sources to be described and categorized which has the same or the different interpretation or by using informant as the comparison to check the validity of obtained information (Miles & Huberman, 1994). Thus, the researcher used triangulation method to ensure the credibility of

the research. It was the process of verifying evidence through multiple sources, data kinds, or data collection techniques. The validation of results is also partially aided by triangulation. Moreover, (Arianto, 2024) write that triangulation can confirm and improve the clarity of precision of a research finding from the use of different sources of a research finding.

According to Denzin and Lincoln (2011) there are four types of triangulation namely:

- a. Data triangulation is the combination of different data sources that are tested at different times, places, and persons
- b. Investigator triangulation is the use of more than one expert researcher in the same study.
- c. Theoretical triangulation is the use of several possible theoretical interpretations of the study in the same data.
- b. Methodological triangulation is the use of two or more methods in the same study, such as observations, interviews, documents and questionnaires.

Here, the researcher used theoretical triangulation. As explained above that theoretical triangulation involves several theoretical points of view in the same data. So that, this research used some books and literatures as the references. Besides that, the data has been re-verified by a Front Office staff of Grand Mercure Mirama Surabaya Hotel, hotel hospitality productive teacher at SMK Muhammadiyah 1 Batu, and a certified broadcasting teacher at SMK Muhammadiyah 2 Malang.

IV. FINDING AND DISCUSSION

4.1 Findings

This part presents the findings of this research. The finding answers this study's research questions, they are: what interculturality materials are represented in hospitality related-videos? And what are the intercultural aspects found in the videos used to teach hospitality vocational students?

To be able to answer the research question, five videos with hospitality-related content and intercultural communication skill in hospitality have been

selected. Those videos were selected carefully to introduce students to the real-world scenarios that involve interacting with guests from various cultural backgrounds, a common experience in the hotel hospitality industry. The summary of those selected hospitality related-videos can be seen in the table 4.1 below.

Table 4.1. List of the Hospitality Related-Videos

No.	Title	Sources (Channel & Link)	Publication year	Length (duration)	Subscriber / Viewer	Main themes and topics related to intercultural communication
1	Crazy Rich Asians – the new Lady of the House (opening scene)	Movie Clip Channel (https://youtu.be/2odn_xMxuXM?si=wVglREP8urfZPOFa)	2019	2.44	21.300/1.1M	Check-in
2	Let's learn English at a Hotel An English Travel Lesson with subtitles	Learn English with Bob the Canadian Channel (https://youtu.be/MYX7RVOf3Yc?si=mcJjAGKgrlvGxdSX)	2019	2.45	2M/1.2M	Check-in
3	Percakapan Bahasa Inggris 05 Bahasa Inggris untuk Perjalanan dan Pariwisata	English Conversation channel (https://youtu.be/JYQir4QzIjA?si=Gx9uXfC2OA_nWJtW)	2020	42:28:00	3,6M	Booking via phone, walk-in guest, check-in, asking other service, check out
4	Percakapan Bahasa Inggris 06 Bahasa Inggris Untuk Perjalanan dan Pariwisata	English Conversation Channel (https://youtu.be/L5Eoq057OAM?si=I75DNAmfflWeJoK8)	2022	15:04	3,64M/462.370	check-in, asking other service, at the concierge
5	Part 30. Hotel Check-in Vocabulary	Tiktok@auroraricottiomann https://vt.tiktok.com/ZS6x5vJaK/	2023	2:12	4.4M	Check-in

Those five videos were selected from two applications, YouTube and Tiktok which fulfilled the determined criteria. In details, one video was selected from YouTube Short with 2-3 minutes duration, three videos from YouTube with 15-40 minutes duration, and one video was from Tiktok. Those videos contains some interaction or communication scenes between hotel front-office staffs and guests.

4.1.1 Interculturality Materials Represented in Hospitality Related-Videos

The analysis reveals that the videos contain various intercultural materials align with the skills needed in hospitality services. The intercultural materials found in the video are non-linguistic and linguistic material. These materials are helpful to make student able to apply them in handling guests at the hotel. They equip students with appropriate vocabulary, phrases, and grammar used in professional and intercultural interactions.

4.1.1.1 Non-linguistic Material

Non-linguistic material in the context of hotel hospitality video focused on the scenes that depict the interaction between the front desk staff and guests in the front office Department. It was found five scenes, they are: scenes of hotel reservation via phone, walk-in guest reservation, hotel check-in, asking for other service, and check out scene.

1. Hotel Reservation via Phone

Hotel reservation is an arrangement made in advance to secure a hotel room. It can be done via phone or online platform, like: Agoda, Traveloka, etc. Data research found the hotel reservation via phone practice in the Video 3, at minutes of 9:22-11:20. The screenshots of the practice can be seen in the picture 1.



Picture 1. Making Hotel Reservation via Phone

From the picture above, we can see an European Lady is making call to books a hotel room on a certain date (the left picture) and the phone call was received by the hotel reservation staff that looked busy with the computer to check the room availability (the right picture). The staff is wearing a suit as part of hotel grooming standard to show his professionalism. In delivering her

attentions, the guest uses formal transactional expression “*I would like to make a reservation for the weekend of Friday, June 21st.*” She uses it for the situation where she does not know the staff and also to show her politeness to the foreigner. In the other hand, the staff handles the guest’s call and her request with the formal and effect expression while saying it in a friendly and good intonation. The following is the conversation excerpt of the speakers on the picture.

Excerpt 1

*Receptionist : Hello, the Grand Plaza **reservation desk**. How may I help you?*

*Mrs. Rafferty : Hi, my name is Anne Rafferty and I would like to make a **reservation** for the weekend of Friday, June 21st.*

Receptionist : One moment please.....yes Mrs. Rafferty, we have rooms available on June 21st. How long do you plan to stay with us?

Mrs. Rafferty : To Sunday the 23rd.

Receptionist : Will you and your daughter be sharing a room?

Mrs. Rafferty : Yes

Receptionist : And Mrs. Rafferty would you like a room looking out on the main street?

Mrs. Rafferty : Is their price difference?

*Receptionist : Yes rooms facing Main Street are slightly larger than **standard rooms** and cost \$50 a night and standard rooms cost \$40.*

Mrs. Rafferty : We’ll take a room on Main Street.

Receptionist : Mrs. Rafferty, I believe you’ll be very happy with your decision. I’ve reserved you and your daughter a room facing Main Street from Friday June 21st until Sunday June 23rd.

Mrs. Rafferty : Thank you

(See appendix 4, Minute 9:22-11:20)

2. Walk-in Guest Reservation

Walk-in guest reservation is a booking made by a guest who arrive at the hotel without a prior reservation. The guest often seeks immediate accommodation. The scene of walk-in guest reservation is shown twice in the video 3 with two different guests. The first scene of walk-in guest reservation is made by a single guest on minutes of 13:32-15:21. That scene screenshot and dialogue can be seen at the picture 2 and excerpt 2 below.



Picture 2. Walk-in Reservation by a Single Guest

Excerpt 2

- Receptionist : Welcome to the Grand Plaza. I'm sorry to have kept you waiting. How may I help you this morning?*
- Mr. Simmonds : Hi, there. I was wondering if you have any rooms available for this evening.*
- Receptionist : I believe we do. How long do you plan to stay?*
- Mr. Simmonds : ah...give me a few days*
- Receptionist : Let me check!
We have civil rooms. Which you prefer room looking out on Main Street?*
- Mr. Simmonds : yes I suppose but I'd really like a room close to the ground I really don't like to be up too high*
- Receptionist : let me check for you againyes, we have two rooms available on the fourth floor for this evening, but unfortunately those rooms still need to be made. Do you mind waiting?*

(See appendix 4 minutes 13.32 – 15.21)

While for the second scene of walk-in guest reservation is made by a married couple on minute 15:54-17:47. The scene screenshot and dialogue can be seen at the picture 3 and excerpt 3 below.



Picture 3. Walk-in Reservation by a Couple Guest

Excerpt 3

Receptionist : Welcome to the Grand Plaza... How may I help you this morning?

Guest (man) : We'd like a room

Receptionist : How long will you be staying in Evansville?

Guest (Man) : We're here for some meetings till next Friday but we might like to spend the weekend

*Receptionist : Let me check for you. We're quite busy tonight.... For tonight I'm afraid we only have a few rooms available and they have **twin beds***

*Guest (woman) : Oh! We'd really prefer a **double bed**.*

*Receptionist : Well for the rest of the week, I have room with **queen-size beds** available.*

Guest (woman) : Well I guess that is okay, but if that is the best you can do.

Receptionist : We could always check with somewhere else if you'd like.

Guest (woman) : No.. No.. That's okay. It's only for the one night, but I do hate to.

Receptionist : Well, I can check and see if we have any cancellations and if we do I can put you in that room

Guest (woman) : Oh that would be great thank you

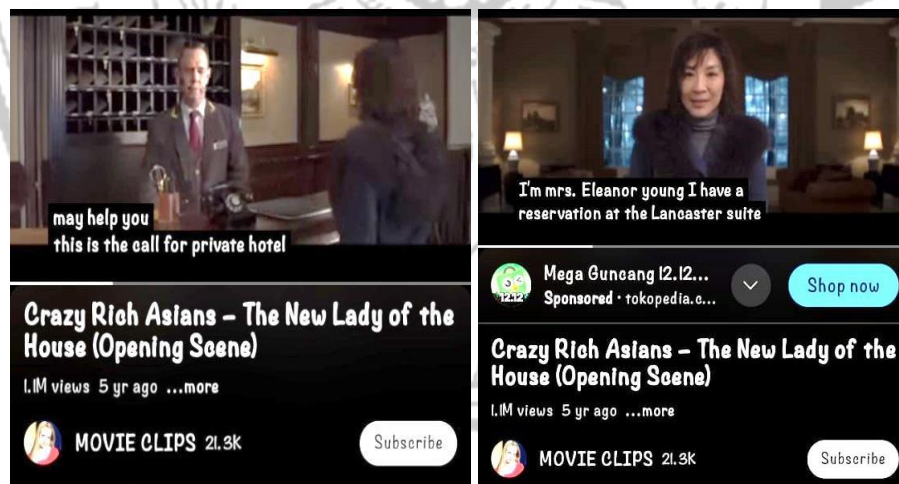
(See appendix 4 Minute 15:54-17.47)

Picture 2 and 3 above show us that the guest directly come to the hotel to book a room without any reservation before. We can know it from the expression of “*Hi there, I was wondering if you have any room available for this evening*” (excerpt 2) which is a formal expression with the meaning that the guest want to book a room. This expression is often used in professional situations or when speaking with someone who is not too close. Conversely, the expression of “*We'd like a room*” (excerpt 3) is an informal expression to

book a room. This phrase sounds more casual and direct. It is often used in situations where a certain level of politeness is not necessary like depicted in picture 3 that the guest looks sure that the room is available. While for the picture 2, the guest's body language looks little hesitate or worry about the room availability considering the hotel occupation on that day that make him must stand in line and wait for some times. In the other side, the receptionist shows professional attitude in handling the guest. He looks smile friendly and directly offers a help without waiting the guest asking it. It can be seen from the expression he used "*How may I help you this morning?*". Moreover, he is also doing eye contact with the guest to show his attention to the guest.

3. Hotel Check-in

Hotel check-in is the first step guests take when staying at a hotel which typically involves registering their arrival, including verification and reservation confirmation, and obtaining keys or an access card to their room. The research finding reveals that all of those 5 videos depicted the scene of Hotel Check-in. They can be seen in the following pictures and excerpts.



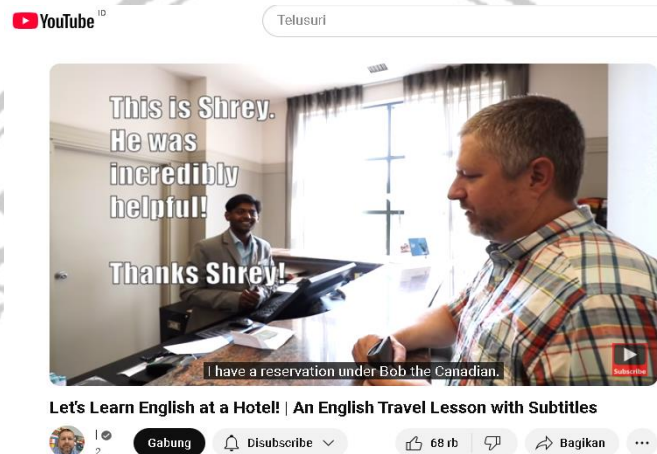
Picture 4. Hotel Check-In from Video 1

Excerpt 4

Receptionist : *May I help you? This is the call for **private hotel***
 Mrs. Young : *I'm Mrs. Eleanor Young. I have a reservation at the Lancaster Suite. We spoke on the phone when I confirmed yesterday.*

Receptionist : *Sorry, I don't seem to have your reservation.*
 Hotel manager : *Good evening. I'm Reginald Omrsby, hotel manager. Is there a problem?*
 Mrs. Young : *I'm Mrs. Eleanor Young. My family and I would like to be shown to our **Suite**. We had a long flight.*
 Hotel manager : *We are **fully booked** madam. You must have made a mistake. I'm sure you and your lovely family can find another **accommodation**. May I suggest you explore Chinatown?*
 Mrs. Young : *please may I use your phone to call my husband? It's the least you can do....*

(See appendix 2 Minute 0.17-2.15)



Picture 5. Hotel Check-In from Video 2

Excerpt 5

Receptionist : *Hi, Welcome Sir. How may I help you today?*
 Mr. Bob : *I have a reservation under Bob the Canadian.*
 Receptionist : *That is great. Very nice to meet you.
 Just need a piece of photo **ID** and a **credit card** as well so that I can assure the payment as well.*
 Mr. Bob : *Here you go.*
 Receptionist : *Thank you very much.*

(See appendix 3 Minute 1.13-2.34)



Picture 6. Hotel Check-In from Video 3

Excerpt 6

Receptionist : Welcome to the Grand Plaza... How may I help you this morning?

Mrs. Rafferty : Hello, I'm Mrs. Anne Rafferty and I have a reservation.

Receptionist : Nice to have you with us Mrs. Rafferty. One moment while I check your reservation.....Yes Mrs. Rafferty we have room 1206 for you. Your room is facing the Main Street and gives you a view of the plaza

Mrs. Rafferty : Thank you

Receptionist : I have here that you'll be with us until Sunday morning. Is that correct?

Mrs. Rafferty : Yes it is

*Receptionist : Good. Now, here is a **registration card**.*

(See appendix 4 Minute 11.38-13.27)



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Picture 7. Hotel Check-In from Video 4

Excerpt 7

Receptionist : Good evening, Sir.

*Mr. White : Good evening, I'd like to **check in** please.*

Receptionist : Certainly, Sir. Do you have a reservation?

Mr. White : yes it's in the name of Martin Andrew White

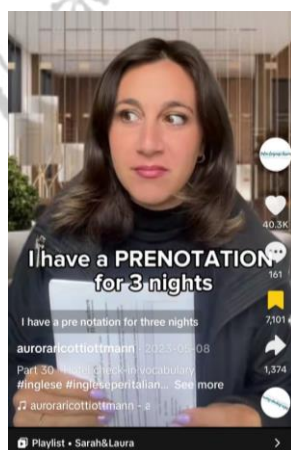
*Receptionist : That's right. You've booked **a room with a view** of the harbor.*

*Can you please sign your name in the **registration book**?*

*Receptionist : Here is your **key card**. You are in room number 1004. It's on the 30th floor. You'll have a great view of the harbor from there.*

Mr. White : Thanks.

(See appendix 5 Minute 12.57-1507)



Picture 8. Hotel Check-In from Video 5 Minute 0.05-2.59

Excerpt 8

Receptionist : Welcome to the Great Hotel. How can I help?

Miss. Rossi : I have a Prenotation for 3 nights for the name Rossi

*Receptionist : Let me have a look for a **reservation** under the name Rossi...oh, unfortunately you are not scheduled to **check in** until midday.*

From the pictures (4-8) above, we can see that all the front desk staff wearing a suit to show their professionalism. They also welcoming guest and offering help with the formal expression like “*how may I help you today?*” or semi-formal expression like “*May I help you?*” with a good tone, friendly smile and keep eye contact with the guest, except for the hotel staff shown in picture 4 (left picture) who serve the guest with unfriendly face because the guest, an Asian lady (right picture), come to the hotel in soaking wet.

In the other hand, the guests are mostly using the semi-formal expression like “*I have a reservation under Bob the Canadian*” or “*I'd like to check in please*” to deliver their intention to check-in. The hotel guests as shown in the pictures above are wearing various kind of clothes to show their culture, from the casual one into the formal clothes. Some picture (6 & 7) shows the guest bring their luggage with them which indicate they just arrived at the hotel.

4. Asking for Other Hotel Service

Hotel is not only providing room reservations and service. In front office department, there are some services provided to make the guest feel comfort, safe, and satisfy when staying at the hotel. The provided services are: information and assistance about hotel facilities, local tourism attraction, reservation of taxi/vehicle rental/others, lost-and-found service, currency exchange, luggage services, courier and postal, wake-up call, security services etc. The research found some services depicted in the hotel-hospitality video, they are: currency exchange, information about the local tourist spots, courier and postal, and luggage service.

a. Hotel Facilities Information

Hotel facilities information service is the assistance provided by the hotel staff to inform and guide guests about the various amenities, services, and facilities available within the hotel premises. This service is typically offered by the front office, concierge desk, or through in-room information channels like printed guides, digital screens, or hotel apps. The research found this service depicted on video 3 at minute 15.41-15.54. It can be seen at the picture 9 and excerpt 9 below.



Picture 9. Phone Facilities Information

Excerpt 9

Mrs. Brogan : Could you tell me where there is a phone?

Receptionist : Yes, there are house phones over against the wall and there's the public phone by the coffee shop

(See appendix 4 minute 15.41-15.54)

From the picture and the expression of “*Could you tell me where there is a phone?*” above, we can know that the guest is asking for a hotel phone facility. To handle this, the staff response it quickly and gives her the direction using his open palm politely. It is because showing direction using open palm is considered to be more polite than using index finger.

Hotel facilities information service was also found in video 4 at minute 13.35-14.00. It can be seen in the picture below.



Picture 10. Restaurant and Breakfast Service Information

Excerpt 10

Mr. White : Where can I get something to eat?

Receptionist : Our restaurant is located on the 3rd. Dinner is served from seven

Mr. White : Great. What time is breakfast served in the morning?

Receptionist : Breakfast is served between six and ten.

Mr. White : Okay, thank you for your help.

*Receptionist : You're very welcome Sir. I'll just call a **bellboy** to show you to your room*

(See appendix 5 minute 13.35-14.00)

From the picture and the expression of “*Where can I get something to eat*” and “*What time is breakfast served in the morning?*” above, we can know that the guest is asking the hotel restaurant and the schedule for breakfast. To handle this, the staff explain it in effective way and doing eye contact with the guest to show her attention to the guest.

b. Currency Exchange Services

The currency exchange service at a hotel allows guests to exchange foreign currency into the local currency or vice versa. This service is typically provided at the front desk, concierge desk, or through a designated currency exchange counter within the hotel. The research found this service depicted on video 4 at minute 23.04-24.02. In the video, this service was provided on the front desk. It can be seen at the picture 11 and excerpt 11 below.



Picture 11. Currency Exchange Service

Excerpt 11

Receptionist : Good morning, Sir. How can I help you?

*Mr. White : I'd like to exchange some **currency** is there a bank nearby*

Receptionist : I'm afraid they're all closed on Sunday.

Mr. White : Yes I forgot that it's Sunday

*Receptionist : We do have a **cash service** available here though. What currency would you like to change?*

Mr. White : I'd like to change Thai Bath into Australian dollars

(See appendix 5 minute 23.04-24.02)

From the picture and the expression of “*I'd like to exchange some currency is there a bank nearby*” above, we can know that the guest (left picture) want to exchange his currency. To handle this, the staff (right picture) response it by offering the currency exchange services that provided by the hotel. She explains the exchange rule in effective way and good intonation to make sure the guest understand with the rule. Besides, she also keeps making eye contact with the guest to show her attention to the guest.

c. Local Tourism Information Service

Local tourism information at a hotel refers to the service provided to guests to help them learn about and explore the attractions, activities, and cultural experiences available in the local area. Typically, this service is offered by the concierge desk, front office, or a dedicated tour desk. The research found this service depicted on video 4 at minute 24.18-27.12. In the video, this service was provided on the concierge desk, which also part

of front office department. It can be seen at the picture 12 and excerpt 12 below.



Picture 12. Local Tourism Information

Excerpt 12

Mr. White : Hi. I wonder if you can help me.

Receptionist : I will certainly try. What can I do for you?

*Mr. White : Well, it's my first day here in Sydney and I would like some advice on the local **tourist spots**.*

Receptionist : We offer a wide range of tours. Have a look at these leaflets and see if there's anything you like.

Mr. White : What's the wildlife park like?

Receptionist : Oh, it's very good. If you don't have time to go and see the wildlife in its natural habitat, you should try it.

(See appendix 5 minute 24.18-27.12)

From the picture and the expression of “*I would like some advice on the local tourist spots.*” above, we can know that the guest (left picture) need some advice or reference of local tourism place. To handle this, the concierge (right picture) responses it by offering leaflets/brochure contains information about tourism places in the city. He also adds some explanation or alternatives about the places in effective way and good intonation to make sure the guest understand.

d. Luggage Storage Service

Luggage storage service is the assistance provided to safekeeping luggage for guests before check-in or after check-out, especially if they arrive early or have a late departure. The research found this service depicted on video 3 at minute 17.20-17.40. The scene can be seen at the picture 13 and excerpt 13 below.



Picture 13. Luggage Storage Service

Excerpt 13

Guest (man) : Oh.. we can wait. We're just on our way to a meeting, but is there someplace we can leave our bags?

Receptionist : Certainly Sir, you can leave your bags here with me. Here are your cards and we'll see you again later this evening and I'll try to have a room with a queen-size bed for you.

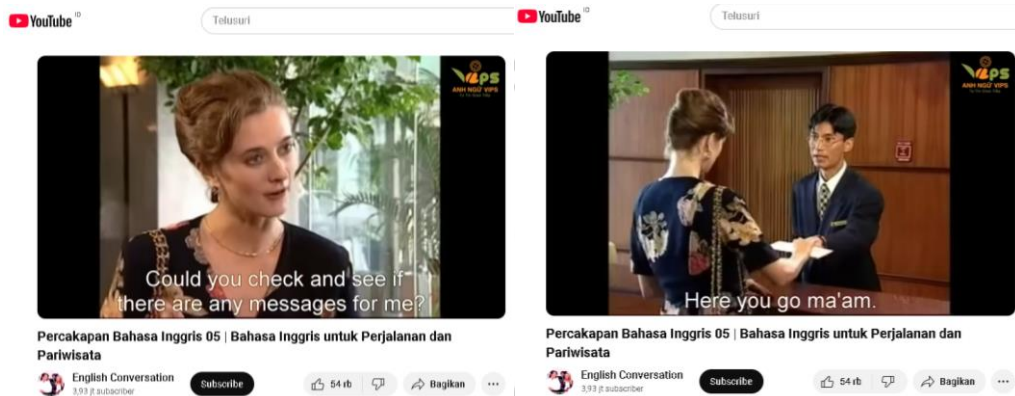
Guest : Thank you very much

(See appendix 4 minute 17.20-17.40)

From the picture and the expression of “.....*but is there someplace we can leave our bags?*” above, we can know that the guest need entrust their bags for a while. To handle this, the front office staff directly offers the luggage storage service to the guests. His direct offer shows the effective communication and professionalism to make the guest sure with the hotel service and feel calm to leave their belonging.

e. Courier and Postal Service

Courier and postal service at a hotel is the assistance provided to guests for sending or receiving packages, letters, or other items during their stay. The research found this service depicted on video 3 at minute 15.28-15.34. The scene can be seen at the picture 14 and excerpt 14 below.



Picture 14. Courier and Postal Service

Excerpt 14

Receptionist : May I help you.

Mrs. Brogan : Yes, I'm Pat Brogan in room 823. Could you check and see if there are any messages for me?

Receptionist : Certainly, just a moment. Here you go ma'am.

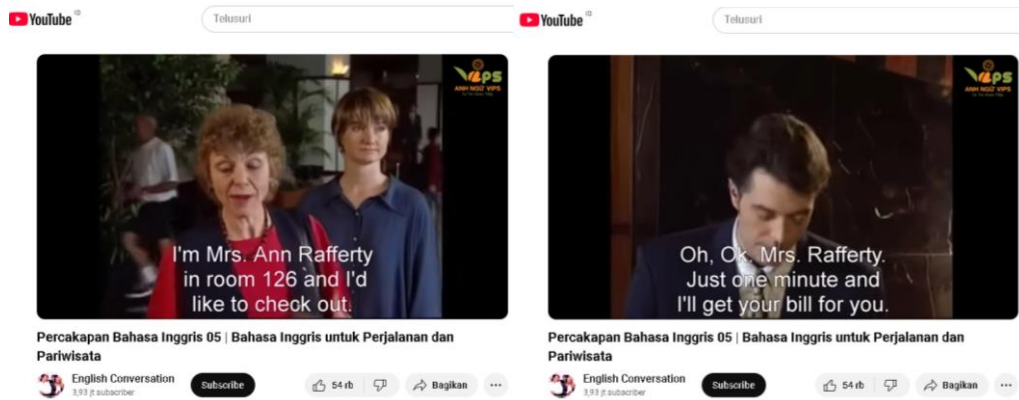
(See appendix 4 minute 15.28-15.34)

From the picture and the expression “*Could you check and see if there are any messages for me?*” above, we can see that the guest is asking for postal service in the form of letter or phone message. In handling it, the staff promptly checks the message and gives it to her using his left hand. For European people, using left hand to pass on something to others is something usual for them. Majority of European people do not make a fuss this matter compare with the other culture like Southeast Asia or Middle East.

5. Hotel Check-out

The check-out process is the final stage in a guest's visit cycle at a hotel. During this process, guests complete all administrative matters,

including bill payments, returning room keys, and give feedback to the hotel. Check-out scenes is found in Video 3, at minute 40:00-40.52 as depicted in the picture below.



Picture 15. Hotel Check-Out

Excerpt 15

Receptionist : Good morning ma'am how may I help you this morning
 Mrs. Rafferty : Mrs. Anne Rafferty in room 1206 and I'd like to **check out**.
 Receptionist : Oh, OK Mrs. Rafferty, just one minute and I'll get your **bill** for you. I hope you had a pleasant stay here
 Mrs. Rafferty : Yes, We have. Thank you
 Receptionist : In addition to the charge for the two nights, you'll see that there is a charge for a couple of local phone calls you made as well as a call to Rapid City
 Mrs. Rafferty : Yes, We made those calls.
 Receptionist : OK then if everything is in order please sign here. Can I get you a **cab**?
 Mrs. Rafferty : No, thank you. We're going to take the **shuttle** to the airport
 Receptionist : have a nice trip and I hope we will see you again at the Grand Plaza I think you will

(See appendix 3 minute 40:00-40.52)

From the picture and the expression “Mrs. Anne Rafferty in room 1206 and I'd like to check out.” above, we can know that the guests (left picture) are going to check out. In handling it, the front office staff (right picture) serves the guest immediately. In a second, he looks busy in preparing the bill for the guest. He did not forget to ask the guest permission by saying “...just one minute and I'll get your bill for you” to give him time to count the guest's bill. He also

confirms the hotel service in charge used by the guest. It is important to avoid miscalculated the bill which can bring guest complaining in the future.

4.1.1.2 Linguistic Materials

Language plays an important role in dealing with cultural differences, especially in the travel, hotel hospitality, and tourism sectors. Linguistic material in the context of hotel hospitality-related video focused on the conversation between the front desk staff and guests in the front office Department. From the analysis of the five videos, various language terms and pattern were found that reflect relevant linguistic aspects in cross-cultural interactions. The linguistic material can be grouped based on the following categories.

1. Hotel-Hospitality Terminologies

Hotel-hospitality terminologies are not only part of the teaching objectives but are the central to achieving them. They help bridge the gap between classroom learning and workplace demands by providing students with the tools they need to communicate effectively and professionally in their chosen fields. Teachers should emphasize these terms in their lessons; ensuring students understand their meaning, usage, and cultural implications. The appeared terminologies have direct connection with the specific situation in the video scene, like: hotel reservation, check-in, asking other services and check-out. They gave the audience direct application of the term in the real world situation. The following are the main terminologies found in each video scene. Each term will be presented with some codes, like: E (Excerpt) and L (Line).

a. Hotel Reservation

- 1) *Reservation (E1 L4)* refers to an arrangement made in advance to secure a room, table, or other services at a hotel, restaurant, etc.
- 2) *Reservation desk (E1 L1)* refers to the hotel or service counter where guests can make or confirm reservations.
- 3) *Standard room (E1 L15)* refers to basic hotel rooms offering standard amenities like a bed, bathroom, and sometimes a TV or desk.

b. Walk-in Guests

- 1) *Twin bed (E4 L7)* refers to a single-sized bed; in hotels, a twin room typically has two single beds for two people.
- 2) *Double bed (E4 L8)* refers to a bed designed for two people, larger than a single but smaller than a queen
- 3) *Queen bed (E4 L9)* refers to a larger bed than a double, typically 60 inches wide and 80 inches long, suitable for two people.

c. Hotel Check-In

- 1) *Check-in (E7 L2)* refers to The process of registering or reporting guest arrival at a place, such as a hotel or an airport. In a hotel, it involves confirming guest reservation, providing personal details, and receiving the room key or key card.
- 2) *Private hotel (E4 L1)* refers to A hotel that offers exclusive or limited access, often providing a more intimate and quiet atmosphere compared to larger chain hotels.
- 3) *Suite (E4 L2)* refers to A set of rooms designed as a unit, typically including a bedroom and a separate living area.
- 4) *Fully booked (E4 L8)* refers to a term used when all the rooms, seats, or services are reserved and no availability remains.
- 5) *Accommodation (E4 L9)* refers to a place where people stay temporarily, such as a hotel, guesthouse, or hostel
- 6) *Registration book (E7 L6)* refers to a logbook or record used to document the details of guests checking into a hotel, such as their name, contact information, and stay details.
- 7) *Registration card (E6 L9)* refers to a card filled out by guests upon arrival at a hotel, containing personal information, stay details, and often a signature for verification.
- 8) *Room view (E7 L8)* refers to the scenery or outlook visible from the hotel room's window (e.g., sea view, city view, garden view).

- 9) *Bell boy (E10 L6)* refers to a hotel staff member responsible for carrying guests' luggage, guiding them to their rooms, and performing small errands.
- 10) *Key card (E7 L7)* refers to a plastic card programmed to unlock a specific hotel room door; it serves as a modern alternative to traditional metal keys.
- 11) *Reception (Video 4 minute 26.00)* refers to The front desk or area of a hotel where guests check in, check out, ask for assistance, and handle other administrative matters.
- 12) *Luggage (video 5 minute 1.35):* Bags, suitcases, or other containers used by travelers to carry their belongings during a trip.

d. Asking for Other Hotel Service

- 1) *Hotel service:* The facilities and assistance provided by a hotel to enhance guests' comfort and convenience, such as room service, housekeeping, laundry, concierge services, and more.
- 2) *Cash Service (E4 L5)* refers to a service provided by hotels, banks, or exchange bureaus where guests can convert one country's currency into another, often useful for international travelers.
- 3) *Stall (Video 4 minute 14.37):* A small, open-fronted shop or booth, often found in markets or public areas, where goods or services are sold. In a hotel context, it could refer to small kiosks or shops selling items like souvenirs or snacks.

e. Check-out

- 1) *Check-out (E15 L2)* refers to the process of leaving a hotel and settling any outstanding charges before departing. It usually involves returning the room key or key card and receiving a final bill
- 2) *Bill (E15 L3)* refers to a statement of charges incurred during a stay at a hotel or for services received, such as meals, room service, or amenities.

- 3) *Cab (E15 L10)* refers to a taxi or car service hired to transport passengers to their destinations, often used for convenience during travel.
- 4) *Shuttle (E15 L11)* refers to a vehicle, often provided by hotels or airports, that transports guests or passengers back and forth between specific locations, such as the hotel and the airport or nearby attractions.

2. Hotel-Hospitality Related Expressions

The expression that appeared in those five videos is transactional expression. Transactional expression is a language used in interaction where the primary goal is to convey information, perform a task, or accomplish a specific purpose. Transactional expressions which used mostly in the video are: Greeting, making reservation, asking for information, asking and offering service/thing, apologizing, confirming, giving instruction, and thanking and politeness marker. Each expression will be presented with some codes, like: V (Video), E (Excerpt) and L (Line).

a. Greeting

Greeting is the expression that always appeared in every scene of videos. In some videos, front office staff starts the conversation by using formal greeting like *“Good Morning, how may I help you this morning?” (V3 E15 L1)* to show politeness and professionalism. Formal greeting is important business culture to create good connection, especially for the guest from formal ethics prioritizing cultural background. On the contrary, a video also shows the front office staff start the conversation using informal greeting, like *“hi, how may I help you today?” (V2 E5 L1)* to create a friendly atmosphere with the hotel guests.

b. Making reservation

The expression of making reservation appeared on some scene at Video 3. This expression is delivered by the guest when they want to book a room or service at the hotel. The expressions are:

- 1) *"I'd like to make a reservation for the weekend of Friday June 21st"*
(E1 L2)
- 2) *I was wondered if you have any rooms available for this evening?* (E2 L3)
- 3) *We'd like a room* (E3 L2)

c. Asking and Giving Information

The expression of asking and giving information often appeared in those five videos. The expression of asking information is expressed when the guest want to know about the hotel facilities or local tourism place they want to visit. Such as:

- 1) *Is their price difference?* (V3 E1 L10)
- 2) *Could you tell me where there is a phone?* (V3 E9 L1)
- 3) *Do you have any message for me?* (V3 minute 39.04)
- 4) *Where can I get something to eat?* (V4 E10 L1)
- 5) *What time is breakfast served in the morning?* (V4 E10 L3)
- 6) *Is there anything interesting to see nearby?* (V4 minute 14.02)
- 7) *Are there many stalls?* (V4 minute 14.37)
- 8) *I'd like to exchange some currency, is there a bank nearby?* (V4 E11 L2)

In contrast, the hotel staff uses the expression of asking information to ask about guest need, preference, or guests' identity. The expressions are:

- 1) *How many keys you need for your room?* (V2 minute 2.09)
- 2) *How long do you plan to stay with us?* (V3 E1 L5)
- 3) *How long will you be staying in Evansville?* (V3 E3 L3)
- 4) *Which you prefer, a queen size or twin beds?* (V3 minute 14.57)
- 5) *Do you have any other identification?* (V3 minute 12.21)
- 6) *How would you like to pay for your room?* (V3 minute 17.01)
- 7) *We do have a cashier service available here though. What currency would you like to change?* (V4 E11 L3)

While, giving information expression is used to express information clearly, like explaining about the hotel facilities and services. The expressions are:

- 1) *We fully booked, madam. You must have made a mistake.* (V1 E4 L8)
- 2) *So, this is your key. It's going to be a room number and your wi-fi password is on the top.* (V2 minute 2.32)
- 3) *As a repeat visitor, sir. I'm giving you a complimentary breakfast. Don't forget to grab the breakfast tomorrow.* (V2 minute 14.57)
- 4) *Mrs. Rafferty your room is 1206. This is the key. Your room is on the 12th floor. You can take the elevator over there. When you get to the 12th floor, you'll need to go out the elevator and take the corridor to your left.* (V3 minute 12.47)
- 5) *Yes rooms facing main street are slightly larger than standard rooms and cost \$50 in eight standard rooms cost \$40.* (V3 E1 L11)
- 6) *Yes, we have two.... But unfortunately the rooms still need to be made.* (V1 E2 L10)
- 7) *Certainly sir you can leave your bags here with me and when your room is available i'll have someone put it in your room.* (V3 E4 L8)
- 8) *I'm afraid we only have a few rooms available and they have twin beds.* (V3 E3 L7)
- 9) *you are in room number 1004 it's on the 30th floor you'll have a great view of the harbor from there* (V4 E7 L7)
- 10) *Our restaurant is located on the third floor dinner is served from seven* (V4 E10 L2)
- 11) *Yes, the hotel is in an area called the rocks it's the oldest part of the city. There are many cafes and restaurants nearby.* (V4 minute 14.09)
- 12) *We offer a wide range of tours.* (V4 E12 L5)
- 13) *Yes, New South Wales has a lot of bushfires in the summer.* (V4 minute 25.09)
- 14) *Unfortunately, you are not scheduled to check in until midday. Your room is not ready yet. It will be ready at noon.* (V5 E8 L4)

15) *Miss, the bar is closed I'm afraid.* (V5 minute 0.54)

d. Asking and Offering Things/Service/Help

The expression asking and offering things/help is expressed to show the hotel staff's readiness to help or to serve the guests. It is considered as the form of hotel's attention to the guests need. It is because sometime, the guest doesn't mention their need directly. This expression appeared in almost all of the investigated video. The expressions are:

- 1) *How may I help you.....?* (all video)
- 2) *Is there anything else I can help you with?* (V3 minute 11.14)
- 3) *How may I help you this morning?* (V3 E2 L2)
- 4) *If you're interested i'll have someone help you with your bags* (V3 minutes 13.21)
- 5) *Let me check for you again* (V3 E2 L10)
- 6) *We could always check with somewhere else if you'd like.* (V3 minute 16.37)
- 7) *I can check and see if we have any cancellation and if we do I can put you in that room.* (V3 E3 L13)
- 8) *Can I get you a cab?* (V3 E15 L10)
- 9) *Would you like me to book a place for you* (V3 minute 25.50)
- 10) *Mrs. Rafferty would you like a room looking out on the in street?* (V3 E1 L9)
- 11) *Can you please sign your name in the registration book?* (V4 E7 L6)

e. Giving Instruction and Direction

The expression of giving instruction and direction is used to provide guidance, directions, or instructions to the guests for a specific purpose, such as: explain check-in procedures to guests or give them directions to find their rooms, restaurants, or other hotel facilities. The following are the expressions appeared in some scenes, especially in check-in scene.

- 1) *Just need your signatures at the bottom, initials by our smoking policy, stating that you will not smoke in the room. Email address for our record, and further details* (V2 minute 1.42)

- 2) *It's going to be a room number and your wi-fi password is on the top.*
(V2 minute 2.30)
- 3) *This is the key. Your room is on the 12th floor. You can take the elevator over there, when you get to the 12th floor you'll need to go out the elevator and take the corridor to your left.* (V3 minute 12.54)
- 4) *Yes, there are house phones over against the wall and there's the public phone by the coffee shop* (V3 E9 L2)
- 5) *Here is your key card you are in room number 1004. It's on the 30th floor you'll have a great view of the harbor from there* (V4 E7 L7)
- 6) *Our restaurant is located on the third floor dinner is served from seven*
(V4 E10 L2)

f. Apologies

To avoid any misunderstanding or asking for apologize, the utterances below are often used:

- 1) *I'm sorry Ma'am, you'll need to speak with someone in reservations to change your arrival date. one moment and I'll transfer you* (V3 minute 14.30)
- 2) *I'm sorry to have kept you waiting* (V3 E2 L1)
- 3) *I'm sorry Mrs. Rafferty Tuesday May 21st is completely booked* (V3 minute 5.30)
- 4) *I'm sorry you will have to order that from the service bar* (V3 minute 18.44)
- 5) *Sorry for the interruption, Sir.* (V3 minute 14.30)

g. Clarification

In conversation, staff reconfirms the guest's needs with phrases like:

- 1) *Yes, Mrs. Rafferty we have room 1206 for you. Your room is facing the main street and gives you a view of the plaza. I have here that you'll be with us until Sunday morning is that correct?* (V3 E6 L3)
- 2) *That's right you've booked a room with a view of the harbor* (V4 E7 L5)

This is a good way to avoid misunderstandings and shows attention to detail, especially in cultures that value clear and unambiguous communication, like in European cultures.

h. Thanking and Polite Marker

Politeness is an important aspect in intercultural communication. The word “please” and “thank you” are often appeared in all five videos. Such as;

- 1) *Thank you for calling the grand. I hope that we will be able to make your stay a pleasant one* (V3 minute 11.14)
- 2) *Thank you very much* (all video)
- 3) *One moment please. What is your name please?* (V3 minute 4.32)
- 4) *Could you spell your name for me please* (V3 minute 4.40)

Besides, the used of modal auxiliary in some expression also appeared to show politeness, like in the sentences below:

- 1) *Would you hold on one moment please?* (V3 minute 24.04)
- 2) *would you like to check into a room with twin beds now or wait and see if we have any cancellation* (V3 minute 17.15)
- 3) *Would you like me to check the 22nd?* (V3 minute 5.39)
- 4) *Will you and your daughter be sharing a room?* (V3 E1 L7)
- 5) *If you're interested i'll have someone help you with your bags.* (V3 minute 13.21)
- 6) *Will there be anything else, Ma'am/Sir?* (V3 minute 15.41)
- 7) *We could always check with somewhere else if you'd like* (V3 minute 16.37)

4.1.2. Cultural Aspects Represented in Hotel Hospitality Videos

Cultural aspect found in the hotel hospitality video can be seen in the table below:

Table 4.2. Cultural Aspect Represented in the Hotel Hospitality Related Video

Video	Product (P1)	Perspective (P2)	Practice (P3)	Person (P4)
Crazy Rich Asians _ the new Lady of the House (opening	The Asian lady coat	the hotel staff think that the Chinese lady is an ordinary people	hotel staffs act racist to the Chinese Lady	Chinese lady
	British man		Hotel check-in	British man

scene) - (Video 1)	pijama	who cannot pay the suit cost		
	Lord			
	a painting of British Lord			
	front desk in Classic/English Style			
	building with european style			
Let's learn English at a Hotel An English Travel Lesson with subtitles - (Video 2)	Modern European building with an automatic door	-	pass something by the left hand	Canadian man
	Key card Digital tools Automatic door Wi-Fi Escalator Room facilities Hotel facilities Reservation form Id Card		Greeting somebody informally doing some check-in formalities, like filling the information about email address, license plate of guest's vehicle, signature and initials by the hotel smoking policy Online check-in	Ontario man
Percakapan Bahasa Inggris 05 Bahasa Inggris untuk Perjalanan dan Pariwisata - (Video 3)	Cocktails wines and beers		Credit card is a must when check in hotel for incidental charges	Chicago lady
	Sandwich		Repeat guest order	European
	Building with european style		Hotel reservation, check in, check-out	
	Wine Credit card		Red wine usually served at the special moment to celebrate something	
Percakapan Bahasa Inggris 06 Bahasa Inggris Untuk Perjalanan dan Pariwisata - (Video 4)	Thai Bath		giving something with the left hand	Singapore man
	currency			
	Australian Dollar		morning market every Saturday and Sunday	Australian
	currency			
	Harbor		Online hotel reservation	
	the Rock, the oldest part of the city		Hotel check-in	
	Kanggoro, koala, possums, wombats and emus			
	bushfires			
	quallers			
	weekend market			
	art museum			
	opera house			
	aboriginal arts			
Didgeridoo = the Aborigin musical instruments				
Part 30. Hotel Check-	Bar		the native tend to speak	Italian lady

in Vocabulary - (Video 5)			fastly	
	Cocktail bar = café		drinking alcohol in the morning is not generous	British woman
			Online Check-in	

From the table above, we can see that all videos exposed cultural contents variously involving four types of aspects namely person, product, practice, and perspective. The person aspect is dominantly show European people, only 2 videos showed Asian people, Chinese (video 1) and Singaporean (video 4). For the product aspect, all those videos shown many kind of product start from food, clothes, building, and arts depends on the video setting. And so do the practice, there are some practices appeared in the video, like giving things using left hand (video 2) that are something normal in Europe and morning market at the Australia (video 4). In contrast, only one video which shows perspective of British man when meet with the Asian people (video 1). They consider the Asian people are the poor people who cannot stay in the private hotel with high rate per night. This suggests the teaching of cultures is started with something real, identifiable, and close to students as represented in the form of persons, practices, and products.

4.2. Discussion

Generally, in this study, the hotel hospitality-related videos as an authentic material has exposed intercultural materials and cultural elements (Trang & Phuong, 2023) which are analyzed based on the linguistic, pragmatic and in relation with cultural element contained in the interaction. The use of five videos in English learning based on real contexts, especially for hotel hospitality vocational education, provides a deep and holistic approach to enhancing students' communication skills in handling guests at the hotel. They do not only serve as a medium for language learning but also as a tool to expand cultural insights and professional skills. They provide support in delivering authentic materials, which can be elaborated through the exploration of cultural elements and communication. They also give impact on learners' job readiness. By utilizing

these videos, educators can create interactive, relevant, and meaningful learning experiences for the learners (Widiati, 2023) that not only enhance students' language abilities but also prepare them to compete in an increasingly complex and multicultural global market.

Intercultural materials exposed in the five videos are linguistic and non-linguistic materials. Linguistic element is an important part in intercultural communication because language and culture cannot be separated. They are inter-related each other (Krasniqi, 2019). People need a language to deliver their own culture or to understand others. It is important for the student to understand this matter because it will develop their linguistic proficiency and also gain a deeper appreciation and respect other cultural perspectives (Ilie, 2019). Linguistic elements appeared in those five hotel-hospitality related video are specialized terminology, utterance, and pragmatic linguistic. Learners get exposure about the application of specialized terminologies in hotel hospitality context. Terms like *reservation (E1)*, *check-in (E7)*, *Key card (E7)*, *bell boy (E10)*, *currency exchange (E11)*, etc. are important for the learners to be mastered and to get understanding about the application of the terms in hotel hospitality industry. As the hotel hospitality productive teacher has emphasized that it is very important to master those specific hotel hospitality terms in order to avoid or to minimize misperception or misunderstanding between guests and the hotel staffs. Besides, according to the hotel practitioner, those specific terms are also describing the standard of international services.

Moreover, pragmatic pattern applied by the front office staff in the videos is continuous and two-way communication pattern. This kind of communication called transactional communication (Latifah, 2020). It is happen in two-way and there message exchange between front-office staff and the guest. The communication happen in face-to-face and will be happen continuously until both parties get deal on the transaction. Front office staff uses some transactional utterances to do this transactional communication. It is language used in interaction where the primary goal is to convey information, perform a task, or accomplish a specific purpose. According to Brown and Yule (1983), transactional

expressions are characterized by its clarity, directness, structure, and context-specificity. Transactional expressions which used mostly in the video show relevance of linguistic pattern in guest service interaction. These utterances are important to support transactional communication effectively.

Besides transactional expression, politeness marker also applied in the interaction with the guest. The application of word “*please*”, “*thank you*” and “*excuse me*” become a dominant politeness marker in each video. This phrase reflects politeness norms in Western culture which emphasize the friendliness and professionalism. As the hotel practitioner suggested that the clear, polite, and professional communication is the core of hotel hospitality service. Besides, he also sees the utterances used in the video is an effective communication standard (Bardi, 2011; Kharouf et al., 2019; Matey, 2024). Furthermore, the utterances used are mostly followed by the friendly intonation and good and unthreatening diction, like the usage of modal auxiliary verb, like: *may*, *would*, and *can*. This also confirmed by the broadcasting teacher that the clear articulation or pronunciation and correct intonation in the dialogue is very crucial to be paid attention by the learners to ensure the message delivered correctly without causing ambiguity (Matey, 2024). The front office staff also stress the key word contained in each utterance like the word “*reservation*” or “*ID*” in order to make the guests’ able to understand the utterance meaning easily. The front office staff also uses words, like: “*Luggage*” to refer any kinds of guests’ bag rather than bag, or hand bag, and “*Room key*” or “*key card*” rather than “*electronic card access*” to make it easier to understand by the guests. The applied diction, friendly intonation and word stressing in the interaction depicted in those five videos shows cultural sensitivity when interacting with hotel guest from various cultural backgrounds (Fan et al., 2023).

Language is also reinforced by non-linguistic element. This element is a supportive feature to deliver message non-verbally. Through this element, it can be interpreted the emotion, personality, purpose and social status of a person (Ibrahim et al., 2022). In this case, video scene or visual cues, to deliver or to emphasize an additional meaning. Non-linguistic elements like: Eye contact,

gesture and facial expression plays pivotal role in strengthening verbal communication. It is supported by the three validators that good attitude, gesture, friendly smile and eye contact are really important in creating positive impression for the guests. So, it can also become one of the learning focuses in order to improve service quality for hotel customers. Besides, the front office staff's professional and good appearance are also crucial in maintaining the hotel's brand image and creating a positive impression on guests. By applying the grooming, it is expected that the hotel guest feel happy and comfort when served by the friendly, clean and neat hotelier (Barus & Sitorus, 2023; Latifah, 2020; Matey, 2024). Thus, the hotel guest will feel convince on the hotel service quality and get guarantee on the service cleanliness and safeties. These linguistic and non-linguistic elements are very crucial to make the hotel guests feel comfort and give them a satisfying experience while staying in the hotel. Of course, it will give good impact for the hotel in the future (Fan et al., 2023; Trang & Phuong, 2023).

The last, all videos exposed cultural contents variously involving four types of aspects namely person, product, practice, and perspective. To examine it critically, the person is dominantly presenting European people and a few of Asian people. The person exposed in the video 1 is a rich woman from Asia who interacted with British front office staff. The Asian woman represents an elite social class while the staff represents a western worker class. This interaction shows a striking differentiation of person's social status. Here, the hotel practitioner highlighted the importance of understanding guests' profile to avoid bad or wrong services. It is really different with the other video which shows the general people who interact with hotel front office staff for business or holiday purpose, like Canadian (video 2), Wisconsin and various international hotel guests (video 3), Singaporean (video 4), and Italian (video 5) who are interact with Ontario, Evansville, Australia, and Mexico hotel front office staff in video 2,3,4 and 5 respectively. Those persons represent multiculturalism role in hotel hospitality industry which shows guests' specific needs to be able to adapt with global culture. As noted by the hotel hospitality productive teacher that person

depicted in the video reflects the real role of the hotel staff and guests which must be understood by the learners as the real model.

From the perspective aspects, it is known from Video 1 that Western hotel staff doubts the Asian women capability in reserving a high rate room. So that he suggests other cheaper accommodation in Chinatown. In the other side, the Asian woman looks confident in response to the hotel staff attitude to show her power. Racial discrimination showed by the hotel staff is not spare from the white supremacy existing in US, which view that white people is more superior than the other race (Hasnaa & Alfian, 2023; Lippert & Perthes, 2020). This doctrine makes US people reject equality, coexistence and law supreme values which contain ethnic power and disunity (Clark, 2022). This matter can raise several potential biases for the video viewer, from reinforcing stereotypes to oversimplifying complex issues. While the video can serve as a powerful discussion starter in the class, it requires critical engagement to avoid perpetuating harmful biases and to promote a more nuanced understanding of racism and intercultural dynamics.

The product aspect or artifacts that are created or used within a culture appeared in the hotel hospitality video are so various, like credit card, luggage, free Wi-Fi, bed type, room type, free breakfast, city map, local tourist, cuisine, art and handicraft. Those products describe the globalization in hotel service which becomes international standard. Moreover, the online reservation app and Electronic Access Card or key card shows how digitalization has changed hotel service provided for the guest. Digitalization is a form of transformation from analog into digital technology (Sharofboy ugli, 2022). It involves the integration of digital technologies into various aspects of business and daily life, fundamentally transforming operations and services. As noted by the hotel practitioner that concierge desk and online service provided by the hotel reflects the recent industrial trend. Besides, the existence of online platform is very important for the hotel to keep in compete with other hotel. The online platform with easy access and friendly features will make the hotel guest candidate able to access or to book hotel quickly and easily (Oka & Darmayanti, 2024). Moreover there are some products which has regional variation terms, like: *Elevator*

(American) vs. *Lift* (British), *Baggage* (formal) vs. *Luggage* (informal), *Bar* (Italia) vs *Café* (British). These variations must be understood by the hotel front office staff to avoid miscommunication, which probably will make the hotel guest uncomfortable or offended.

For the practice aspect, those five videos show the front office staff's utterance and attitude in serve the guest. The utterance likes "*Do you have a reservation?*", "*How may I help you this morning?*" or "*I hope you have a pleasant stay with us*" supported by friendly smile or keep eye contact spotlight the professional attitude in international environment and personal competence in facing cultural challenges. Furthermore, the practice of online reservation, online check-in, and hotel facilities explanation or description through online platform reflects an adaptation on new generation's need and global situation (Sharofboy ugli, 2022). As noted by the hotel practitioner that check-in process on the basis of technology as shown in Video 2 and 5, is considered relevant with digitalization trend in modern hotel hospitality today. In the other side, the hotel hospitality teacher thinks that reservation, check-in, and check-out practice in those five videos are relevant as the learning simulation in the class because some video has been in accordance with the standard operational procedure at the hotel like Video 2, 3 and 4.

V. CONCLUSION

From the discussion above it can be concluded that those five video has exposed linguistic and non-linguistic materials which can be used as the authentic materials for the learners in handling guests at the hotel. Linguistic variation appeared in those five hotel hospitality video like expression of asking and giving information, asking and offering service/help, giving instruction and direction and so on are delivered in good and effective way to get deal on the transaction. Moreover, non-linguistic materials which support those linguistic materials like good grooming, gesture, friendly smile, and eye contact also strengthen the relevance between language and culture in the hotel hospitality context. They give the real representation for the learner about the intercultural communication

between the guest and hotel staff. In addition, specialized terminologies, pragmatic pattern and intercultural representations appeared in the video is not only support English language teaching effectively, but also help hotel hospitality students to understand intercultural interaction dynamic between hotel staff and guests.

Furthermore, intercultural elements from those five video have been represented highly, either in persons, perspective (thought), products, or practices. Those video dominantly presented European people with all their attributes (products). The practice appeared in the video give an authentic model of guest service, especially digitalization trend in modern hotel hospitality sector today. This representation shows variation in how intercultural communication happens in the hotel hospitality context. Those findings are supported by the three validators from hotel hospitality teacher, broadcasting teacher and hotel practitioner who are suggested that those videos can be used as the relevant authentic materials because some videos has fulfilled the standard operational procedure of hotel guest services and in accordance with the hotel industry trend today. The combination of those elements helps students to build holistic understanding about the cultural dynamic in hotel hospitality sector.

The analysis of the five videos highlights their potential as tools for teaching and learning in intercultural communication. By utilizing these materials, educators, practitioners, and researchers can promote cultural awareness and practical skills essential for learners' success in hotel hospitality industry. Future experimental study should build on these findings to assess the learning outcomes of students exposed to intercultural video materials. It can deepen the understanding and application of intercultural linguistic and non-linguistic materials in teaching learning activities. By exploring these areas, educators can develop more inclusive, effective, and engaging resources that address the evolving needs of globalized education and professional training.

Based on the analysis of the five videos, recommendations are tailored for teachers and students to optimize their learning and teaching experiences in intercultural communication, particularly in professional and vocational settings.

It is strongly suggested that teachers can create a more dynamic and inclusive classroom environment, while students can actively develop the linguistic and cultural skills necessary for success in professional and global contexts. It is also suggested that multimedia intercultural pedagogy be incorporated into the Indonesian Secondary Vocational curriculum.



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Appendix 1. List of Hospitality-related Video

No.	Title	Sources	Publication year	Length (duration)	Subscriber / Viewer	Main themes and topics related to intercultural communication
1	Crazy Rich Asians _ the new Lady of the House (opening scene)	Movie Clip Channel (https://youtu.be/2odn_xMxuXM?si=wVgIREP8urfZPQFa)	2019	2.44	21.300/1.1jt	Check-in
2	Let's learn English at a Hotel An English Travel Lesson with subtitles	learn English with Bob the Canadian (https://youtu.be/MYX7RVOF3Yc?si=mcJjAGKgrlvGxdSX)	2019	2.45	2jt/1.2jt	Check-in
3	Percakapan Bahasa Inggris 05 Bahasa Inggris untuk Perjalanan dan Pariwisata	English Conversation channel (https://youtu.be/JYQir4QzIjA?si=Gx9uXfC2OA_nWJtW)	2020	42:28:00	3,6jt	Booking via phone, walk-in guest, check-in, asking other service, check out
4	Percakapan Bahasa Inggris 06 Bahasa Inggris Untuk Perjalanan dan Pariwisata	English Conversation Channel (https://youtu.be/L5Eoq057OAM?si=I75DNAmffIWeJoK8)	2022	15:04	3,64Jt	check-in, asking other service, at the concierge
5	Part 30.Hotel Check-in Vocabulary	Tiktok@auroraricottiomann https://vt.tiktok.com/ZS6x5vJaK/	2023	2:12	4.4jt likes	Check-in

Appendix 2

Transcript Video 1. Crazy Rich Asians - The New Lady of the House (Opening Scene)

0.31	1.01	1.51
may help you	would like to be shown to our suite	off the phone with your husband no get
0.33	1.02	1.54
this is the call for private hotel	we've had a long flight we're fully	to the Lancaster suite ready now surely
0.37	1.05	1.58
I'm mrs. Eleanor young I have a	booked madam you must have made a	you're joking sir I'll show you I am NOT
0.40	1.08	2.01
reservation at the Lancaster suite we	mistake I'm sure you and your lovely	as of this evening
0.44	1.10	2.03
spoke on the phone when I confirmed	family can find other accommodation	my family is long history as custodians
0.45	may	2.06
yesterday sorry	1.13	of the coal thought is ended I am
0.48	I suggest you explore Chinatown lady	2.10
don't seem to have your reservation good	gay	selling the hotel to my dear friends the
0.53	1.18	2.13
evening	explorer bulk Whaler say Oh God	young family of Singapore meet the new
0.53	1.22	2.18
I'm Reginald OSP hotel manager is there	please may I use your phone to call my	lady of the house
0.56	1.25	2.19
a problem	husband it's the least you can do	Eleanor young join me for a toast
0.57	1.37	2.24
I'm mrs. Eleanor young my family and I	mrs. Jung I must ask you to leave or	we eat delighted
	1.40	2.26
	I'll have to call the police please go	[Music]
	1.42	2.29
	right ahead	to get them off the floor sweat
	1.45	2.34
	Lord call for my apologies I've just got	[Music]

Appendix 3

Transcript Video 2.

Let's learn English at a Hotel | An English Travel Lesson with subtitles

To check in: To go to the front desk of a hotel to register and get your keys.

0.12

We're going to check into this hotel and I'm going to show you a lot of different parts

0.16

of this hotel so that you can learn some English.

0.20

We're here today at a hotel in Kitchener, Ontario and we're here because Jen has a conference

0.27

today, so I said I would come with and I would make a video to help you learn English.

0.33

But before we get started, don't forget to click that subscribe button down there and

0.37
give me a thumbs up at some point during this video.

0.39

But I think we should head inside and we should check in.

0.43

That's usually the first thing you do when you get to a hotel.

0.48

So we're here in the hotel l-, oh, the doors just opened on me.

Hotel Lobby: The first room you enter when entering a

0.52

They're automatic doors, by the way.

Automatic Doors: Doors that

0.53

We're here in the hotel lobby.

0.55

That's the front desk where I am going to walk over and check in.

0.59

It should go pretty quickly.

1.00

I already have a reservation.

1.02

I booked the room online, so as long as I give my name, they should be able to check

1.08

me in and I should get my keys and be able to head up to my room.

1.12

So let's head over there.

1.13

Hi.

1.14

Hi, welcome sir.

1.15

How may I help you today?

1.16

I have a reservation under Bob the Canadian.

1.18

That is great.

1.19

Very nice to meet you.

1.20

Just need a piece of photo ID and a credit card as well so that I can assure the payment as well.

1.24

Here you go.

1.25 Thank you very much.
1.27 So Shrey's just checking me in.
1.29 I already booked online, so I don't have to do anything more than let him know my name.
1.35 And that should be enough.
1.36 It looks like he has found my reservation, which is awesome.
1.39 That is totally right, here's your registration card, sir.
1.42 Just need your signatures at the bottom, initials by our smoking policy.
1.44 Okay.
1.45 Stating that you will not smoke in the room.
1.47 Yep.
1.47

Email address for our record, and further details.
1.49 Okay. I will do that.
1.51 I'll get the formalities in here.
1.52 Okay, thank you very much.
1.53 So I have to fill in just a little bit of information here.
1.56 My email address, the license plate of my vehicle so that I can park in the parking lot, and my signature on the bottom.
2.02
2.05 So I think that's all taken care of.
2.07 There you go.
2.08 It is, it is.
2.09 I was just ask you how many keys you need for your room.
2.11 Two, please.

2.12 Two. Oh.
2.13 So Shrey is making keys right now, because we don't use old fashioned keys any more in hotels in Canada.
2.18 We actually use key cards.
2.20 Keycard: A small card that works as a key to unlock a door
2.22 He's making one for me and one for Jen.
2.24 So in a moment, I think we'll be all set.
2.27 We'll see.
2.28 All set?
2.29 All set, sir.
2.30 So this is your key.
2.31 Yep.
2.32 It's going to be a room number.

2.33
Okay.
2.34
And your wi-fi password is on the top.
Wifi Password: The password used
to access the internet at the hotel.
2.35
Oh, excellent.
2.36
As a repeat visitor, sir, I'm giving you a
complimentary breakfast.
2.39
Okay.
2.40
Don't forget to grab the breakfast
tomorrow.
2.41
I will. Yeah.
2.42
Yeah. Thank you very much. Thank you
very much sir. Thank you.
2.45
It's my pleasure.
2.46
Well, I think we're going to head up to our
room.
2.48
So we're in room 1012, or room 1012.

2.52
I just hit the button, and the elevator has
opened.
2.57
So we're going to head in here and we're
going to go to room 10, hopefully you can
see that.
3.04
The doors will close, and hopefully we
make our way up there.
3.09
You can see the numbers going pretty
quickly.
3.13
Six, seven, eight, by the way, in Canada,
we start with the lobby, and then we go to
3.22
floor two, and then three.
3.24
I know that if you are in Britain it might
be slightly different, I have to check that
3.28
online.
3.29
But here we are at floor 10, let's find our
room.
3.31

So that's kind of handy because this arrow
tells us that room 1012 is that way.
3.35
So let's walk down the hall, and oh, there
it is.
3.42
We have found our room.
3.44
So as I mentioned, we use key cards to
open the doors in our hotels.
3.50
So this will be called a key card, because
it's a key and it's a card.
3.55
So we'll put it in here.
3.57
If you go too fast, sometimes it doesn't
work.
4.01
But here we are in our hotel room.
4.03
Well, we made it.
4.04
I'm just going to put my suitcase down
over here.
4.10
There's a nice little spot for my suitcase,
and I brought my banana.

4.13 Again, thank you to all of you that live in countries that produce bananas.
4.18 I love them.
4.19 So we came in through the door here.
4.22 There's a little bit of information here for how to evacuate the building if there was
To evacuate: To leave a building or area when there is a fire or other emergency
4.27 an emergency.
4.28 So on the back of every hotel door, you have that.
4.31 A nice mirror, and behind it, a closet.
4.36 This is the bathroom, we'll look at that in a little bit.
4.39 But this is the hotel room.
4.44 So you can see there's two queen sized beds.

Appendix 4

Transcript Video 3. Percakapan Bahasa Inggris 05 | Bahasa Inggris untuk Perjalanan dan Pariwisata

0.00 [Music] [Applause] [Music]
0.10 hello silver Airways this is Steven speaking may I help you I like to book
0.16 two round-trip tickets to Evansville oh okay sir and what is your name Richard
0.22 Greene I'll be traveling with my wife June oh okay then that is Richard Greene
0.30 and June Greene yes okay where will you be flying from
0.38 Chicago you have flights out of Chicago don't you yes mr. Greene Chicago is one of our
0.45 main hubs we have two daily flights

0.51 between Chicago and Evansville the
0.57 morning flight departs at 7:15 it is a
1.02 direct flight but stops at Rapid City do you have any nonstop flights
1.13 yes we have a nonstop flight Chicago Evansville every afternoon at 1625 we
1.24 really would prefer traveling in the morning don't you have any non-stop flights in the morning you know I'm
1.35 sorry sir just the one flight with the brief stop in Rapid City and you will not have to
1.42 change planes okay we'll take the morning flight Friday June 21st okay one
1.50 moment please okay sir we have flight seats available
1.58 do you have a seating preference yes I like to have a seat on the aisle my legs
2.05

are pretty long haha okay so I know what
you mean
2.12
do you know your return date is it
possible for me to leave my return date
2.17
open yes sir we can leave the return date
open but the return portion of the
2.24
ticket must be used within 30 days okay
that would be no problem your tickets
2.36
come to 558 dollars how would you like
to pay for them I'll have my secretary
2.43
come pick them up she can pay for them
then okay the tickets have to be paid one
2.51
week before departure or your reservation
will be cancelled I'll send
2.57
my secretary over this afternoon that will
be fine does she know where our
3.04
offices are located yes she has been there
before okay then sir I have two
3.14

round-trip tickets in the names of dick and
Jun green the Chicago Evansville
3.24
flight that portion of the ticket is
confirmed for Friday June 21st at 7:15
3.35
that is correct the return portion has been
left open
3.40
the total price comes to 558 dollars and
3.47
we should expect your secretary to pick
the tickets up at the office this
3.52
afternoon thanks very much our pleasure
sir I hope you enjoy flying with silver
Airways
3.59
good bye good bye good morning mom
what
4.05
are you doing I was thinking I should
make some reservations for our trip to
4.11
Evansville next month sounds like a good
idea let me see a
4.17
silver Airways let me see

4.24
silver Airways this is Steven speaking
how may I help you I'd like to book a
flight to Evansville
4.32
one moment please what is your name
please mrs. and
4.38
Rafferty okay mrs. Rafferty could you
4.44
spell your name for me please suddenly
and without the e and Rafferty
4.50
are a F F P R T Y oh okay
4.58
thank you mrs. Rafferty will you be
traveling alone no I will be traveling
5.05
with my daughter her name is Suzy miss
Susan Rafferty
5.11
is that correct that is correct but she
5.16
prefers MS oh okay miss Susan
5.22
Rafferty when would you like to travel
mrs. Rafferty on the 21st in the morning
5.30

if possible I'm sorry mrs. Rafferty
Tuesday May 21st is completely booked
5.39
would you like me to check the 22nd for
you oh I'm sorry I'll be trying on June 21st
5.46
not May 21st it's a Friday isn't it one
moment please
5.51
let me check yes Friday June 21st we
5.58
have two seats available on the 8:30 a.m.
flight to Evansville will that be a
6.05
round-trip yes we'd like to return on
Sunday the 23rd okay
6.13
[Applause] we have seats available
returning Sunday
6.19
June 23rd at 1430 would you also like to
6.25
book your return flight yes I would okay
6.30
then would you like smoking or non-
smoking seats non-smoking please and
would you
6.42

prefer an aisle or a window seat just a
second Suzy would you like it window
seat sure
6.49
mom if there is one available window
please okay mrs. Rafferty your tickets
come to
7.00
four hundred and twenty-eight dollars
including tax how would you like to pay
7.07
for your tickets I'll charge them my visa
account number is five four nine
7.16
four four eight four two four five two
7.22
one expiration date January 1998
7.28
okay mrs. Rafferty you are confirmed on
flight s a four five five Rapid City to
7.37
Evansville Friday 21st of June departing
7.43
8:30 a.m. and returning flight s a four
7.50
five six Evansville to Rapid City Sunday
23rd June departing 14 thirty in the
8.00

afternoon thank you where do I pick up
my tickets you can pick up your tickets
8.06
at the silver Airways counter when you
check-in for your flight excuse me yes
8.12
ma'am how long before the departure time
should we check in for a domestic flight
8.21
we request that you check in at least one
hour before departure time is there
8.28
anything else I can help you with no thank
you well then I hope you have a pleasant
8.34
trip to Evansville and please call us again
thank you goodbye goodbye
8.42
he was an awfully nice young man who
was the man at silver Airways oh so you
got
8.48
our tickets yes we are confirmed for
Friday June 21st 8:30 a.m. and we can
8.57
pick up our tickets at the counter do you
know where we can stay in Abby Smith
Joe's mother says that the grand is a

9.04
nice hotel is it downtown I think it is just
off of the main plaza an old hotel
9.11
which has recently been redone the Grand
Plaza Hotel I think that is its full
9.17
name oh that sounds very nice let me see
9.22
grand plaza hotel hi my name is Anne
9.29
Rafferty and I would like to make a
reservation for the weekend of Friday
June 21st
9.36
one moment please and I will connect you
with the reservation thank you
9.43
hello the Grand Plaza reservations desk
how may I help you hi my name is Anne
9.50
Rafferty and I would like to make a
reservation for the weekend of Friday
June 21st
9.57
one moment please yes mrs. Rafferty we
10.04

have rooms available on June 21st how
long do you plan to stay with us to
10.11
Sunday the 23rd will you and your
daughter be sharing a room yes and mrs.
10.20
Rafferty would you like a room looking
out on the in street is their price
10.26
difference yes rooms facing Main Street
are slightly larger than standard rooms
10.33
and cost \$50 in eight standard rooms cost
\$40 we'll take a room on Main
10.41
Street mrs. Rafferty I believe you'll be
very happy with your decision I've
10.47
reserved you and your daughter a room
facing Main Street from Friday
10.54
June 21st until Sunday June 23rd thank
10.59
you do you know what time you expect to
arrive our flight arrives in the morning
11.06
and I expect to go straight to the hotel
okay mrs. Rafferty we will expect you in

11.14
the morning is there anything else I can
help you with no thank you and thank you
11.20
for calling the grand I hope that we will be
able to make your stay a pleasant one
thank you goodbye
11.27
unit to hotel check-in welcome to the
11.38
Grand Plaza how may I help you this
morning hello I'm mrs. Andreotti and I
11.43
have a reservation nice to have you with
us mrs. Rafferty one moment while I
check your reservation
11.49
yes mrs. Rafferty we have room 1206 for
you your room is facing the Main Street
11.55
and gives you a view of the plaza thank
you I have here that you'll be with us
12.00
until Sunday morning is that correct yes it
is good now here is a registration
12.07
card Suzie quick your family's out for me
please I don't have my glasses

12.13
sure mom come get your passport number
oh I don't know I didn't bring my passport
with me
12.21
excuse me sir I don't have my passport
with me that's okay do you have any
12.26
other identification yes I have my driver's
license you can use a driver's
12.32
license instead yeah ms2 four four nine
12.38
five seven nine nine signature okay mom
you need to sign this now
12.47
here's the registration card okay mrs.
Rafferty your room is 1206
12.54
this is the key your room is on the 12th
floor you can take the elevator over
12.59
there when you get to the 12th floor you'll
need to go out the elevator and take the
corridor to your left where are
13.07

the elevators they're over there mom just
be on the man in the green coat I'll see
them now this is a brochure
13.14
telling you about the facilities at the
Grand Plaza and one listing the town tours
that the hotel can arrange for you
13.21
if you're interested I'll have someone help
you with your bags thank you very much I
hope you have a pleasant stay
13.27
with us at the crowd thank you welcome
13.32
to the Grand Plaza I'm sorry to have kept
you waiting how may I help you this
morning hi there
13.37
I was warned do you have any rooms
available for this evening I believe we do
how long do you plan to
13.43
stay ah hippy for a few days let me check
we have civil rooms which
13.52
you prefer room looking out on Main
Street yes I suppose but I'd really like
13.57

a room close to the ground I really don't
like to be up too high let me check for you
again yes we have two
14.07
rooms available on the fourth floor for this
evening but unfortunately those rooms
still need to be made
14.13
do you mind waiting when with the room
be ready good morning the front desk how
14.23
may I help you I'd like to change my
arrival date I'm sorry ma'am you'll need to
speak with
14.30
someone in reservations to change your
arrival date one moment and I'll transfer
you sorry for the interruption
14.39
sir oh that's fine I wish Warner's there
someplace I could leave my bags I'd like
to go get something to eat
14.45
certainly sir you can leave your bags here
with me and when your room is available
I'll have someone put it in
14.50

your room thank you here is your registration card

14.57

which you prefer a queen-size or twin beds queen-size please okay you will be

15.08

in room 412 how would you like to pay for your room with cash okay mr.

Simmonds if you'll

15.15

check back with us in about an hour your room should be ready and you can pay for your room when you come to pick up

your

15.21

key thank you I hope you enjoy your stay with us at the Grand Plaza Thanks may I

15.28

help you yes I'm hot doggin in room eight two three could you check and see if there are any messages for me

15.34

certainly just a moment here you go man

15.41

will there be anything else could you tell me where there is a phone yes there

15.48

are house phones over against the wall and there's the public phone by the coffee shop thank you very much my

15.54

pleasure welcome to the Grand Plaza how

16.00

may I help you this morning we'd like a room hello will you be staying in evansville we're here for some meetings

16.06

till next Friday but we might like to spend the weekend let me check for you

16.11

we're quite busy tonight or tonight I'm

16.19

afraid we only have a few rooms available and they have twin beds

16.24

you'd really prefer a double bed well for the rest of the week I have room

16.30

with queen-size beds available well I guess that is okay but if that is the

16.37

best you can do we could always check with somewhere else if you'd like no no that's okay it's only for the one night

16.43

but I do hate while I can check and see if we have any

16.50

cancellations and if we do I can put you in that room oh that would be great thank you

16.55

here's your registration card your room

17.01

should be available around noontime how would you like to pay for your room well charging okay so can I have your

17.08

credit card and a form of identification

17.15

there you go would you like to check into a room with

17.20

twin beds now or wait and see if we have any cancellation oh we can wait we're

17.26

just on our way to a meeting but is there someplace we can leave our bags certainly sir you can leave your bags

17.32

here with me here are your cards and

17.40

we'll see you again later this evening and I'll try to have a room with a queen-size bed for you thank you very

17.47

much you're going to help my pleasure I hope you enjoy your stay with us at the Grand Plaza ordering room service

17.55

[Music] [Applause] hello room service I'd like to get

18.03

something to drink a beverage or a cocktail sir oh I'm not quite sure what

18.09

do you have we have a wide selection of both hot and cold drinks as well as

18.14

cocktails wines and beers have you had a chance to look at the room service menu

18.21

there should be one on your nightstand oh let me see oh yes I see the menu give

18.30

me a minute and I'll call you back okay thank you for calling room service hello

18.38

room service how may I help you hi I'd like a sandwich can you deliver that to

18.44

the pool I'm sorry you will have to order that from the service bar at the pool would you like me to transfer you

18.51

you know I guess I'll just order it when I get down there thanks anyway no

18.57

problem I hope you enjoy your time at the pool thanks bye hello room service

19.05

hi I'd like a fruit plate and some yogurt okay fruit plate and yogurt plain

19.14

or strawberry what kind of fruit is on the fruit plate melon a banana and some

19.22

berries oh I'll have the plain yogurt then okay sir and your room number room

19.29

412 anything else sir no thank you that

19.35

would be 15 minutes thank you hello room

19.41

service hi I'm sorry I'm whispering my wife's in

19.46

the bathroom and I don't want her to hear okay sir how can I help you I was

19.53

wondering could you bring some wine and flowers up to our room mmm okay sir that

19.59

is no problem no I mean while we're out I want it to be here when we get back

20.05

from shopping yes I think we can do that do you know what time you'll be

20.11

getting back Oh about 4:00 in the afternoon I could have the wine

20.17

delivered at say 3:45 would that be convenient yeah that would be great

20.22

okay sir have you made a wine selection oh no I'm sorry I don't know much about

20.29

wines my wife likes red wines could you pick one out for us something not too

20.38

expensive certainly sir how about a nice bottle of Burgundy

20.43

it will cost about \$25 that sounds great
and would you like some cheese and
20.49
crackers with then that's a great idea so
flowers wine cheese and crackers at
20.58
3:45 this afternoon yes and what is your
21.03
room number oh yes we're in the
honeymoon suite okay sir
21.09
thank you for calling room service hey
thanks for your help my wife's coming by
hello room service
21.19
hi this is mr. Simmons in room 412 yes
mr. Simmons I just placed an order
21.25
for some fruit and yogurt could you send
me some tea as well sure mr. Simmons
21.30
I'll add that to your order thank you thank
you bye
21.36
[Music] [Applause] [Music]
21.45
good afternoon how may I help you hi I'm
Universal see the city do you

21.50
have any tours available yes we have
several when would you like to take a tour
Saturday I'm gonna be in business
21.56
meetings all during the week I have a free
day on Saturday well then we have
22.01
several tours planned for this Saturday are
you staying here at the Grand Plaza
22.06
Hotel yes well then you'll be entitled to a
ten percent discount on the tour
22.13
price and the tour van can be scheduled to
pick you up here oh that sounds great
22.18
would you prefer to take a tour of the city
or are you more interested in the
22.24
surrounding area the bay and coast is there
much to see in Evansville we have
22.29
two tours tour a is a morning tour which
visit some of the main historical sites
22.35
of the city and ends with the cable car ride
and lunch at the top of Evans peak

22.41
well that sounds really very nice yes and
we have a whole day tour to Abby
22.48
which includes the sites in Tour A plus an
afternoon visit to the Art Gallery
22.55
and Zoo into Abby who had arrived back
at the hotel in time for dinner okay
23.01
what about the tours outside of the city we
have a tour that takes you to the
23.07
harbor and then on a boat ride around the
islands and down the coast this tour
23.13
goes from 10 a.m. to 2 p.m. what about
lunch lunch is served on the
23.18
boat yeah well that sounds good I have
another question is there any way that I
can get a shuttle to the beach from here
23.25
yes the hotel offers a shuttle service to and
from Sandy Cove the shuttles
23.32
leave at 10:00 11:00 and 1:30 for Sandy
Cove and returned at 2 3 and 4:30 p.m.

23.43
why don't you have a look at these
brochures for a moment while I answer
the phone hello tours at City Eddings how
may I
23.51
help you hi my name is Dan Barker my
wife and I scheduled an all-day city tour
with you
23.58
this Saturday but I'm afraid we're going to
have to cancel my business meetings
24.04
have been extended ok mr. Barker would
you hold on one moment please
24.10
yes I see here dawn and Diane Barker for
the Saturday city tour would you like to
24.17
change your reservation to Sunday
perhaps mmm no I'm afraid we have an
24.23
early flight out on Sunday oh that is a
shame I see here that you have prepaid for
24.31
your tour with your Visa card yes that's
right could you credit my account yes I
will

24.39
cancel your tour and have Visa reimburse
your account for the tour price minus
24.44
the \$50 cancellation fee thank you very
much I'm sorry that you won't be able to
24.51
join the tour perhaps next time I am in
24.56
Evansville for business meetings again
next month well if I can be of service
please let
25.02
me know I will goodbye now goodbye I'm
sorry about that
25.08
interruption is there a tour that you were
interested in yes I was thinking would it
be possible for me to take the
25.14
city morning tour tour a and still make it
back to the hotel on time to catch the 1:30
shuttle to the beach yes you
25.23
should get back at about 1 o'clock and we
can reserve a place for you on the
25.28

beach shuttle so that they will be
expecting you ok and it says here that
25.34
the tour a cost \$125 is that correct yes plus
tax
25.40
which brings the total to one hundred
thirty two dollars the hotel Beach shuttle
costs seven dollars and will be
25.48
charged to your room okay well I'd like to
make a reservation for both the city
morning too
25.54
and the 130 beat show okay then to our
aim for this Saturday sir your name is
26.01
Paul Simmons okay mr. Simmons would
you fill out this information card open
26.08
yes here you go thank you and mr.
Simmons how will you be paying for this
tour I'll pay with cash one hundred and
26.15
thirty two dollars wasn't it yes and
26.21
here is your receipt I will go and hit ahead
and call the

26.27	hi hello they told us at the front desk that	shop until 12:30 when we will meet again
front desk and reserve a place for you on	you might be able to help us go around	for lunch at the president park grill oh
the 130 beat shuttle for this Saturday and	town into some shopping yes ma'am	28.24
what it will I made the	27.30	the president Park Row I've heard of it
26.33	we offer a city shopping tour on Saturdays	they supposed to have very nice lunch
tour you can meet here for the tour and the	what is the - am I here	28.30
130 beat settle leaves from the	27.36	buffet at two o'clock we travel out to the
26.39	let me show you this brochure the two	harbor district where we have a
hotel Porte cochere here take this	27.44	28.36
complimentary city map and tour	leaves the hotel at 8:30 a.m. and we have	brief tour of the shopping district then you
brochure	a light breakfast at a cafe on the	are free to shop until 5:30 when the
26.47	27.50	28.42
with you okay I will thank you thank you	main plaza that sounds like a very nice	van returns to the hotel that sounds very
26.56	way to start the day from there a van	nice what do you think Suzy sounds
hello tours and city outings how may I	27.56	28.49
help you hi I'd like a book an airline ticket	takes you on a brief tour of the dog	great mom but you talked about wanting
to	downtown shopping district and points	to see a show if we are going shopping all
27.03	28.01	day are we going to still want to
Portsmouth for next Tuesday I'm sorry but	out some of the highlights and unique	28.55
we cannot make airline reservations	shops that lasts until about ten o'clock	see a show it's what we still be able to see
27.09	28.08	you show actually many people reserved
from this office you could try calling the	when we stop for coffee at the cafe	29.02
airline or a travel agent thank you	George knowing where the different shops	tickets for the Marx theatre down in the
27.14	28.13	harbor district oh why is that well that
I'll do that goodbye goodbye hello how	are could save us a lot of time and	29.09
may I help you	walking after coffee we were free to	way they can have dinner on the harbour
27.22	28.19	after shopping and stay to see the show
		29.14

but how do they get back to their hotel
you can take a taxi back to the hotel
29.19
after the show what do you think Suzy I
don't know I don't want to carry
29.26
whatever we buy to dinner and then to the
theater oh that is no problem you
29.31
can always send your bags back to the
hotel with the shopping tour van from that
case it sounds like a good idea
29.38
what show is playing at the Marx theater
right now Katz oh let's do it mom I've
been
29.44
wanting to see cats for a long time this
how much with the shopping tour and
29.50
tickets to cats for to cost for the shopping
tour which includes both
29.55
breakfast and lunch and orchestra seats in
the center section for cats the total
30.02

price would be three hundred and twenty-
five dollars including tax can I pay for
that my credit card yes you can
30.13
mrs. Rafferty if you would sign here
please the shopping tool will meet in the
lobby
30.20
and your tour guide mrs. Swan will have
your tickets for cats for you be sure to
30.27
bring this receipt with you oh I'm so
excited me too thank you very much thank
you I
30.35
can be of any help please feel free to call
good bye good bye good bye
30.41
[Music] [Applause] [Music]
30.50
good evening can I help you sir yes thank
you my name is Paul Simmons I'm
looking for
30.56
Don Barker I was supposed to meet him
here at 6:15 Don Barker let me see
31.04
ah yes mr. Barker has a reservation for

31.09
two at 7:15 oh right 7:15 would you mind
if I wait for him
31.17
here at the restaurant no problem sir just
follow me please hello Charley's
31.28
grill how may I help you hi I'd like to
make reservations for Sunday dinner just
31.35
a minute please let me get Sunday's
reservation book okay your name is
31.41
Woodward Janet Woodward and what
time will you be arriving about 6:30 and
how
31.50
many people do you expect in your party
about seven or eight I'm not sure if my
31.58
mother will be able to join us or not I'll
put you down for 8:00 thank you so
32.06
that's woodward party of eight for 6:30
32.11
Sunday yes thank you we look forward to
32.18
seeing you then goodbye sorry to keep

32.23
you waiting would you like a table for two
no for although I believe we have a
reservation
32.30
what is the name please dick Greene dick
Greene
32.36
ah yes I see it here green a table of four at
7:30 the rest of your party has
32.43
not arrived yet but your table is ready
would you like to be seated yes thank
32.48
you I believe the Greens will be here any
moment follow me please welcome to
charli's may
32.58
I help you we have a reservation for green
big green 7:30 party of four
33.03
yes mr. green the other members of your
party have already arrived let me show
33.09
you to your table welcome to charli's may
I help you hi is
33.17

there a mr. Paul Simmons here waiting for
me I'm Dan Barker the bartender told
33.24
me to look for him here ah yes mr. Barker
we have a reservation for you at 7:15 mr.
Simmons arrived only a few
33.32
minutes ago let me show you to your table
thank you
33.37
[Music] [Applause] [Music]
33.43
good evening sir my name is Alex and I'll
be your waitress this evening can I
33.48
get you something to drink while you wait
yes that'd be great I'll have a ginger ale
one ginger ale
33.54
I'll be right back howdy done hi Paul
34.03
nice to see you although it seems we have
a bit of a mix-up oh sorry about that I
thought we're gonna meet it 6:15
34.10
my mistake no problem here's your ginger
34.16
ale sir thank you can I get you

34.21
something to drink sir sure I'll have a
Heineken one Heineken I'll be right back
34.26
to take your order are you ready to place
your order I think so can you tell
34.34
me what is the soup of the day cream of
asparagus hmm okay I'll have a cup of
34.41
cream of asparagus soup and t-bone steak
okay sir and how would you like your
steak done
34.49
medium-rare please medium-rare would
you like a baked potato or french fries
34.55
baked potato on your salad would you
prefer French Italian blue cheese are
35.01
the house dressing French please okay sir
that is one t-bone steak with a
35.07
baked potato and with French dressing on
your salad and one cup of asparagus soup
35.13
yes thank you for you man I'll have the
35.20

chef's salad can you tell me what is the
house dressing right yes ma'am it's a
35.26
fresh vinaigrette I'd recommend it is quite
good it sounds good to me
35.31
I'll take that does bread come with my
salad yes ma'am good
35.37
and then what can I get for you miss can
you tell me what is this Indian curry
35.43
this is a chicken curry made with potatoes
carrots and onions and is served on a bed
of rice it's a very
35.50
spicy it is a bit spicy but I can ask the
cook to make it less spicy for you if that's
what you prefer no that's okay
35.58
as long as it's not too spicy no ma'am so
one Indian curry and this what can I
36.04
get for you I think I will have the Western
burger and french fries okay one
36.10
Western burger and fries how do you like
your burgers well-done please and may I

36.15
have a coke yes one coke is there anything
else I can get for you no I
36.20
think that will be off okay then I'll be right
back with your coke thank you thank you
here you go sir
36.34
are you ready to order done yes I I believe
so let me see what is the catch
36.43
of the day today's catch of the day is the
sea bass and the chef's special
36.49
blackened chicken hmm I think I'll have
the sea bass can I have it rolled with
36.57
the lemon butter sauce sea bass broiled
would you like mixed vegetables or the
tossed salad with that
37.04
I'll have the mixed vegetables that also
comes with a baked potato or rice pilaf
37.13
I'll have the rice pilaf okay that is the
broiled sea bass with rice pilaf and
37.20

mixed vegetables and for you sir I like the
sound of that blackened chicken that
37.27
also comes with a baked potato or the rice
all of the baked potato and a salad we
have a choice of French Italian blue
37.36
cheese or the house vinaigrette for your
salad blue cheese and you have croutons
37.41
on the salad yes sir I'll take an extra of
those please no problem sir that's
37.47
black and chicken with a baked potato
salad with blue cheese dressing and extra
croutons yes thank you
37.54
and I'll have another ginger ale one ginger
ale thank you police everything oh very
good thank you
38.01
the blackened chicken was delicious I'm
glad to hear that is there anything else that
I can get for you Don is there
38.08
anything else yes I'll have another beer
okay and I'll have another ginger ale with
that along

38.14 would you bring the bill back as well
please one Heineken and one ginger ale
I'll be
38.19 right back thank you
38.32 and here's your bill sir I'll take that
38.38 when you're ready just a minute please
excuse me what is this charge for here
38.45 that's for the water sir oh okay oh here
you go I'll check
38.52 okay so I'll be right back thank you
[Music]
38.57 [Applause] [Music] good morning good
morning mrs. Brogan
39.04 how are you this morning not very well I
slept poorly oh I'm sorry to hear that do
you have any
39.11 messages for me let me check this is for
39.17

you mrs. Brogan it just arrived this
morning thank you oh this is bad news
39.27 I'm going to have to fly up to parkersville
my husband isn't able to meet me here and
oh I'm sorry to hear
39.33 that I'm going to go back upstairs and
pack my bag could you send a boy up for
39.39 them in half an hour certainly ma'am and
could you get my bill ready I'll want to
charge it to
39.44 broken enterprises as usual yes mrs.
Brogan thank you I'll be ready in half an
hour
39.50 oh she wasn't rush yes mrs. Brogan is
39.57 usually in a hurry good morning ma'am
how may I help you this morning mrs.
40.02 Anne Rafferty in room 1206 and I'd like
to check out oh ok mrs. Rafferty just
40.09 one minute and I'll get your bill for you I
hope you had a pleasant stay here

40.15 yes we have thank you in addition to the
charge for the two nights you'll see
40.22 that there is a charge for a couple of local
phone calls you made as well as a call to
Rapid City yes we made those
40.29 calls ok then if everything is in order
please sign here
40.38 can I get you a cab oh thank you you're
going to take the shuttle to the airport
40.46 have a nice trip and I hope we will see
you again at the Grand Plaza I think you
will

APPENDIX 5

Transcript Video 4.
Percakapan Bahasa Inggris 06 |
Bahasa Inggris Untuk Perjalanan dan
Pariwisata

0.00
[Music] unit one at the travel agent

0.05	yes please i just need to take some	airways flight but there is a three-hour
[Music]	personal information what's your full	stop over in singapore
0.11	name martin	2.12
good morning sir how can i help you well	1.13	is there a direct flight that i can take yes
i have some time off from work next	andrew white and your address eleven	2.17
0.18	1.19	malaysian airways that flight departs at
month and i was thinking of going to	accord bangkok and your telephone	seven o'clock on saturday morning and
australia that sounds great how long is	number zero	arrives at sydney
your	1.24	2.25
0.25	two six two four nine seven three four	at 6 30 pm local time that sounds better
vacation just one week my last day at	1.30	2.31
work is the 26th of july	do you have a daytime number i can call if	but it's a little longer than i thought well
0.33	necessary zero two	it's an eight-hour long flight
and i go back on the 5th of august ok	1.36	2.37
0.40	seven seven seven one two one two that's	don't forget the time difference all the
here's our sydney brochure have a look	fine will you be traveling alone	times given are local times oh yes that's
and see if there's a hotel that you like	1.42	right they're three hours
0.46	mr white yep just me okay you finish	2.45
oh this one is good the four seasons hotel	work on friday the 26th so	ahead aren't they can i have the details of
0.51	1.50	the return flight
it's expensive but i've been told it's very	shall i try to book your flight for the next	2.50
nice yes it's a very high class hotel i'm	day yes please and return flight on	um that flight departs at 6 00 pm and
0.58	saturday the 3rd of	arrives in bangkok at 11 15 on that same
sure you'll enjoy your stay there would	1.58	2.57
you like me to make the booking now sir	august i'll just check the availability there	night shall i reserve a seat for you yes
1.05	are seats available on this qantas	please now let's reserve a room for you at
	2.05	the
		3.04

four seasons do you want a single or a double room no a single room will be fine thanks

3.11

will it have a view of the harbor oh yes all rooms have harbor views

3.17

they have a room available shall i make the confirmation yeah go ahead

3.24

okay so now you have a room available at the four seasons from saturday the 27th of july until

3.32

saturday the 3rd of august that's great can i pay by credit card

3.39

no problem

3.46

so it is 62 000 baht including your flight

3.51

here's my card when will i be able to collect my ticket

3.57

it should be ready in a couple of days i can call you at work if you like thanks very much

Airport

4.04

[Music] unit 2 at the airport

4.15

good morning sir can i see your ticket and passport certainly there you are

4.22

thank you okay and how many suitcases will you be

4.27

checking in uh just one suitcase did you pack your bags yourself

4.33

yes i did okay do you have any electrical goods i have an electric shaver in my hand

4.40

luggage is that okay that's fine is there nothing in your suitcase

4.45

no okay do you like a window or ilc uh a window seat please okay

5.04

in just one moment this is your seat number and the

5.09

departure gate you can go straight through to the departure lounge enjoy your flight

5.15

what time will we be boarding oh we begin boarding at 7. okay thank you

Daily Mail

5.21

would you like a newspaper to read man no thank you

5.26

would you like a newspaper to read sir sir sir oh

5.33

would you like a newspaper to read sir i yeah

5.38

i'll take the daily mail there you go sir

5.43

thank you it'll help take my mind off things

5.49

i'm always a little nervous before flying oh well try not to worry too much

5.56

you know air flight is the safest form of travel

6.01

i know i'm sure i'll be better after we take off

6.06

you know we have some flight
entertainment for you too you'll find the
film guide in the pocket
6.12
in front of you our in-flight magazine oh
good
6.19
a nice film will help me to relax programs
will start shortly after
6.24
takeoff if there's anything i can get for you
then please just call for assistance
6.31
when will dinner be served in about an
hour or so
6.37
we have a fish steak and the vegetarian
option which one would you like
6.43
fish please okay i'll be back later now
please just try to relax and enjoy
6.50
the flight sir
6.55
have you seen the catalog for our in-flight
shop this one that's it would you like to
order any
7.02

duty-free goods yes please can i pay by
credit card yes
7.08
all major credit cards are accepted but
purchases must not exceed 500 us dollars
7.15
okay um i'd like this bottle of
7.21
scotch whiskey please at 34. right
7.26
that will be one bottle of johnny walker
malt whiskey is there anything else
7.31
you'd like sir uh yes i'd like these titanium
sunglasses
7.39
yes they are priced at 145 us dollars will
that be all sir
7.45
uh yes that's everything thanks the total
bill comes to
7.51
179 us dollars can i have your credit card
please sure
8.00
here you go thank you sir please wait
while i collect your duty free goods
8.07

thank you
8.13
good evening sir may i see your passport
and immigration card please sure here you
are thank you
8.24
do you have anything to declare no i just
have these duty-free items
8.30
that i bought on the plane that's okay
welcome to australia is this your first trip
here
8.36
no i came here on business a few years
ago but i couldn't stay long
8.42
are you here on business or pleasure this
time purely pleasure this time
8.48
good are you planning on traveling around
during your stay well i've only got a week
so i'm planning on
8.56
staying in sydney yes australia is a big
place you will need a week to see it all
9.03
maybe next time this time i'm going to try
to see all the tourist areas of sydney

9.12
good i hope you enjoy your stay thank
you
Asking for assistance
9.18
unit 3 asking for assistance [Music]
9.28
excuse me um i've just arrived here and
i've been waiting at the baggage carousel
for my
9.35
suitcase i think it's lost okay sir don't
worry about it i'm sure
9.41
we can find it what flight were you on
flight number ma201 from bangkok
9.49
yes your bag should be on carousel eight
this is where i've been waiting and it's
9.57
not here what does your bag look like can
you give me a description
10.02
it's green does it have your name on it yes
i wrote my name on the label it's
10.09
martin andrew white i'll just make a quick
call to see if i

10.15
can find it hello central yes code 17.
10.20
martin andrew white yes
10.26
sir your bag is being held by customs he
can pick it up there is is there a problem
10.33
i'm sure it's nothing to worry about they
will explain it to you at the customs hall
just follow this corridor
10.40
on your left okay thanks for your help
you're welcome
Missing suitcase
10.47
excuse me um my suitcase is missing and
i was told
10.52
i could collect it here can you identify
which bag is yours
10.58
yes it's this green one here what is your
name
11.04
my name is martin andrew white
11.10

okay this is your bag yes of course is there
a problem officer
11.18
it's just that a sniffer dog has smelt
something in your bag i'm afraid i'll have
to ask you to open
11.24
it for me yes of course you're welcome to
have a look
11.34
ah this is what our sniffer dog found i'm
afraid you're carrying a packet of biscuits
and the packet is split oh
11.42
i forgot about those they must have been
broken during the flight
11.48
well i can't see anything else so you're free
to go
11.55
thank you thank you
12.00
goodbye goodbye you're welcome
Finding the bus
12.08
excuse me i'm trying to get to the city
center where do i catch the bus
12.13

oh you can catch the bus just right outside
you go through the exit doors take a left
the bus stop should be right

12.20

in front of you okay thank you where are
you going i'm staying at the four seasons
hotel

12.27

oh that's near the harbor isn't it yes it is
well in that case you'll want to get a

12.33

number 63. it's a blue bus and it leaves
from bus station number two

12.38

oh okay well thank you for your help
you're welcome i hope you enjoy your
visit good

12.44

day good day unit four

Hotel

12.50

at the hotel

12.57

good evening sir good evening i'd like to
check in please certainly sir

13.03

do you have a reservation yes it's in the
name of martin andrew

13.09

white that's right you've booked a room
with a view of the

13.15

harbor can you please sign your name in
the registration book

13.23

here is your key card you are in room
number

13.28

1004 it's on the 30th floor you'll have a
great view of the harbor

13.35

from there thanks where can i get
something to eat

13.40

our restaurant is located on the third floor
dinner is served from seven

13.47

great what time is breakfast served in the
morning breakfast is served between six
and ten

13.55

okay thank you for your help you're very
welcome sir i'll just call a bellboy to show
you to your room

14.02

i hope you enjoy your stay is there
anything interesting to see

14.09

nearby yes the hotel is in an area called
the rocks it's the oldest part of the city

14.17

there are many cafes and restaurants
nearby

14.22

are there any shops in the area there are a
few small craft shops

14.30

and we have a morning market every
saturday and sunday

14.37

the morning market sounds interesting are
there many stalls

14.42

yes it's very big you can buy souvenirs
handicrafts

14.49

jewelry clothes it's very good

14.55

where are the other shops most of the
shops are up in the city

15.00

center it's a short walk away and the
harbor is nearby too isn't it

15.07
that's right you'll have a good view of it
from your bedroom window

Restaurant

15.14
unit 5 at the restaurant [Music]
15.24
hello sir are you dining alone yes uh table
for one please
15.29
smoking or non-smoking non-smoking
please i have a table for you please follow
me
15.39
thank you would you like a drink with
your meal
15.44
sir can i see the wine list please i can
recommend the house red it's a dry
15.52
wine from the hunter valley here in new
south wales okay
15.58
i'll have a bottle of the house red please
certainly sir here is tonight's menu a
waitress will
16.04

be with you shortly to take your order
okay thank you
16.12
here's the wine that you ordered sir would
you like to let it breathe for a little while
or shall i pour it now
16.19
i have a glass now please
16.27
are you ready for me to take your order
yes i'll have the t-bone steak please
16.34
how would you like it cooked medium
rare okay
16.39
that is served with seasonal vegetables
and your choice of jacket potato or
16.44
chips jacket potato please i haven't had a
16.49
jacket potato in a long time okay that's
one t-bone steak medium rare with
16.57
seasonal vegetables and a jacket potato
yes thank you
17.06
was everything okay sir yes that was
delicious thank you

17.15
would you like some dessert we have
cheese and biscuits fresh apple pie and
chocolate eclairs
17.22
oh yes i'll have a chocolate eclair please
can i get you anything else yes i'd like a
cafe latte please
17.30
i'll bring it to you in a moment
17.38
could i have the bill please certainly i'll
get it for you would you like to pay now
or shall i
17.44
charge it to your room i'd rather pay now
please i will be back with the bill
17.55
okay so you had a t-bone steak a bottle of
the house red a chocolate eclair and
18.01
a cup of coffee that will be 36.74 is
service included yes that includes
18.08
tax and 10 service charge here's 40
18.14
you can keep the change thank you very
much okay thank you goodbye goodbye

Bar

18.22

unit six at the bar

18.31

excuse me can i order a drink please sure
what can i get for you

18.37

i'd like a beer what locally produced beers
are there well we have vb

18.44

victoria's bitter which is made in victoria
the southern state

18.50

and we have tuis which is produced here
in new south wales

18.56

i'll have a choice please chewies would
you like a glass or a midi

19.01

what's a midi it's just a larger glass i'll
have a midi then please

19.10

there you go thank you

19.17

hi can i join you for a drink yes please do

19.23

my name's tony and yours i'm martin
pleased to meet you

19.29

are you here for business or for pleasure
business i'm here with a colleague of mine

19.36

we have a conference tomorrow will you
have any time for sightseeing

19.42

a little but we come here quite often so
i've seen many of the tourist attractions

19.47

already yeah i've come here on business
before too but i didn't stay very long and i

19.54

had no time for sightseeing this time i'm
only here for a holiday

19.59

well you should enjoy it i hope so when
did you arrive

20.04

early this afternoon and you i've only just
arrived myself

20.09

are you planning on staying long oh i'm
here for a week how about you just a

couple of nights

20.16

oh that's too bad but it must be very tiring
for you a little but i'm used to it

20.23

are you traveling alone yes unfortunately
my girlfriend has work

20.29

commitments so she couldn't make it well
just try stay out of trouble

20.35

well that would be no fun at all so do you
normally go shopping while you're over
here

20.41

i try to avoid it i do not enjoy shopping i
will have to buy some souvenirs for my

20.47

kids though what are the best souvenirs to
buy in australia well australia is well
known

20.55

for its wildlife there are a lot of things
with kangaroos and koalas on them

21.03

anything else aboriginal arts is really good
there are lots of things with aboriginal

21.09

arts decorated on them yeah i'll look out
for that

21.15

then of course there is the famous
didgeridoo oh the aboriginal musical
instrument
21.22
have you ever played it before yes it's
harder than it looks
21.27
well i'll have to try it while i'm here good
luck well
21.33
i'm afraid i have to go to bed now i should
too i have work in the morning
21.41
thanks for the company hope to see you
again maybe have a good night's sleep
21.47
and enjoy your sightseeing tomorrow
thank you i will good night good night
Service
21.55
unit seven using different kinds of
services
22.00
[Music]
22.08
good morning room service how can i
help you good morning i'd like to order
some

22.14
breakfast please certainly what would you
like sir what cereals do you have
22.22
well we have corn flakes we have muesli
wheat picks and all bran
22.30
i'll have a bowl of corn flakes please
22.35
would you like anything else sir yes i'd
like two poached eggs on toast
22.41
please okay that's one bowl of corn flakes
22.46
and two poached eggs on toast would you
like a drink with your breakfast
22.52
yes can i have a cup of coffee and some
orange juice please sure
22.58
it will be sent to you in 15 minutes the bill
will be charged to your room
23.04
thank you goodbye bye good morning sir
how can i help you
23.12
i'd like to exchange some currency is there
a bank nearby

23.17
i'm afraid they're all closed on sundays
yes i forgot that it's sunday
23.25
we do have a cashier service available
here though what currency would you like
to change
23.33
i'd like to change tai bot into australian
dollars
23.38
sure our exchange rate is 22.62 baht to the
dollar
23.46
and our commission fee is two percent
okay
23.51
i'd like to change ten thousand baht please
23.56
fine that's 442 dollars and eight cents
24.02
minus eight dollars and 84 cents
commission okay
Concierge
24.09
unit eight concierge
24.18

hi i wonder if you can help me i will
certainly try what can i do for

24.24

you well it's my first day here in sydney
and i would like some advice on the

24.30

local tourist spots we offer a wide range
of tours

24.35

have a look at these leaflets and see if
there's anything you like

24.42

what's the wildlife park like oh it's very
good if you don't have time to go

24.48

and see the wildlife in its natural habitat
you should try it

24.53

what animals do they have there oh let's
see now they have kangaroos

24.58

koalas possums wombats and emus there's
a lot

25.04

i like wildlife so that's one place that i
should visit

25.09

the leaflet says that that place is a koala
sanctuary too yes new south wales has a
lot of

25.17

bushfires in the summer yes i remember
reading about one in the

25.22

newspaper not very long ago a lot of
quallers are made homeless

25.27

when the forest is burned down the
sanctuary re-homes them well it's nice to
know that the money

25.34

goes to a good cause obviously it's not just
koalas a lot of

25.39

other animals are either killed or injured
too in the fires okay

25.44

this is another place on my list of places to
visit there is a bus that goes there every

25.50

morning at 9 00 am would you like me to
book a place for you

25.55

yes i'll go tomorrow will the bus pick me
up from the hotel

26.01

yes just wait at reception and i will call
you are there many things to see closer to

26.07

the hotel yes here is a map of the area it is
yours to keep

26.15

thank you i'd like to take a walk around

26.20

where should i start well the hotel is
located here

26.25

right near the boat key right around the
corner is the weekend market

26.31

it is open right now you could start there
oh yes thank you i will

26.37

and after that right across from the boat
key is the opera house

26.42

you could take a tour of the complex that
sounds good too what shows are on at the
moment

26.50

well here is a leaflet containing all the
performances this month

26.55

you can check for availability of seats at the booking office whilst you're there

27.00

thank you very much for all your help i'd better go now before the market

27.06

closes no problem sir i'm at this desk every day should you need any other advice

27.12

goodbye and have a great day unit 9

Sightseeing

27.19

sightseeing [Music]

27.28

how much are these t-shirts the adult sizes are ten dollars each and the children's sizes are six dollars

27.37

i could buy some for my niece and nephews i can give you a discount

27.43

three shirts for fifteen dollars okay okay that sounds like a good bargain

27.49

what sizes do you want well my niece is eight years old and the

27.55

twins are five what designs do you want

28.03

well my niece would love this koala t-shirt but i'm not sure about the boys

28.11

yeah maybe the kangaroos what colors would you like

28.16

hmm okay i'll have an orange koala t-shirt

28.22

and a blue and a red kangaroo t-shirt

28.27

that will be fifteen dollars 15

28.32

here you are thank you thank you

28.40

hi i'm interested in seeing a ballet performance

28.46

oh well we have mirror mirror showing at the moment it's a performance based on the story of

28.53

snow white that sounds good can you tell me the show times

28.59

yes um let's see we have evening performances at seven during the week and on weekends

29.06

we have a matinee that begins at four do you have any seats available for an

29.11

evening this week this week let me check

29.16

yes what day would you like tuesday

please okay and would you like to sit in the

29.22

stalls or the balcony the balcony please okay that's one ticket for tuesday's

29.30

performance of mirror mirror you have a seat in the balcony and i'll see if i can get you as close to the front as

29.36

possible okay that's 78 okay there you go

29.42

okay and here's your ticket i hope you're enjoying the show

29.48

thanks oh um can you tell me the way to the art museum

29.54

yes just go out the door take a right go
around the botanical gardens and you

30.00

should see the art museum right in front of
you okay thanks i hope i don't get lost

30.06

don't worry there are signs along the way
good i'll probably need them

30.11

thanks bye bye

unit 10

30.17

stopping a passerby

30.25

excuse me i think i'm lost can you help me

30.31

sure where do you want to go well i'm
trying to get back to my hotel

30.37

i'm staying at the four seasons do you

know it yes i do you're quite a

30.43

long way away i thought i might be you'll
have to walk back to the center

30.50

of the city i could direct you but it's
complicated

30.56

maybe i better catch a taxi i think that
might be a good idea

31.01

you can get one at the end of the road
okay thanks for your help

31.07

goodbye goodbye

31.13

good evening sir welcome back thank you
did you have a good day

31.18

yes thank you i went to the market the
opera house and the art museum

31.25

i did get lost on my way back though oh
dear i'm sure you'll soon find your

31.30

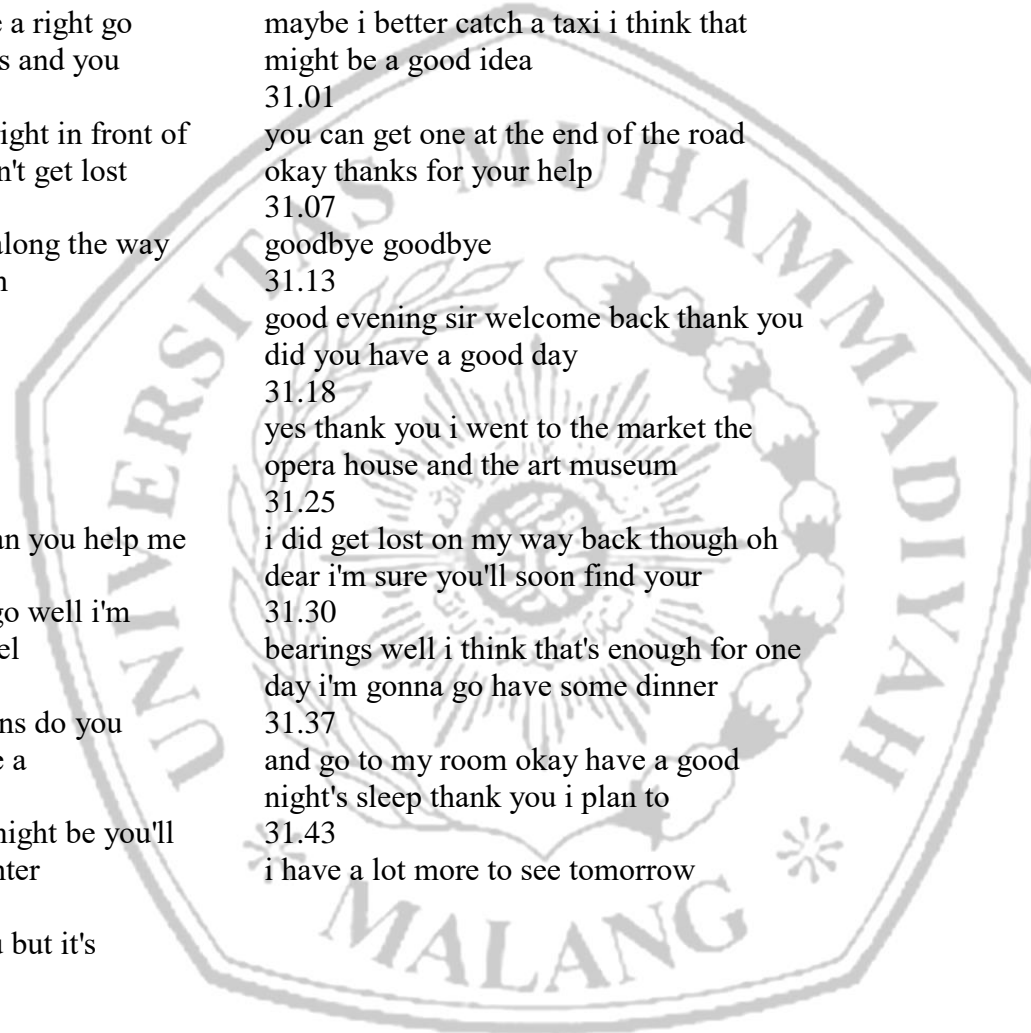
bearings well i think that's enough for one
day i'm gonna go have some dinner

31.37

and go to my room okay have a good
night's sleep thank you i plan to

31.43

i have a lot more to see tomorrow



Appendix 6. Analysis Tabel of Intercultural Material in Hospitality Related Video

Video	visual element	Transactional Expression	Kinds of Transactional Expression	Specialized Terminology	comment and suggestion		
					hotel hospitality teachers	hotel hospitality practitioner	broadcasting teacher
Crazy Rich Asians _ the new Lady of the House (opening scene)	check-in	may I help you? this is the call for private hotel	offering help	private hotel	Petugas Front Office tidak menghargai tamu dengan bersikap tidak sopan, dan tidak menghargai permintaan tamu karena tamu dari negara yang berbeda serta tidak menghargai perbedaan budaya dengan merendahkan tamu tersebut dengan menawarkan akomodasi yang lebih rendah.	semua video mengandung istilah-istilah / kata-kata yang ada di bidang perhotelan. seperti standar room, twin room, room view, key card, dll.	Secara keseluruhan, walau saya tidak begitu mengerti, namun percakapan tersebut menurut saya cukup efektif itu terlihat dari bagaimana kebutuhan tamu hotel dapat terpenuhi.
	front office	I'm Mrs Eleanor Young. I have a reservation on the Lancaster suit. We spoke on the phone when I confirmed yesterday sorry, don't seem to have your reservation good evening. I'm Reginald Ormsby, the hotel manager. is there a	making reservation apologizing greeting Introduction oneself	Lancaster suit reservation confirmed hotel manager			

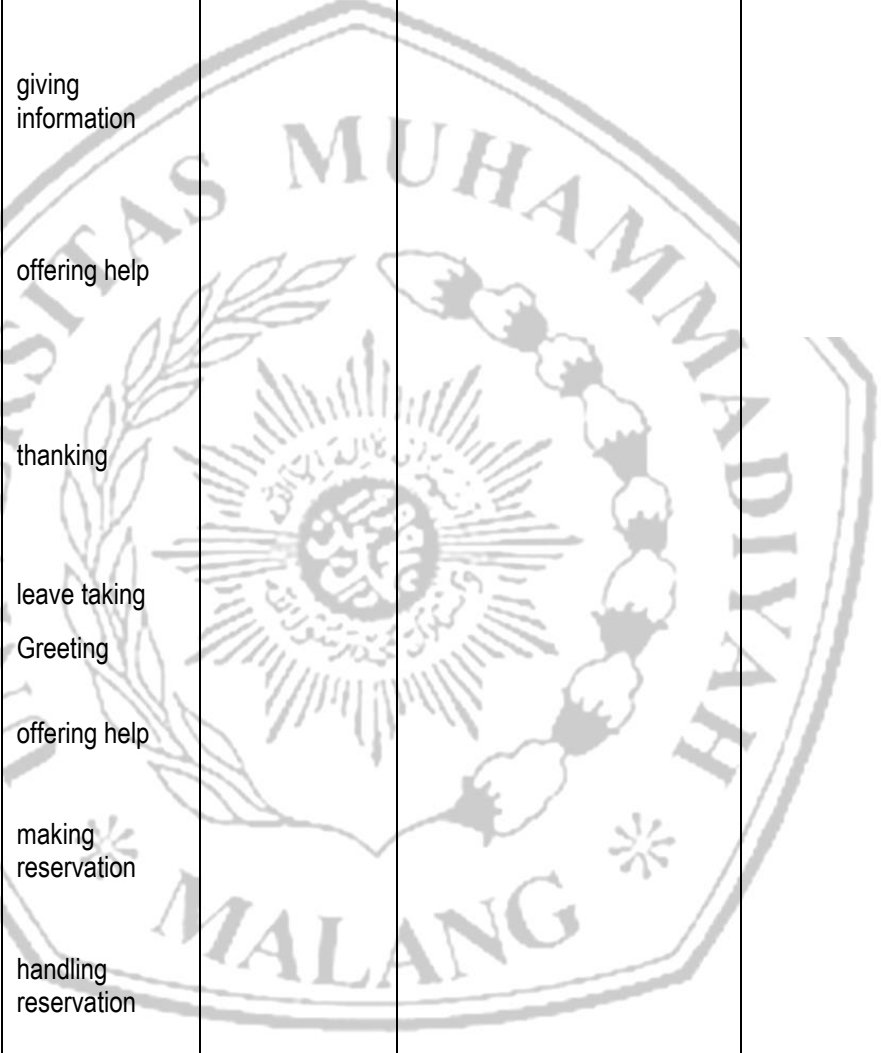
	<p>problem?</p> <p>I'm Mrs Eleanor Young. I and my family would like to be shown to our suit.. we have a long flight We fully booked, Madam. you must have made a mistake. you and your family can find other accomodation. may I suggests you to explore chinatown? please, may I use your phone to call my husband? it's the least you can do.</p> <p>Mrs. Young, I must ask you to</p>	<p>Asking for help formally</p> <p>giving information</p> <p>giving suggestion</p> <p>asking for help formally</p> <p>command /imperative</p>	<p>fully booked</p> <p>accomodation</p>	<p>selain itu, juga menggunakan ungkapan yang sesuai dengan standar pelayanan hotel</p>	<p>melayani tamu. jadi tidak bertele-tele, langsung pada inti namun tidak meninggalkan kesopanan</p>	
--	---	---	---	---	--	--

		leave or I'll have to call the police. please go right ahead	command /imperative		
Let's learn English at a Hotel An English Travel Lesson with subtitles	Check in front desk with modern tools like computer and key printing machine	Hi hi, welcome sir how may I help you today? i have a reservation under Bob the Canadian very nice to meet you just need a piece of photo ID and a credit card as well so that I can assure the payment as well	greeting greeting offering help making reservation introduction with others asking for something	photo ID credit card registration card smoking policy Key card all set	Pelayanan Front Office sudah sesuai dengan SOP hotel, menghargai pendapat dan keinginan tamu walaupun berbeda budaya Dari segi bahasa, petugas front office menggunakan istilah-istilah yang memang ada di dunia perhotelan. selain itu, juga menggunakan ungkapan yang sesuai dengan standar pelayanan hotel

here you go	giving something	complimentary breakfast
thank you very much	thanking	room number
that is totally right, here's your registration card, Sir	Confirming	repeat visitor
Just need your signatures at the bottom, initials by our smoking policy, stating that you will not smoke in the room. Email address for our record, and further details	giving instruction	
okay, I will do that	willingness	
I was just ask you how many keys you need for your room?	asking for information	
all set?	asking for information	

		<p>so, this is your key. it's going to be a room number and your wi-fi password is on the top.</p> <p>as a repeat visitor, Sir. I'm giving you a complimentary breakfast. Don't forget to grab the breakfast tomorrow.</p> <p>thank you very much</p>	<p>giving information</p> <p>giving information</p> <p>thanking</p>			
<p>Percakapan Bahasa Inggris 05 Bahasa Inggris untuk Perjalanan dan Pariwisata</p>	<p>reservation by phone</p>	<p>hi my name is Anne Rafferty</p> <p>I would like to make a reservation for the weekend of Friday June 21st</p> <p>hello the Grand Plaza reservations desk</p>	<p>Greeting</p> <p>making reservation</p> <p>Greeting</p>	<p>reservation desk</p> <p>room</p> <p>standard room</p>	<p>Pelayanan Front Office sudah sesuai SOP, dapat menyesuaikan keinginan tamu, dan menghormati keputusan tamu</p>	

how may I help you	offering help	a view of the plaza/XXX	
mrs. Rafferty we have rooms available on June 21st	giving information	registration card	
how long do you plan to stay with us?	asking information	passport ID	
will you and your daughter be sharing a room?	asking for willingness	Driver License	
Mrs. Rafferty would you like a room looking out on the in street?	Offering Things	elevator	Dari segi bahasa, petugas front office menggunakan istilah-istilah yang memang ada di dunia perhotelan. selain itu, juga menggunakan ungkapan yang sesuai dengan standar pelayanan hotel
is their price difference	asking for information	corridor	
yes rooms facing Main Street are slightly larger than standard rooms and cost \$50 in eight standard rooms cost \$40	giving information		

	<p>hotel check in</p>	<p>do you know what time you expect to arrive our flight arrives in the morning is there anything else I can help you with thank you for calling the grand. I hope that we will be able to make your stay a pleasant one goodbye Welcome to the Grand Plaza how may I help you this morning? hello I'm mrs. Ann Rafferty and I have a reservation nice to have you with us mrs. Rafferty one moment</p>	<p>giving information offering help thanking leave taking Greeting offering help making reservation handling reservation</p>				
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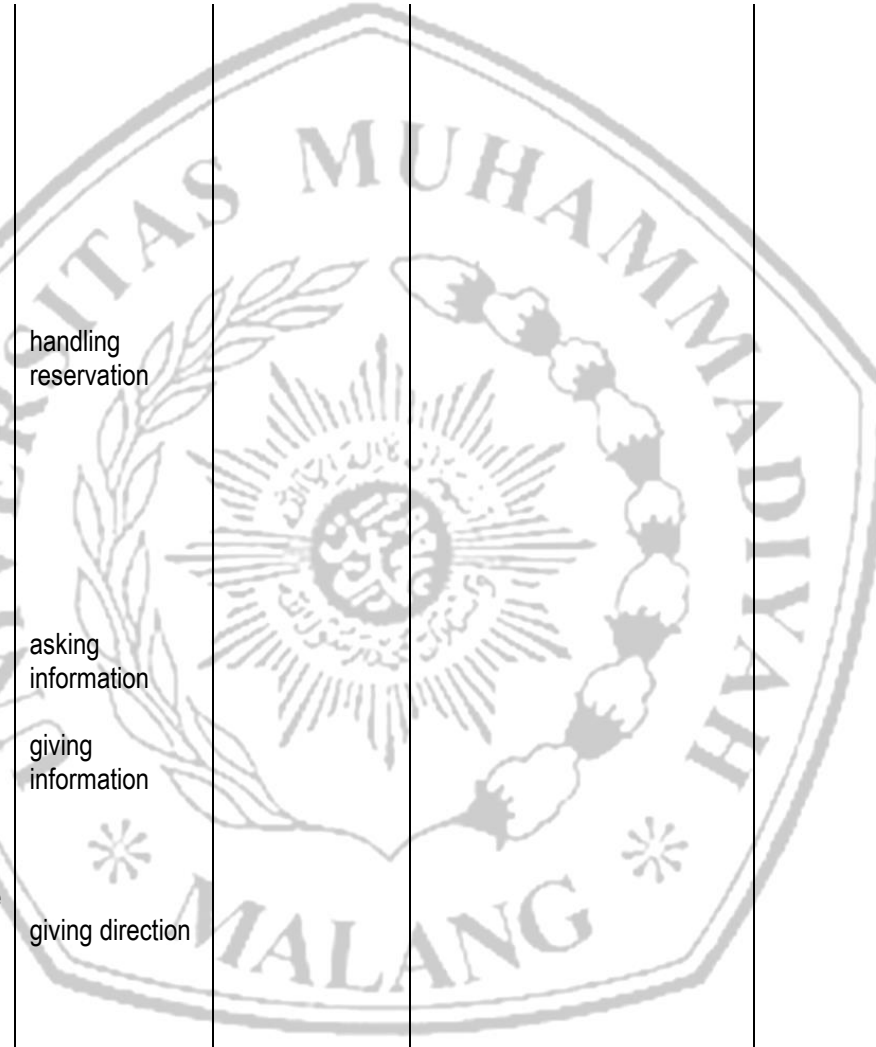
while I check
your
reservation
yes mrs.
Rafferty we
have room
1206 for you
your room is
facing the Main
Street and
gives you a
view of the
plaza thank you
I have here that
you'll be with
us until Sunday
morning is that
correct?
do you have
any other
identification ?
you can use a
driver's
license instead
mrs. Rafferty
your room is
1206. this is the
key. your room
is on the 12th
floor. you can
take the

handling
reservation

asking
information

giving
information

giving direction



elevator over there. when you get to the 12th floor, you'll need to go out the elevator and take the corridor to your left now this is a brochure, telling you about the facilities at the Grand Plaza and one listing the town tours that the hotel can arrange for you. if you're interested I'll have someone help you with your bags thank you very much I hope you have a pleasant stay with us

giving something

offering help

thanking

thanking



walk-in guest	I'm sorry to have kept you waiting I was wondering if you have any room available this evening? Let me check we have civil rooms which you prefer room looking out on Main Street? let me check for you again yes, we have two.... but unfortunately the room still need to be made. do you mind waiting? excuse me, one moment please I'd like to change my arrival date.	apologizing asking information offering help offering things offering help giving information offering thing rescheduling	civil room		
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I'm sorry
ma'am, you'll
need to speak
with someone
in reservations
to change your
arrival date.
one moment
and I'll transfer
you
sorry for the
interruption, sir.
certainly sir you
can leave your
bags here with
me and when
your room is
available I'll
have someone
put it in your
room
which you
prefer, a queen
size or twin
beds?
how would you
like to pay for
your room?
could you
check and see
if there are any

handling
reschedule

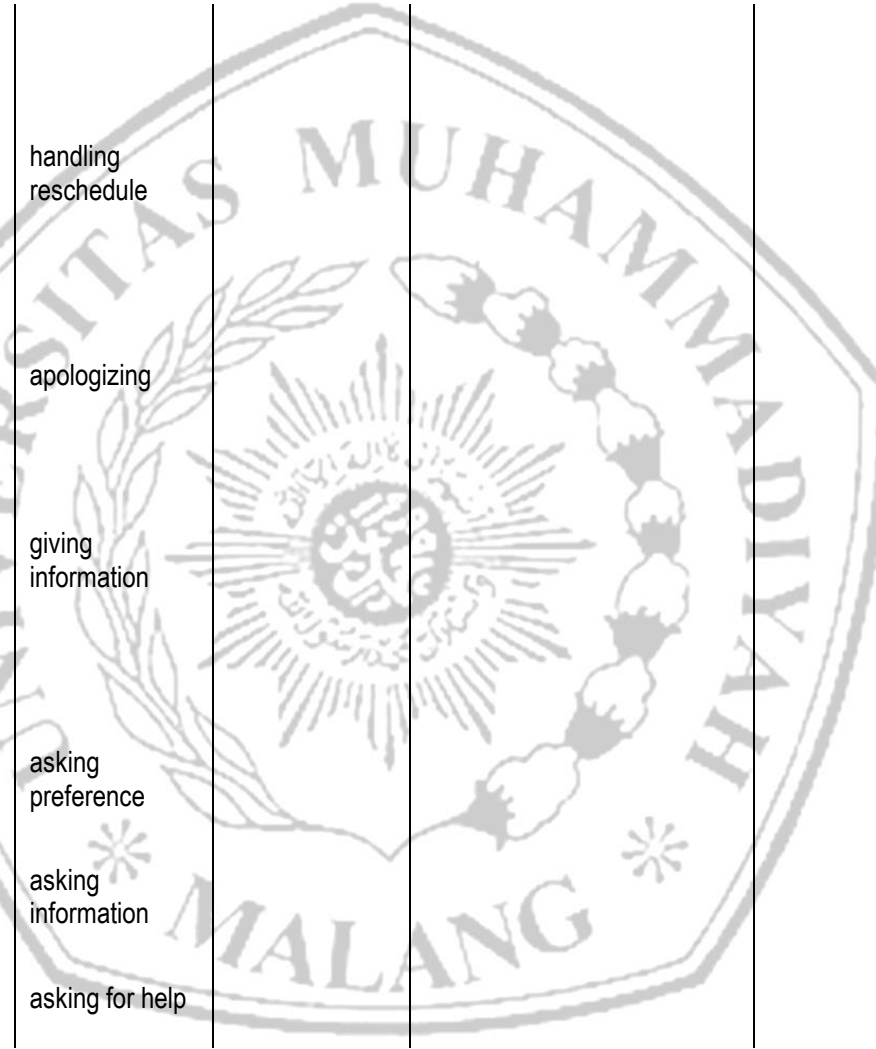
apologizing

giving
information

asking
preference

asking
information

asking for help



<p>walk-in couple guests if it is couple guest, then the reservation must be done by the man</p>	<p>messages for me</p>		
	<p>will there be anything else could you tell me where there is a phone</p>	<p>asking information</p> <p>asking information</p>	
	<p>we'd like a room.</p>	<p>hotel check-in</p>	
	<p>how long will you be staying in Evansville?</p>	<p>asking information</p>	
	<p>I'm afraid we only have a few rooms available and they have twin beds</p>	<p>giving information</p>	<p>twin bed</p>
	<p>we'd really prefer double bed well, for the rest of the week I have room with</p>	<p>giving preference</p> <p>giving information</p>	<p>double bed</p> <p>queen bed</p>

ROOM SERVICE

queen-size bed available.

we could always check with somewhere else if you'd like.

I can check and see if we have any

cancellation and if we do I can put you in that room.

how would you like to pay for your room

can I have your credit card and a form of identification

hello room service.

I'd like to get something to drink

a beverage or cocktail, sir?

what do you

offering help

offering help

asking information

asking for something

greeting

ordering food service

asking information

asking

cancellation

noon time

charging

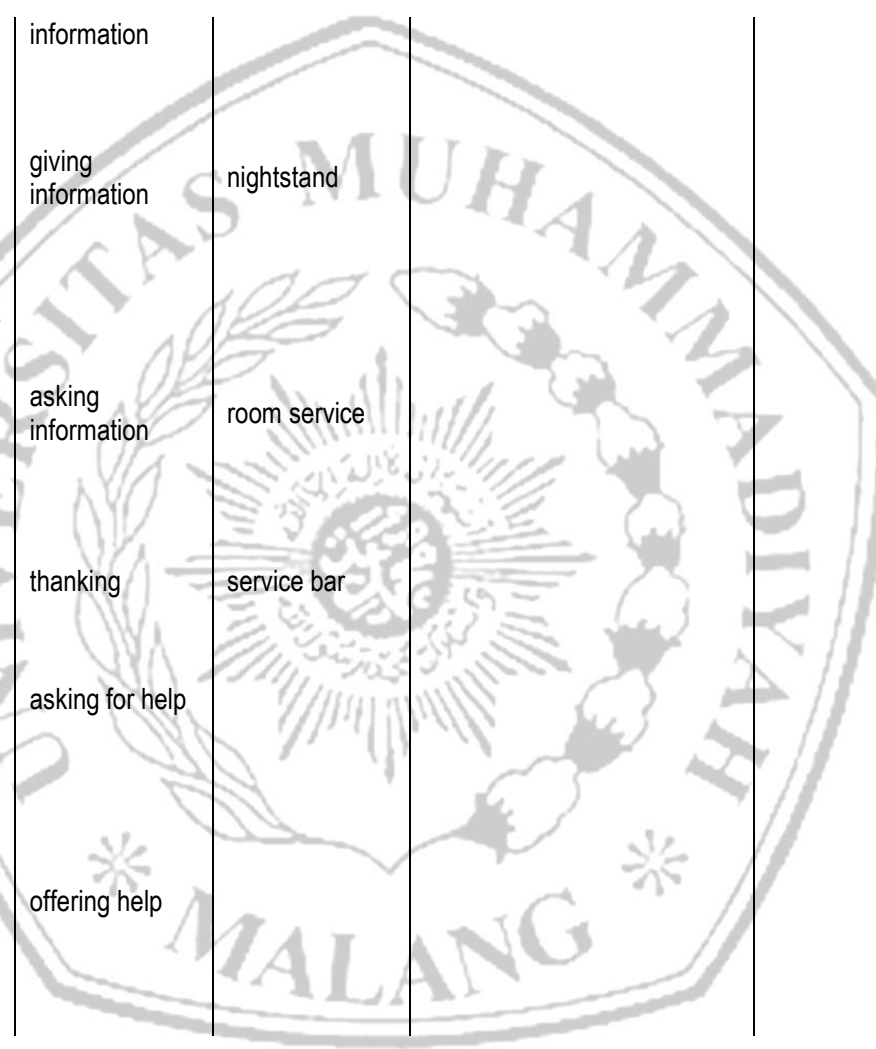
credit card

a form of identification

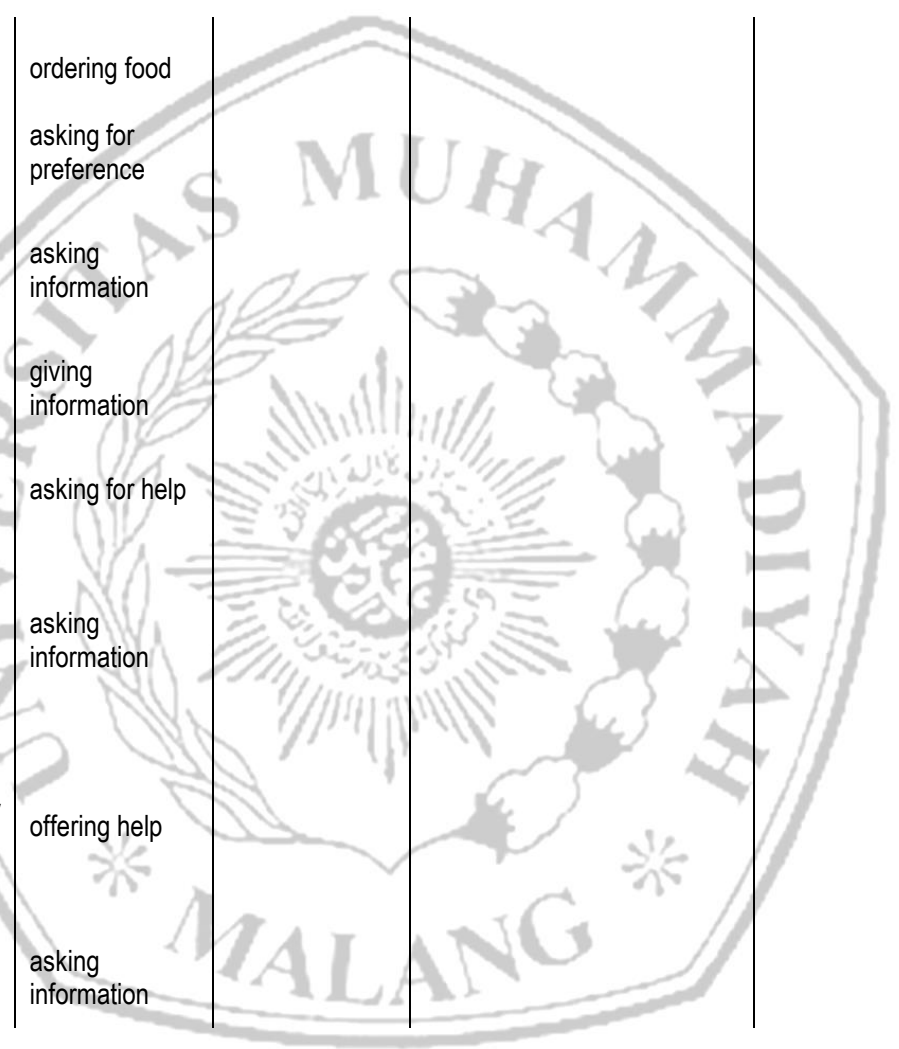
beverage

cocktails

have?	information	
we have a wide selection of both hot and cold drinks as well as cocktails wines and beers. Have you had a chance to look at room service menu? there should be one on your nightstand.	giving information	nightstand
thank you for calling room service.	asking information	room service
hi. I'd like a sandwich. can you deliver that to the pool?	thanking	service bar
I'm sorry, you will have to order that from the service bar at the pool.	asking for help	
would you like me to transfer you?	offering help	



hi, I'd like a fruit plate and some yogurt	ordering food
plain or strawberry?	asking for preference
okay sir and your room number is 412. anything else sir?	asking information
that would be 15 minutes	giving information
could you bring some wine and flowers up to our room?	asking for help
I think we can do that. do you know what time you'll be getting back?	asking information
I could have the wine delivered at say 3.45. would that be convenient?	offering help
okay sir. have you made a wine selection?	asking information



	check out	<p>could you pick one out for us something not too expensive. certainly sir. how about a nice bottle of burgundy? it will cost you about \$25. would you like some cheese and crackers? so, flowers, wine, cheese and crackers at 3.45 this afternoon. what is your room number sir? good morning Mrs. Brogan? How are you this morning? oh, I'm sorry to hear that. do you have any message for me?</p>	<p>asking for help</p> <p>offering things</p> <p>offering things</p> <p>confirming</p> <p>asking information</p> <p>greeting</p> <p>sympathy</p> <p>asking information</p>	<p>honeymoon suite</p> <p>boy : bell boy</p> <p>bill</p> <p>cab</p>			
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could you send a boy up for them in half an hour?
could you get my bill ready?
thank you
Mrs. Rafferty in room 1206 and I'd like to check out
oke Mrs. Rafferty just one minute and I'll get your bill for you
I hope you had a pleasant stay here.
in addition to the charge for the two nights, you'll see that there is a charge for a couple of local phone calls you made as well as a call to Royal City

asking for help shuttle

asking for help

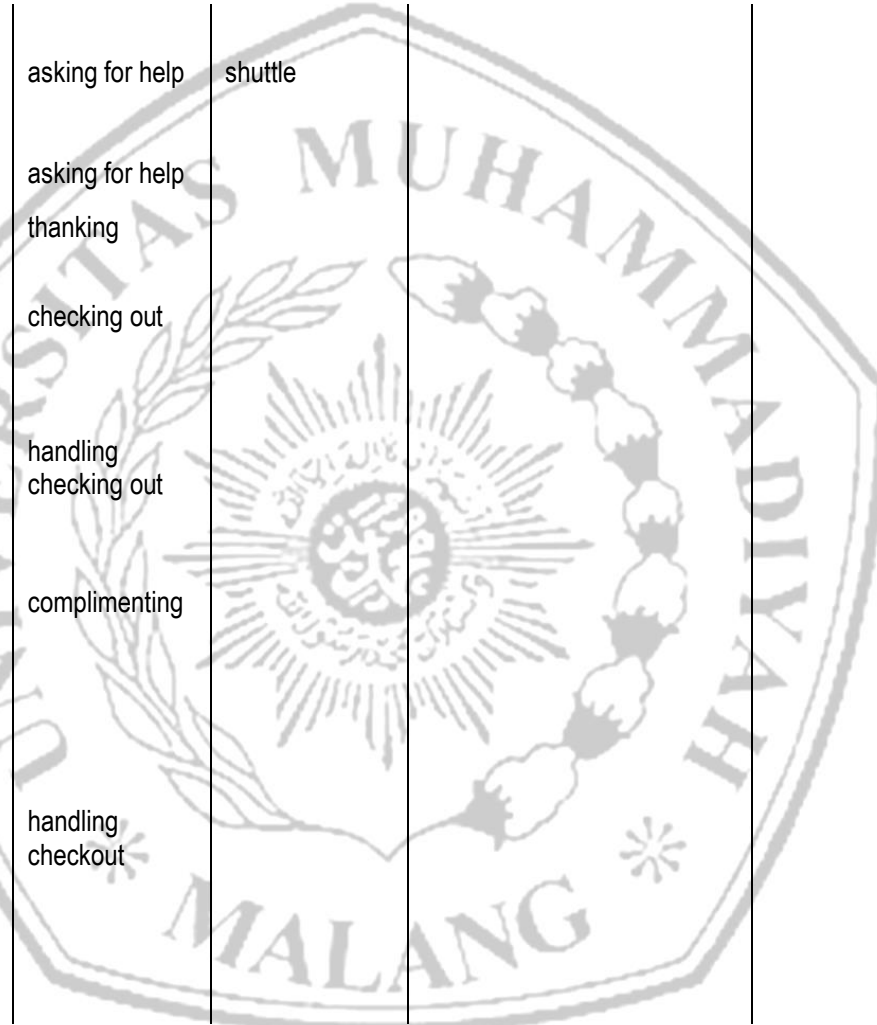
thanking

checking out

handling
checking out

complimenting

handling
checkout



		<p>if everything is in order, please sign here</p> <p>can I get you a cab?</p> <p>have a nice trip and I hope we'll see you again at the Grand Planet</p>	<p>giving order</p> <p>offering help</p> <p>leave taking</p>		
<p>Percakapan Bahasa Inggris 06 Bahasa Inggris Untuk Perjalanan dan Pariwisata</p>	<p>check-in scene</p>	<p>good evening sir</p> <p>I'd like to check-in please</p> <p>certainly, Sir. Do you have a reservation?</p> <p>can you please sign your name on this registration book?</p> <p>where can I get something to eat?</p> <p>what time is breakfast served in the</p>	<p>make a reservation</p> <p>confirmation</p> <p>asking for something</p> <p>asking information</p> <p>asking information</p> <p>asking information</p>	<p>check-in</p> <p>reservation</p> <p>booked a room with a view of the harbour</p> <p>registration book</p> <p>key card</p> <p>bell boy</p>	<p>Pada percakapan ini Petugas Front Office tidak melaksanakan keseluruhan SOP dengan baik, selain itu petugas kurang dalam menjelaskan fasilitas-fasilitas hotel dimana tamu datang dengan harapan yang berbeda yang kebanyakan tamu ingin dijelaskan secara langsung terkait fasilitas-fasilitas yang ada di hotel.</p>

	morning?			
	I'll just call a bellboy to show you to your room	offering thing	restaurant and café	<p>Dari segi bahasa, petugas front office menggunakan istilah-istilah yang memang ada di dunia perhotelan. selain itu, juga menggunakan ungkapan yang sesuai dengan standar pelayanan hotel</p>
	is there anything interesting to see nearby?	asking information	craft shop	
	are there many stalls?	asking information	morning market	
asking for other service	how can I help you?	asking information	souvenirs, handicrafts, jewelery, clothes	
	i'd like to exchange some currency, is there a bank nearby?	asking information	city center	
	we do have a cashier service available here though. what currency would you like to change?	asking information	stall	
at the concierge	hi, I wonder if you can help	asking for help	tourist attraction	

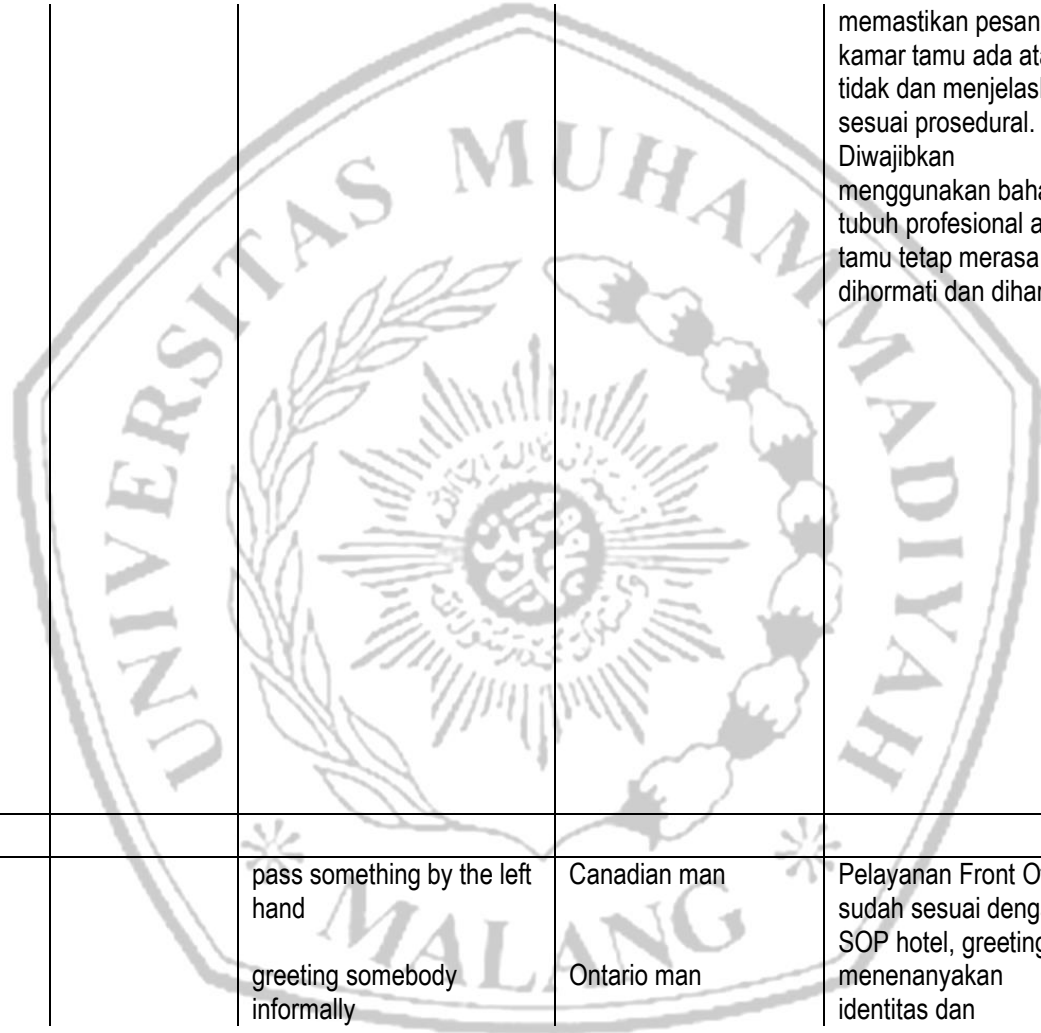
		<p>me</p> <p>I will certainly try, what can I do for you?</p> <p>I would like some advice on the local tourist spots</p> <p>would you like me to book a place for you</p> <p>here is a map of the area. it is yours to keep</p> <p>where I should start?</p> <p>well, the hotel is located here, right near the boat key....</p>	<p>offering help</p> <p>asking for suggestion</p> <p>offering thing</p> <p>giving something</p> <p>asking direction</p> <p>giving direction</p>	<p>currency</p> <p>reception</p>	
<p>Part 30. Hotel Check-in Vocabulary</p>	<p>check in</p>	<p>welcome to great hotel</p> <p>how may I help you?</p> <p>i have a reservation under the name of Rossi</p>	<p>greeting</p> <p>offering help</p> <p>making reservation</p>	<p>Bar = cafe (italia), cocktail bar (inggris)</p> <p>reservation</p> <p>hand luggage</p>	<p>Pada percakapan ini Perugas Front Office tidak menjalankan sesuai SOP karena menggunakan bahasa lisan yang kurang difahami oleh tamu sehingga tamu menjadi bingung dan menggunakan bahasa tubuh yang kurang sopan sehingga</p>

	<p>unfortunately, you are not scheduled to check in until midday. your room is not ready yet. it will be ready at noon</p> <p>oke no problem. i can go to the bar miss, the bar is closed i'm affraid</p> <p>can i leave my hand luggage here?</p>	<p>giving information</p> <p>giving information</p> <p>asking for something</p>	<p>tamu merasa tidak dihormati.</p>		
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Appendix 7. Analysis Tabel of Cultural Aspect depicted in Hospitality Related Video

Video	Product (P1)	Perspective (P2)	Practice (P3)	Person (P4)	Comment and Validation		
					hotel hospitality teachers	hotel hospitality practitioner (Mr. Anggit Setiawan)	broadcasting teacher (Mr. Febrianto wijaya)
<p>Crazy Rich Asians _ the new Lady of the House (opening scene)</p>	<p>The Asian lady coat British man pijama</p> <p>lord a painting of British Lord front desk Uniform building with european style</p>	<p>the hotel staff think that the Chinese lady is an ordinary people who cannot pay the suit cost</p>	<p>hotel staffs act racist to the Chinese Lady</p>	<p>Chinese lady British man</p>	<p>Pelayanan Front Office disalah gunakan dan tidak sesuai dengan SOP dimana tidak ada penyambutan yang ramah, dan menggunakan bahasa tubuh yang kurang sopan serta tidak dilakukan pengecekan data pada reservation clerk. Mengabaikan penawaran dan permintaan tamu sehingga tamu merasa tidak di hormati dan diabaikan. Seharusnya petugas melakukan pengecekan pada reservation clerk terlebih dahulu untuk</p>	<p>menurut saya, penting untuk melihat profil tamu apakah dia seorang elit ataukah dari kalangan biasa, sehingga tidak terjadi salah dalam menangani tamu seperti yang ditunjukkan dalam video ini</p>	<p>secara keseluruhan, video-video tersebut sudah menunjukkan contoh nyata tokoh-tokoh atau karakter dari berbagai budaya, ditambah dengan elemen visual yg sesuai setting lingkungan perhotelan</p>



					<p>memastikan pesanan kamar tamu ada atau tidak dan menjelaskan sesuai prosedural. Diwajibkan menggunakan bahasa tubuh profesional agar tamu tetap merasa dihormati dan dihargai</p>		<p>setiap detilnya. Kemudian gerak tubuh dan mimik muka yang baik dalam menangani tamu semakin menambah kuat makna yg terkandung dalam video. terakhir penyajian dialog yg singkat menunjukkan komunikasi yg efektif</p>
<p>Let's learn English at a Hotel An</p>	<p>modern European building with an automatic door key card</p>		<p>pass something by the left hand</p> <p>greeting somebody informally</p>	<p>Canadian man</p> <p>Ontario man</p>	<p>Pelayanan Front Office sudah sesuai dengan SOP hotel, greeting, menanyakan identitas dan</p>	<p>Di video ini terlihat pelayanan hotel yang sudah modern.</p>	

<p>English Travel Lesson with subtitles</p>			<p>doing some check-in formalities, like filling the information about email address, license plate of guest's vehicle, signature and initials by the hotel smoking policy</p>		<p>keperluannya serta menjelaskan mana yang harus diisi, menjelaskan lokasi kamar, waktu makan, namun kurang dalam menjelaskan fasilitas hotel. Tidak ada penawaran dari petugas untuk membawakan bawang bawaan tamu</p>	<p>Ini contoh pelayanan yang berkembang di perhotelan saat ini. dimana reservasi dilakukan via online, ketika mau check-in tinggal dicek di sistem. jadi tamu tinggal melengkapi data-data tambahan. sehingga prosesnya tidak terlalu lama</p>	
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<p>Percakapan Bahasa Inggris 05 Bahasa Inggris untuk Perjalanan dan Pariwisata</p>	<p>cocktails wines and beers, sandwich, building with european style, wine</p>		<p>credit card is a must when check in hotel for incidental charges, celebrate something with Red Wine</p>	<p>Chicago lady, European</p>	<p>Pelayanan Front Office sudah sesuai SOP, greeting, menanyakan identitas dan menjelaskan keperluannya namun tidak dijelaskan mana saja yang harus diisi, sesuai dalam menjelaskan arah lokasi kamar, dan sesuai dalam menjelaskan fasilitas hotel, serta baik dalam menangani penawaran dan permintaan tamu sehingga tamu merasa diperhatikan. Tidak ada penawaran dari petugas untuk membawakan bawang bawaan tamu</p>	<p>video ini sudah sesuai SOP ya. bagus untuk ditunjukkan ke siswa sebagai contoh</p>	
<p>Percakapan Bahasa Inggris 06 Bahasa Inggris Untuk</p>	<p>Thai Bath currency Australian Dollar currency harbor</p>		<p>giving something with the left hand morning market every Saturday and sunday</p>	<p>Singapore man Australian</p>	<p>Pada percakapan ini Petugas Front Office tidak melaksanakan keseluruhan SOP dengan baik dimana petugas hanya menanyakan</p>	<p>video ini sudah sesuai SOP ya. bagus untuk ditunjukkan ke siswa sebagai contoh</p>	

<p>Perjalanan dan Pariwisata</p>	<p>the Rock, the oldest part of the city Kanggoro, koala, possums, wombats and emus bushfires quallers weekend market art museum opera house aboriginal arts Didgeridoo = the Aborigin musical instruments</p>			<p>reservasi, pengisian pendaftaran sampai menjelaskan lokasi kamar saja, tidak dijelaskan secara langsung mengenai fasilitas-fasilitas baik kamar maupun hotel sehingga tamu merasa terabaikan dan harus menanyakan tentang fasilitas tersebut. Seharusnya petugas juga menjelaskan dengan detail terkait pengisian pendaftaran, menjelaskan fasilitas-fasilitas yang didapatkan dan dapat digunakan oleh tamu, seperti waktu makan pagi dan fasilitas-fasilitas lainnya yang ada di hotel. Terdapat penawaran membawakan bawang bawaaan tamu</p>		
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<p>Part 30. Hotel Check-in Vocabulary</p>	<p>bar, online check-in</p>		<p>the native tend to speak fastly, drinking alcohol in the morning is not generous, Online Check-in</p>	<p>italian lady, British Woman</p>	<p>Pada percakapan ini Perugas Front Office tidak menjalankan sesuai SOP karena menggunakan bahasa lisan yang kurang difahami oleh tamu sehingga tamu menjadi bingung dan menggunakan bahasa tubuh yang kurang sopan sehingga tamu merasa tidak dihormati. pemesanan kamar ada 2 kemungkinan. Petugas reservation dan receptionis kurang dalam berkomunikasi dimana tamu sudah melakukan pemesanan kamar namun tidak didaftarkan. Tamu datang belum melakukan pemesanan.</p>	<p>video ini menunjukkan betapa perbedaan makna kata di setiap negara sangat mempengaruhi komunikasi antar budaya. sehingga terjadi kesalahpahaman. untuk itu penting agar pegawai FO memahami hal ini dan meningkatkan kemampuan komunikasinya</p>	
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