

Appendix 1. PRE-TEST SCORING INDICATOR

PRE-TEST SCORING INDICATOR

No.	Score	Indicators
1	1-10	Mute: Remains silent, does not speak at all.
2	1-10	Bahasa Only: Responds to questions exclusively in Bahasa.
3	1-10	Off-topic: Provides answers that are unrelated to the questions asked.
4	1-10	Struggles with English: Unable to answer questions correctly in English.
5	1-10	Needs Hints: Requires prompts or hints from the interviewer to answer.
6	1-10	Balanced Mix: Uses an equal mix of Bahasa and English (50% each) in responses.
7	1-10	More English: Primarily uses English (80%) with some Bahasa (20%) in responses.
8	1-10	Basic English: Answers questions in simple, brief English without developing ideas.
9	1-10	Complex but Flawed: Uses complex English sentences but with noticeable grammatical errors.
10	1-10	Fluent and Accurate: Answers all questions correctly, confidently, and fluently in English without any grammatical errors.

Appendix 2. Pre-test Result

Pre-test result

No.	Name	Pronunciation	Grammar	Vocabulary	Fluency	Comprehension	Average
1.	Student 1	44	40	40	41	45	42
2.	Student 2	60	50	50	60	60	56
3.	Student 3	48	39	38	47	48	44
4.	Student 4	42	40	40	41	42	41
5.	Student 5	70	50	60	70	65	63
6.	Student 6	48	38	39	48	47	44
7.	Student 7	72	58	60	70	70	66
8.	Student 8	48	38	39	47	48	44
Overall Average							50
Percentage of Classical Mastery							0%

Formula for calculate the average :

$$\bar{x} = \frac{\sum x}{n}$$

x = Average

$\sum x$ = Total score

n = Total rubric assesment pre – test

For example :

Student 1 = 210

$$\bar{x} = \frac{\sum x}{n}$$

$$= \frac{210}{5}$$

$$= 42$$

Appendix 3. Assesment Guidelines

Assessment Guidelines

No	Assessment Aspect	Assesment Indicator	Score	Score Range
1	Pronunciation (Penekanan)	(a) Speech is often not understandable.	1	1-20
		(b) Major errors and a strong accent often make understanding difficult, requiring repetition..	2	21-40
		(c) A foreign accent interferes and causes mispronunciations that may lead to misunderstandings.	3	41-60
		(d) There are no disruptive mispronunciations, and pronunciation is close to standard.	4	61-80
		(e) Pronunciation is already standard.	5	81-100
2	Grammar (Tata Bahasa)	(a) Grammar use is almost always incorrect.	1	1-20
		(b) There are consistent errors in basic patterns that always interfere with communication.	2	21-40
		(c) Occasional errors occur in certain patterns due to carelessness, which may disrupt communication.	3	41-60

		(d) Few errors occur, but not in the use of patterns.	4	61-80
		(e) There are no more than two errors during the interview.	5	81-100
3	Vocabulary (Kosa kata)	(a) Vocabulary use is incorrect even in the simplest conversations.	1	1-20
		(b) Vocabulary mastery is very limited to basic personal needs (time, food, transportation, family).	2	21-40
		(c) Vocabulary choice is often incorrect, and its limited use hinders smooth communication in social and professional contexts.	3	41-60
		(d) The use of technical vocabulary is broader and more accurate; general vocabulary is appropriately used according to social situations.	4	61-80
		(e) The use of technical and general vocabulary appears extensive and very accurate.	5	81-100
4	Fluency (Kelancaran)	(a) Speech always stops and is interrupted.	1	1-20
		(b) Speech is very slow and inconsistent except for short and routine sentences.	2	21-40

		(c) Speech often seems hesitant, with incomplete sentences..	3	41-60
		(d) Speech often seems hesitant, with incomplete sentences.	4	61-80
		(e) Speech is smooth and fluent in every way.	5	81-100
5	Comprehension (Pemahaman)	(a) Understands little of even the simplest conversations.	1	1-20
		(b) Understands simple conversations slowly, requiring explanations and repetitions.	2	21-40
		(c) Understands simple conversations well, but sometimes still needs explanations and repetitions.	3	41-60
		(d) Understands normal conversations better; occasionally still needs repetitions and explanations..	4	61-80
		(e) Understands everything in normal and informal conversations.	5	81-100

Score Calculation Instructions:

- a) The teacher assigns a score based on the assessment indicator, ranging from **1** to **5**, according to the trainee's ability.
- b) The teacher then classifies the evaluation result based on the score range mapping. For example, if the score for the pronunciation aspect is **4**, the teacher maps it to the corresponding score range of **61 to 80**, as outlined in the assessment guidelines.

Appendix 4. Assessment Rubric Guidelines

ASSESSMENT RUBRIC

No	Assessment Aspects	Assessment Indicators	Score
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1	Pronunciation (Penekanan)	(a) Speech is often not understandable.	
		(b) Major errors and a strong accent often make understanding difficult, requiring repetition..	
		(c) A foreign accent interferes and causes mispronunciations that may lead to misunderstandings.	
		(d) There are no disruptive mispronunciations, and pronunciation is close to standard.	
		(e) Pronunciation is already standard.	
2	Grammar (Tata Bahasa)	(a) Grammar use is almost always incorrect.	
		(b) There are consistent errors in basic patterns that always interfere with communication.	
		(c) Occasional errors occur in certain patterns due to carelessness, which may disrupt communication.	
		(d) Few errors occur, but not in the use of patterns.	
		(e) There are no more than two errors during the interview.	
3	Vocabulary (Kosa kata)	(a) Vocabulary use is incorrect even in the simplest conversations.	
		(b) Vocabulary mastery is very limited to basic personal needs (time, food, transportation, family).	
		(c) Vocabulary choice is often incorrect, and its limited use hinders smooth communication in social and professional contexts.	
		(d) The use of technical vocabulary is broader and more accurate; general vocabulary is appropriately used according to social situations.	
		(e) The use of technical and general vocabulary appears extensive and very accurate.	

4	Fluency (Kelancaran)	(a) Speech always stops and is interrupted.	
		(b) Speech is very slow and inconsistent except for short and routine sentences.	
		(c) Speech often seems hesitant, with incomplete sentences..	
		(d) Speech often seems hesitant, with incomplete sentences.	
		(e) Speech is smooth and fluent in every way.	
5	Comprehension (Pemahaman)	(a) Understands little of even the simplest conversations.	
		(b) Understands simple conversations slowly, requiring explanations and repetitions.	
		(c) Understands simple conversations well, but sometimes still needs explanations and repetitions.	
		(d) Understands normal conversations better; occasionally still needs repetitions and explanations..	
		(e) Understands everything in normal and informal conversations.	

Score Calculation Instructions:

- a) The teacher assigns a score based on the assessment indicator, ranging from **1** to **5**, according to the trainee's ability.
- b) The teacher then classifies the evaluation result based on the score range mapping. For example, if the score for the pronunciation aspect is **4**, the teacher maps it to the corresponding score range of **61 to 80**, as outlined in the assessment guidelines.

Appendix 5. Individual Student Assessment Rubric

ASSESSMENT RUBRIC

Name :
 NIM :
 Department :

No	Assesment Aspect	Assesment Indicators	Score
1	Pronunciation (Penekanan)	<p>(a) Speech is often not understandable.</p> <p>(b) Major errors and a strong accent often make understanding difficult, requiring repetition..</p> <p>(c) A foreign accent interferes and causes mispronunciations that may lead to misunderstandings.</p> <p>(d) There are no disruptive mispronunciations, and pronunciation is close to standard.</p> <p>(e) Pronunciation is already standard.</p>	
2	Grammar (Tata Bahasa)	<p>(a) Grammar use is almost always incorrect.</p> <p>(b) There are consistent errors in basic patterns that always interfere with communication.</p> <p>(c) Occasional errors occur in certain patterns due to carelessness, which may disrupt communication.</p> <p>(d) Few errors occur, but not in the use of patterns.</p> <p>(e) There are no more than two errors during the interview.</p>	
3	Vocabulary (Kosa kata)	<p>(a) Vocabulary use is incorrect even in the simplest conversations.</p> <p>(b) Vocabulary mastery is very limited to basic personal needs (time, food, transportation, family).</p> <p>(c) Vocabulary choice is often incorrect, and its limited use hinders smooth communication in social and professional contexts.</p>	

		(d) The use of technical vocabulary is broader and more accurate; general vocabulary is appropriately used according to social situations.	
		(e) The use of technical and general vocabulary appears extensive and very accurate.	
4	Fluency (Kelancaran)	(a) Speech always stops and is interrupted.	
		(b) Speech is very slow and inconsistent except for short and routine sentences.	
		(c) Speech often seems hesitant, with incomplete sentences..	
		(d) Speech often seems hesitant, with incomplete sentences.	
		(e) Speech is smooth and fluent in every way.	
5	Comprehension (Pemahaman)	(a) Understands little of even the simplest conversations.	
		(b) Understands simple conversations slowly, requiring explanations and repetitions.	
		(c) Understands simple conversations well, but sometimes still needs explanations and repetitions.	
		(d) Understands normal conversations better; occasionally still needs repetitions and explanations..	
		(e) Understands everything in normal and informal conversations.	

Score Calculation Instructions:

- a) The teacher assigns a score based on the assessment indicator, ranging from **1 to 5**, according to the trainee's ability.
- b) The teacher then classifies the evaluation result based on the score range mapping. For example, if the score for the pronunciation aspect is **4**, the teacher maps it to the corresponding score range of **61 to 80**, as outlined in

the assessment guidelines.

Tegallalang,.....

English Instructor

(Desak Ayu Kembariasih)

Appendix 6. Individual Student score

Name : Ni Kadek Windiari Post Test I

NIM : 1275 /VIII/Vota-SPA

Department : SPA Therapist

No	Assesment Aspect	Assesment Indicators	Score
1	Pronunciation (Penekanan)	(a) Speech is often not understandable.	55
		(b) Major errors and a strong accent often make understanding difficult, requiring repetition..	
		(c) A foreign accent interferes and causes mispronunciations that may lead to misunderstandings.	
		(d) There are no disruptive mispronunciations, and pronunciation is close to standard.	
		(e) Pronunciation is already standard.	
2	Grammar (Tata Bahasa)	(a) Grammar use is almost always incorrect.	

		(b) There are consistent errors in basic patterns that always interfere with communication.	60
		(c) Occasional errors occur in certain patterns due to carelessness, which may disrupt communication.	
		(d) Few errors occur, but not in the use of patterns.	
		(e) There are no more than two errors during the interview.	
3	Vocabulary (Kosa kata)	(a) Vocabulary use is incorrect even in the simplest conversations.	65
		(b) Vocabulary mastery is very limited to basic personal needs (time, food, transportation, family).	
		€ Vocabulary choice is often incorrect, and its limited use hinders smooth communication in social and professional contexts.	
		(d) The use of technical vocabulary is broader and more accurate; general vocabulary is appropriately used according to social situations.	
		€ The use of technical and general vocabulary appears extensive and very accurate.	
4	Fluency (Kelancaran)	(a) Speech always stops and is interrupted.	60
		(b) Speech is very slow and inconsistent except for short and routine sentences.	
		(c) Speech often seems hesitant, with incomplete sentences..	
		(d) Speech often seems hesitant, with incomplete sentences.	
		(e) Speech is smooth and fluent in every way.	
5	Comprehension (Pemahaman)	(a) Understands little of even the simplest conversations.	

		(b) Understands simple conversations slowly, requiring explanations and repetitions.	55
		(c) Understands simple conversations well, but sometimes still needs explanations and repetitions.	
		(d) Understands normal conversations better; occasionally still needs repetitions and explanations..	
		(e) Understands everything in normal and informal conversations.	

Average score : $\bar{x} = \frac{\sum x}{n}$

$$: \frac{295}{5}$$

$$= 59$$

Name : Ni Kadek Wina **Post Test I**

NIM : 1276 /VIII/Vota-SPA

Department : SPA Therapist

No	Assesment Aspect	Assesment Indicators	Score
1	Pronunciation (Penekanan)	(a) Speech is often not understandable.	80
		(b) Major errors and a strong accent often make understanding difficult, requiring repetition..	
		(c) A foreign accent interferes and causes mispronunciations that may lead to misunderstandings.	
		(d) There are no disruptive mispronunciations, and pronunciation is close to standard.	
		(e) Pronunciation is already standard.	
2	Grammar (Tata Bahasa)	(a) Grammar use is almost always incorrect.	78
		(b) There are consistent errors in basic patterns that always interfere with communication.	
		(c) Occasional errors occur in certain patterns due to carelessness, which may disrupt communication.	
		(d) Few errors occur, but not in the use of patterns.	
		(e) There are no more than two errors during the interview.	

3	Vocabulary (Kosa kata)	(a) Vocabulary use is incorrect even in the simplest conversations.	81
		(b) Vocabulary mastery is very limited to basic personal needs (time, food, transportation, family).	
		€ Vocabulary choice is often incorrect, and its limited use hinders smooth communication in social and professional contexts.	
		(d) The use of technical vocabulary is broader and more accurate; general vocabulary is appropriately used according to social situations.	
		€ The use of technical and general vocabulary appears extensive and very accurate.	
4	Fluency (Kelancaran)	(a) Speech always stops and is interrupted.	80
		(b) Speech is very slow and inconsistent except for short and routine sentences.	
		(c) Speech often seems hesitant, with incomplete sentences..	
		(d) Speech often seems hesitant, with incomplete sentences.	
		(e) Speech is smooth and fluent in every way.	
5	Comprehension (Pemahaman)	(a) Understands little of even the simplest conversations.	83
		(b) Understands simple conversations slowly, requiring explanations and repetitions.	
		(c) Understands simple conversations well, but sometimes still needs explanations and repetitions.	
		(d) Understands normal conversations better; occasionally still needs repetitions and explanations..	

		(e) Understands everything in normal and informal conversations.	
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Average score : $\bar{x} = \frac{\sum x}{n}$

$$: \frac{402}{5}$$

$$= 80.4$$

Name : Ni Ketut Anggi Nanda Pertiwi **Post Test I**

NIM : 1277 /VIII/Vota-SPA

Department : SPA Therapist

No	Assesment Aspect	Assesment Indicators	Score
1	Pronunciation (Penekanan)	(a) Speech is often not understandable.	61
		(b) Major errors and a strong accent often make understanding difficult, requiring repetition..	
		(c) A foreign accent interferes and causes mispronunciations that may lead to misunderstandings.	
		(d) There are no disruptive mispronunciations, and pronunciation is close to standard.	
		(e) Pronunciation is already standard.	
2	Grammar (Tata Bahasa)	(a) Grammar use is almost always incorrect.	60
		(b) There are consistent errors in basic patterns that always interfere with communication.	
		(c) Occasional errors occur in certain patterns due to carelessness, which may disrupt communication.	
		(d) Few errors occur, but not in the use of patterns.	
		(e) There are no more than two errors during the interview.	
3	Vocabulary (Kosa kata)	(a) Vocabulary use is incorrect even in the simplest conversations.	
		(b) Vocabulary mastery is very limited to basic personal needs (time, food, transportation, family).	

		€ Vocabulary choice is often incorrect, and its limited use hinders smooth communication in social and professional contexts.	63
		(d) The use of technical vocabulary is broader and more accurate; general vocabulary is appropriately used according to social situations.	
		€ The use of technical and general vocabulary appears extensive and very accurate.	
4	Fluency (Kelancaran)	(a) Speech always stops and is interrupted.	59
		(b) Speech is very slow and inconsistent except for short and routine sentences.	
		(c) Speech often seems hesitant, with incomplete sentences..	
		(d) Speech often seems hesitant, with incomplete sentences.	
		(e) Speech is smooth and fluent in every way.	
5	Comprehension (Pemahaman)	(a) Understands little of even the simplest conversations.	60
		(b) Understands simple conversations slowly, requiring explanations and repetitions.	
		(c) Understands simple conversations well, but sometimes still needs explanations and repetitions.	
		(d) Understands normal conversations better; occasionally still needs repetitions and explanations..	
		(e) Understands everything in normal and informal conversations.	

Average score : $\bar{x} = \frac{\sum x}{n}$

$$\begin{aligned} &: \frac{303}{5} \\ &= 60.6 \end{aligned}$$

Name : I Wayan Artha **Post Test I**

NIM : 1278 /VIII/Vota-SPA

Department : SPA Therapist

No	Assesment Aspect	Assesment Indicators	Score
1	Pronunciation (Penekanan)	(a) Speech is often not understandable.	80
		(b) Major errors and a strong accent often make understanding difficult, requiring repetition..	
		(c) A foreign accent interferes and causes mispronunciations that may lead to misunderstandings.	
		(d) There are no disruptive mispronunciations, and pronunciation is close to standard.	
		(e) Pronunciation is already standard.	
2	Grammar (Tata Bahasa)	(a) Grammar use is almost always incorrect.	76
		(b) There are consistent errors in basic patterns that always interfere with communication.	
		(c) Occasional errors occur in certain patterns due to carelessness, which may disrupt communication.	
		(d) Few errors occur, but not in the use of patterns.	
		(e) There are no more than two errors during the interview.	
3	Vocabulary (Kosa kata)	(a) Vocabulary use is incorrect even in the simplest conversations.	
		(b) Vocabulary mastery is very limited to basic personal needs (time, food, transportation, family).	

		€ Vocabulary choice is often incorrect, and its limited use hinders smooth communication in social and professional contexts.	
		(d) The use of technical vocabulary is broader and more accurate; general vocabulary is appropriately used according to social situations.	81
		€ The use of technical and general vocabulary appears extensive and very accurate.	
4	Fluency (Kelancaran)	(a) Speech always stops and is interrupted.	
		(b) Speech is very slow and inconsistent except for short and routine sentences.	
		(c) Speech often seems hesitant, with incomplete sentences..	80
		(d) Speech often seems hesitant, with incomplete sentences.	
		(e) Speech is smooth and fluent in every way.	
5	Comprehension (Pemahaman)	(a) Understands little of even the simplest conversations.	
		(b) Understands simple conversations slowly, requiring explanations and repetitions.	
		(c) Understands simple conversations well, but sometimes still needs explanations and repetitions.	83
		(d) Understands normal conversations better; occasionally still needs repetitions and explanations..	
		(e) Understands everything in normal and informal conversations.	

Average score : $\bar{x} = \frac{\sum x}{n}$

$$\begin{aligned} &: \frac{400}{5} \\ &= 80 \end{aligned}$$

Name : Ketut Mirna **Post Test I**

NIM : 1279 /VIII/Vota-SPA

Department : SPA Therapist

No	Assesment Aspect	Assesment Indicators	Score
1	Pronunciation (Penekanan)	(a) Speech is often not understandable.	70
		(b) Major errors and a strong accent often make understanding difficult, requiring repetition..	
		(c) A foreign accent interferes and causes mispronunciations that may lead to misunderstandings.	
		(d) There are no disruptive mispronunciations, and pronunciation is close to standard.	
		(e) Pronunciation is already standard.	
2	Grammar (Tata Bahasa)	(a) Grammar use is almost always incorrect.	58
		(b) There are consistent errors in basic patterns that always interfere with communication.	
		(c) Occasional errors occur in certain patterns due to carelessness, which may disrupt communication.	
		(d) Few errors occur, but not in the use of patterns.	
		(e) There are no more than two errors during the interview.	
3	Vocabulary (Kosa kata)	(a) Vocabulary use is incorrect even in the simplest conversations.	
		(b) Vocabulary mastery is very limited to basic personal needs (time, food, transportation, family).	

		€ Vocabulary choice is often incorrect, and its limited use hinders smooth communication in social and professional contexts.	
		(d) The use of technical vocabulary is broader and more accurate; general vocabulary is appropriately used according to social situations.	58
		€ The use of technical and general vocabulary appears extensive and very accurate.	
4	Fluency (Kelancaran)	(a) Speech always stops and is interrupted.	
		(b) Speech is very slow and inconsistent except for short and routine sentences.	
		(c) Speech often seems hesitant, with incomplete sentences..	70
		(d) Speech often seems hesitant, with incomplete sentences.	
		(e) Speech is smooth and fluent in every way.	
5	Comprehension (Pemahaman)	(a) Understands little of even the simplest conversations.	
		(b) Understands simple conversations slowly, requiring explanations and repetitions.	
		(c) Understands simple conversations well, but sometimes still needs explanations and repetitions.	60
		(d) Understands normal conversations better; occasionally still needs repetitions and explanations..	
		(e) Understands everything in normal and informal conversations.	

Average score : $\bar{x} = \frac{\sum x}{n}$

$$\begin{aligned} &: \frac{316}{5} \\ &= 63.2 \end{aligned}$$

Name : Ni Wayan Yanti

Post Test I

NIM : 1280 /VIII/Vota-SPA

Department : SPA Therapist

No	Assesment Aspect	Assesment Indicators	Score
1	Pronunciation (Penekanan)	(a) Speech is often not understandable.	85
		(b) Major errors and a strong accent often make understanding difficult, requiring repetition..	
		(c) A foreign accent interferes and causes mispronunciations that may lead to misunderstandings.	
		(d) There are no disruptive mispronunciations, and pronunciation is close to standard.	
		(e) Pronunciation is already standard.	
2	Grammar (Tata Bahasa)	(a) Grammar use is almost always incorrect.	80
		(b) There are consistent errors in basic patterns that always interfere with communication.	
		(c) Occasional errors occur in certain patterns due to carelessness, which may disrupt communication.	
		(d) Few errors occur, but not in the use of patterns.	
		(e) There are no more than two errors during the interview.	
3	Vocabulary (Kosa kata)	(a) Vocabulary use is incorrect even in the simplest conversations.	
		(b) Vocabulary mastery is very limited to basic personal needs (time, food, transportation, family).	

		€ Vocabulary choice is often incorrect, and its limited use hinders smooth communication in social and professional contexts.	
		(d) The use of technical vocabulary is broader and more accurate; general vocabulary is appropriately used according to social situations.	85
		€ The use of technical and general vocabulary appears extensive and very accurate.	
4	Fluency (Kelancaran)	(a) Speech always stops and is interrupted.	
		(b) Speech is very slow and inconsistent except for short and routine sentences.	
		(c) Speech often seems hesitant, with incomplete sentences..	85
		(d) Speech often seems hesitant, with incomplete sentences.	
		(e) Speech is smooth and fluent in every way.	
5	Comprehension (Pemahaman)	(a) Understands little of even the simplest conversations.	
		(b) Understands simple conversations slowly, requiring explanations and repetitions.	
		(c) Understands simple conversations well, but sometimes still needs explanations and repetitions.	80
		(d) Understands normal conversations better; occasionally still needs repetitions and explanations..	
		(e) Understands everything in normal and informal conversations.	

Average score : $\bar{x} = \frac{\sum x}{n}$

$$\begin{aligned} &: \frac{415}{5} \\ &= 83 \end{aligned}$$

Name : Ni Kadek Juriani

Post Test I

NIM : 1281 /VIII/Vota-SPA

Department : SPA Therapist

No	Assesment Aspect	Assesment Indicators	Score
1	Pronunciation (Penekanan)	(a) Speech is often not understandable.	70
		(b) Major errors and a strong accent often make understanding difficult, requiring repetition..	
		(c) A foreign accent interferes and causes mispronunciations that may lead to misunderstandings.	
		(d) There are no disruptive mispronunciations, and pronunciation is close to standard.	
		(e) Pronunciation is already standard.	
2	Grammar (Tata Bahasa)	(a) Grammar use is almost always incorrect.	60
		(b) There are consistent errors in basic patterns that always interfere with communication.	
		(c) Occasional errors occur in certain patterns due to carelessness, which may disrupt communication.	
		(d) Few errors occur, but not in the use of patterns.	
		(e) There are no more than two errors during the interview.	
3	Vocabulary (Kosa kata)	(a) Vocabulary use is incorrect even in the simplest conversations.	
		(b) Vocabulary mastery is very limited to basic personal needs (time, food, transportation, family).	

		€ Vocabulary choice is often incorrect, and its limited use hinders smooth communication in social and professional contexts.	60
		(d) The use of technical vocabulary is broader and more accurate; general vocabulary is appropriately used according to social situations.	
		€ The use of technical and general vocabulary appears extensive and very accurate.	
4	Fluency (Kelancaran)	(a) Speech always stops and is interrupted.	70
		(b) Speech is very slow and inconsistent except for short and routine sentences.	
		(c) Speech often seems hesitant, with incomplete sentences..	
		(d) Speech often seems hesitant, with incomplete sentences.	
		(e) Speech is smooth and fluent in every way.	
5	Comprehension (Pemahaman)	(a) Understands little of even the simplest conversations.	60
		(b) Understands simple conversations slowly, requiring explanations and repetitions.	
		(c) Understands simple conversations well, but sometimes still needs explanations and repetitions.	
		(d) Understands normal conversations better; occasionally still needs repetitions and explanations..	
		(e) Understands everything in normal and informal conversations.	

Average score : $\bar{x} = \frac{\sum x}{n}$

$$: \frac{320}{5}$$

$$= 64$$

Name : I Putu Yoga **Post Test I**

NIM : 1282 /VIII/Vota-SPA

Department : SPA Therapist

No	Assesment Aspect	Assesment Indicators	Score
1	Pronunciation (Penekanan)	(a) Speech is often not understandable.	87
		(b) Major errors and a strong accent often make understanding difficult, requiring repetition..	
		(c) A foreign accent interferes and causes mispronunciations that may lead to misunderstandings.	
		(d) There are no disruptive mispronunciations, and pronunciation is close to standard.	
		(e) Pronunciation is already standard.	
2	Grammar (Tata Bahasa)	(a) Grammar use is almost always incorrect.	85
		(b) There are consistent errors in basic patterns that always interfere with communication.	
		(c) Occasional errors occur in certain patterns due to carelessness, which may disrupt communication.	
		(d) Few errors occur, but not in the use of patterns.	
		(e) There are no more than two errors during the interview.	
3	Vocabulary (Kosa kata)	(a) Vocabulary use is incorrect even in the simplest conversations.	
		(b) Vocabulary mastery is very limited to basic personal needs (time, food, transportation, family).	

		€ Vocabulary choice is often incorrect, and its limited use hinders smooth communication in social and professional contexts.	
		(d) The use of technical vocabulary is broader and more accurate; general vocabulary is appropriately used according to social situations.	85
		€ The use of technical and general vocabulary appears extensive and very accurate.	
4	Fluency (Kelancaran)	(a) Speech always stops and is interrupted.	
		(b) Speech is very slow and inconsistent except for short and routine sentences.	
		(c) Speech often seems hesitant, with incomplete sentences..	85
		(d) Speech often seems hesitant, with incomplete sentences.	
		(e) Speech is smooth and fluent in every way.	
5	Comprehension (Pemahaman)	(a) Understands little of even the simplest conversations.	
		(b) Understands simple conversations slowly, requiring explanations and repetitions.	
		(c) Understands simple conversations well, but sometimes still needs explanations and repetitions.	83
		(d) Understands normal conversations better; occasionally still needs repetitions and explanations..	
		(e) Understands everything in normal and informal conversations.	

Average score : $\bar{x} = \frac{\sum x}{n}$

: $\frac{425}{5}$

= 85

Appendix 7. Individual Student score POST-TEST II

Name : Ni Kadek Windiari

NIM : 1275 /VIII/Vota-SPA

Department : SPA Therapist

No	Assesment Aspect	Assesment Indicators	Score
1	Pronunciation (Penekanan)	(a) Speech is often not understandable.	70
		(b) Major errors and a strong accent often make understanding difficult, requiring repetition..	
		(c) A foreign accent interferes and causes mispronunciations that may lead to misunderstandings.	
		(d) There are no disruptive mispronunciations, and pronunciation is close to standard.	
		(e) Pronunciation is already standard.	
2	Grammar (Tata Bahasa)	(a) Grammar use is almost always incorrect.	65
		(b) There are consistent errors in basic patterns that always interfere with communication.	
		(c) Occasional errors occur in certain patterns due to carelessness, which may disrupt communication.	
		(d) Few errors occur, but not in the use of patterns.	
		(e) There are no more than two errors during the interview.	
3	Vocabulary (Kosa kata)	(a) Vocabulary use is incorrect even in the simplest conversations.	
		(b) Vocabulary mastery is very limited to basic personal needs (time, food, transportation, family).	

		€ Vocabulary choice is often incorrect, and its limited use hinders smooth communication in social and professional contexts.	65
		(d) The use of technical vocabulary is broader and more accurate; general vocabulary is appropriately used according to social situations.	
		€ The use of technical and general vocabulary appears extensive and very accurate.	
4	Fluency (Kelancaran)	(a) Speech always stops and is interrupted.	70
		(b) Speech is very slow and inconsistent except for short and routine sentences.	
		(c) Speech often seems hesitant, with incomplete sentences..	
		(d) Speech often seems hesitant, with incomplete sentences.	
		(e) Speech is smooth and fluent in every way.	
5	Comprehension (Pemahaman)	(a) Understands little of even the simplest conversations.	70
		(b) Understands simple conversations slowly, requiring explanations and repetitions.	
		(c) Understands simple conversations well, but sometimes still needs explanations and repetitions.	
		(d) Understands normal conversations better; occasionally still needs repetitions and explanations..	
		(e) Understands everything in normal and informal conversations.	

Average score : $\bar{x} = \frac{\sum x}{n}$

$$\begin{aligned} &: \frac{340}{5} \\ &= 68 \end{aligned}$$

POST TEST II

Name : Ni Kadek Wina

NIM : 1276 /VIII/Vota-SPA

Department : SPA Therapist

No	Assesment Aspect	Assesment Indicators	Score
1	Pronunciation (Penekanan)	(a) Speech is often not understandable.	90
		(b) Major errors and a strong accent often make understanding difficult, requiring repetition..	
		(c) A foreign accent interferes and causes mispronunciations that may lead to misunderstandings.	
		(d) There are no disruptive mispronunciations, and pronunciation is close to standard.	
		(e) Pronunciation is already standard.	
2	Grammar (Tata Bahasa)	(a) Grammar use is almost always incorrect.	80
		(b) There are consistent errors in basic patterns that always interfere with communication.	
		(c) Occasional errors occur in certain patterns due to carelessness, which may disrupt communication.	
		(d) Few errors occur, but not in the use of patterns.	
		(e) There are no more than two errors during the interview.	
3	Vocabulary (Kosa kata)	(a) Vocabulary use is incorrect even in the simplest conversations.	
		(b) Vocabulary mastery is very limited to basic personal needs (time, food, transportation, family).	

		€ Vocabulary choice is often incorrect, and its limited use hinders smooth communication in social and professional contexts.	
		(d) The use of technical vocabulary is broader and more accurate; general vocabulary is appropriately used according to social situations.	85
		€ The use of technical and general vocabulary appears extensive and very accurate.	
4	Fluency (Kelancaran)	(a) Speech always stops and is interrupted.	
		(b) Speech is very slow and inconsistent except for short and routine sentences.	
		(c) Speech often seems hesitant, with incomplete sentences..	90
		(d) Speech often seems hesitant, with incomplete sentences.	
		(e) Speech is smooth and fluent in every way.	
5	Comprehension (Pemahaman)	(a) Understands little of even the simplest conversations.	
		(b) Understands simple conversations slowly, requiring explanations and repetitions.	
		(c) Understands simple conversations well, but sometimes still needs explanations and repetitions.	88
		(d) Understands normal conversations better; occasionally still needs repetitions and explanations..	
		(e) Understands everything in normal and informal conversations.	

Average score : $\bar{x} = \frac{\sum x}{n}$

$$\begin{aligned} &: \frac{433}{5} \\ &= 86.6 \end{aligned}$$

POST TEST II

Name : Ni Ketut Anggi Nanda Pertiwi

NIM : 1277 /VIII/Vota-SPA

Department : SPA Therapist

No	Assesment Aspect	Assesment Indicators	Score
1	Pronunciation (Penekanan)	(a) Speech is often not understandable.	90
		(b) Major errors and a strong accent often make understanding difficult, requiring repetition..	
		(c) A foreign accent interferes and causes mispronunciations that may lead to misunderstandings.	
		(d) There are no disruptive mispronunciations, and pronunciation is close to standard.	
		(e) Pronunciation is already standard.	
2	Grammar (Tata Bahasa)	(a) Grammar use is almost always incorrect.	88
		(b) There are consistent errors in basic patterns that always interfere with communication.	
		(c) Occasional errors occur in certain patterns due to carelessness, which may disrupt communication.	
		(d) Few errors occur, but not in the use of patterns.	
		(e) There are no more than two errors during the interview.	
3	Vocabulary (Kosa kata)	(a) Vocabulary use is incorrect even in the simplest conversations.	

		(b) Vocabulary mastery is very limited to basic personal needs (time, food, transportation, family).	89
		€ Vocabulary choice is often incorrect, and its limited use hinders smooth communication in social and professional contexts.	
		(d) The use of technical vocabulary is broader and more accurate; general vocabulary is appropriately used according to social situations.	
		€ The use of technical and general vocabulary appears extensive and very accurate.	
4	Fluency (Kelancaran)	(a) Speech always stops and is interrupted.	90
		(b) Speech is very slow and inconsistent except for short and routine sentences.	
		(c) Speech often seems hesitant, with incomplete sentences..	
		(d) Speech often seems hesitant, with incomplete sentences.	
		(e) Speech is smooth and fluent in every way.	
5	Comprehension (Pemahaman)	(a) Understands little of even the simplest conversations.	90
		(b) Understands simple conversations slowly, requiring explanations and repetitions.	
		(c) Understands simple conversations well, but sometimes still needs explanations and repetitions.	
		(d) Understands normal conversations better; occasionally still needs repetitions and explanations..	
		(e) Understands everything in normal and informal conversations.	

Average score : $\bar{x} = \frac{\sum x}{n}$

: $\frac{447}{5}$

= 89.4

POST TEST II

Name : I Wayan Artha

NIM : 1278 /VIII/Vota-SPA

Department : SPA Therapist

No	Assesment Aspect	Assesment Indicators	Score
1	Pronunciation (Penekanan)	(a) Speech is often not understandable.	88
		(b) Major errors and a strong accent often make understanding difficult, requiring repetition..	
		(c) A foreign accent interferes and causes mispronunciations that may lead to misunderstandings.	
		(d) There are no disruptive mispronunciations, and pronunciation is close to standard.	
		(e) Pronunciation is already standard.	
2	Grammar (Tata Bahasa)	(a) Grammar use is almost always incorrect.	80
		(b) There are consistent errors in basic patterns that always interfere with communication.	
		(c) Occasional errors occur in certain patterns due to carelessness, which may disrupt communication.	
		(d) Few errors occur, but not in the use of patterns.	
		(e) There are no more than two errors during the interview.	
3	Vocabulary (Kosa kata)	(a) Vocabulary use is incorrect even in the simplest conversations.	

		(b) Vocabulary mastery is very limited to basic personal needs (time, food, transportation, family).	85
		€ Vocabulary choice is often incorrect, and its limited use hinders smooth communication in social and professional contexts.	
		(d) The use of technical vocabulary is broader and more accurate; general vocabulary is appropriately used according to social situations.	
		€ The use of technical and general vocabulary appears extensive and very accurate.	
4	Fluency (Kelancaran)	(a) Speech always stops and is interrupted.	88
		(b) Speech is very slow and inconsistent except for short and routine sentences.	
		(c) Speech often seems hesitant, with incomplete sentences..	
		(d) Speech often seems hesitant, with incomplete sentences.	
		(e) Speech is smooth and fluent in every way.	
5	Comprehension (Pemahaman)	(a) Understands little of even the simplest conversations.	85
		(b) Understands simple conversations slowly, requiring explanations and repetitions.	
		(c) Understands simple conversations well, but sometimes still needs explanations and repetitions.	
		(d) Understands normal conversations better; occasionally still needs repetitions and explanations..	
		(e) Understands everything in normal and informal conversations.	

Average score : $\bar{x} = \frac{\sum x}{n}$

: $\frac{426}{5}$

= 85.2

POST TEST II

Name : Ketut Mirna

NIM : 1279 /VIII/Vota-SPA

Department : SPA Therapist

No	Assesment Aspect	Assesment Indicators	Score
1	Pronunciation (Penekanan)	(a) Speech is often not understandable.	85
		(b) Major errors and a strong accent often make understanding difficult, requiring repetition..	
		(c) A foreign accent interferes and causes mispronunciations that may lead to misunderstandings.	
		(d) There are no disruptive mispronunciations, and pronunciation is close to standard.	
		(e) Pronunciation is already standard.	
2	Grammar (Tata Bahasa)	(a) Grammar use is almost always incorrect.	79
		(b) There are consistent errors in basic patterns that always interfere with communication.	
		(c) Occasional errors occur in certain patterns due to carelessness, which may disrupt communication.	
		(d) Few errors occur, but not in the use of patterns.	
		(e) There are no more than two errors during the interview.	
3	Vocabulary (Kosa kata)	(a) Vocabulary use is incorrect even in the simplest conversations.	

		(b) Vocabulary mastery is very limited to basic personal needs (time, food, transportation, family).	79
		€ Vocabulary choice is often incorrect, and its limited use hinders smooth communication in social and professional contexts.	
		(d) The use of technical vocabulary is broader and more accurate; general vocabulary is appropriately used according to social situations.	
		€ The use of technical and general vocabulary appears extensive and very accurate.	
4	Fluency (Kelancaran)	(a) Speech always stops and is interrupted.	85
		(b) Speech is very slow and inconsistent except for short and routine sentences.	
		(c) Speech often seems hesitant, with incomplete sentences..	
		(d) Speech often seems hesitant, with incomplete sentences.	
		(e) Speech is smooth and fluent in every way.	
5	Comprehension (Pemahaman)	(a) Understands little of even the simplest conversations.	80
		(b) Understands simple conversations slowly, requiring explanations and repetitions.	
		(c) Understands simple conversations well, but sometimes still needs explanations and repetitions.	
		(d) Understands normal conversations better; occasionally still needs repetitions and explanations..	
		(e) Understands everything in normal and informal conversations.	

Average score : $\bar{x} = \frac{\sum x}{n}$

: $\frac{408}{5}$

= 81.6

POST TEST II

Name : Ni Wayan Yanti

NIM : 1280 /VIII/Vota-SPA

Department : SPA Therapist

No	Assesment Aspect	Assesment Indicators	Score
1	Pronunciation (Penekanan)	(a) Speech is often not understandable.	85
		(b) Major errors and a strong accent often make understanding difficult, requiring repetition..	
		(c) A foreign accent interferes and causes mispronunciations that may lead to misunderstandings.	
		(d) There are no disruptive mispronunciations, and pronunciation is close to standard.	
		(e) Pronunciation is already standard.	
2	Grammar (Tata Bahasa)	(a) Grammar use is almost always incorrect.	80
		(b) There are consistent errors in basic patterns that always interfere with communication.	
		(c) Occasional errors occur in certain patterns due to carelessness, which may disrupt communication.	
		(d) Few errors occur, but not in the use of patterns.	
		(e) There are no more than two errors during the interview.	
3	Vocabulary (Kosa kata)	(a) Vocabulary use is incorrect even in the simplest conversations.	
		(b) Vocabulary mastery is very limited to basic personal needs (time, food, transportation, family).	

		€ Vocabulary choice is often incorrect, and its limited use hinders smooth communication in social and professional contexts.	
		(d) The use of technical vocabulary is broader and more accurate; general vocabulary is appropriately used according to social situations.	85
		€ The use of technical and general vocabulary appears extensive and very accurate.	
4	Fluency (Kelancaran)	(a) Speech always stops and is interrupted.	
		(b) Speech is very slow and inconsistent except for short and routine sentences.	
		(c) Speech often seems hesitant, with incomplete sentences..	85
		(d) Speech often seems hesitant, with incomplete sentences.	
		(e) Speech is smooth and fluent in every way.	
5	Comprehension (Pemahaman)	(a) Understands little of even the simplest conversations.	
		(b) Understands simple conversations slowly, requiring explanations and repetitions.	
		(c) Understands simple conversations well, but sometimes still needs explanations and repetitions.	80
		(d) Understands normal conversations better; occasionally still needs repetitions and explanations..	
		(e) Understands everything in normal and informal conversations.	

Average score : $\bar{x} = \frac{\sum x}{n}$

: $\frac{415}{5}$

= 83

POST TEST II

Name : Ni Kadek Juriani

NIM : 1281 /VIII/Vota-SPA

Department : SPA Therapist

No	Assesment Aspect	Assesment Indicators	Score
1	Pronunciation (Penekanan)	(a) Speech is often not understandable.	82
		(b) Major errors and a strong accent often make understanding difficult, requiring repetition..	
		(c) A foreign accent interferes and causes mispronunciations that may lead to misunderstandings.	
		(d) There are no disruptive mispronunciations, and pronunciation is close to standard.	
		(e) Pronunciation is already standard.	
2	Grammar (Tata Bahasa)	(a) Grammar use is almost always incorrect.	79
		(b) There are consistent errors in basic patterns that always interfere with communication.	
		(c) Occasional errors occur in certain patterns due to carelessness, which may disrupt communication.	
		(d) Few errors occur, but not in the use of patterns.	
		(e) There are no more than two errors during the interview.	
3	Vocabulary (Kosa kata)	(a) Vocabulary use is incorrect even in the simplest conversations.	

		(b) Vocabulary mastery is very limited to basic personal needs (time, food, transportation, family).	79
		€ Vocabulary choice is often incorrect, and its limited use hinders smooth communication in social and professional contexts.	
		(d) The use of technical vocabulary is broader and more accurate; general vocabulary is appropriately used according to social situations.	
		€ The use of technical and general vocabulary appears extensive and very accurate.	
4	Fluency (Kelancaran)	(a) Speech always stops and is interrupted.	82
		(b) Speech is very slow and inconsistent except for short and routine sentences.	
		(c) Speech often seems hesitant, with incomplete sentences..	
		(d) Speech often seems hesitant, with incomplete sentences.	
		(e) Speech is smooth and fluent in every way.	
5	Comprehension (Pemahaman)	(a) Understands little of even the simplest conversations.	80
		(b) Understands simple conversations slowly, requiring explanations and repetitions.	
		(c) Understands simple conversations well, but sometimes still needs explanations and repetitions.	
		(d) Understands normal conversations better; occasionally still needs repetitions and explanations..	
		(e) Understands everything in normal and informal conversations.	

$$\text{Average score : } \bar{x} = \frac{\sum x}{n}$$

$$: \frac{402}{5}$$

$$= 80.4$$

POST TEST II

Name : I Putu Yoga

NIM : 1282 /VIII/Vota-SPA

Department : SPA Therapist

No	Assesment Aspect	Assesment Indicators	Score
1	Pronunciation (Penekanan)	(a) Speech is often not understandable.	87
		(b) Major errors and a strong accent often make understanding difficult, requiring repetition..	
		(c) A foreign accent interferes and causes mispronunciations that may lead to misunderstandings.	
		(d) There are no disruptive mispronunciations, and pronunciation is close to standard.	
		(e) Pronunciation is already standard.	
2	Grammar (Tata Bahasa)	(a) Grammar use is almost always incorrect.	85
		(b) There are consistent errors in basic patterns that always interfere with communication.	
		(c) Occasional errors occur in certain patterns due to carelessness, which may disrupt communication.	

		(d) Few errors occur, but not in the use of patterns.	
		(e) There are no more than two errors during the interview.	
3	Vocabulary (Kosa kata)	(a) Vocabulary use is incorrect even in the simplest conversations.	85
		(b) Vocabulary mastery is very limited to basic personal needs (time, food, transportation, family).	
		€ Vocabulary choice is often incorrect, and its limited use hinders smooth communication in social and professional contexts.	
		(d) The use of technical vocabulary is broader and more accurate; general vocabulary is appropriately used according to social situations.	
		€ The use of technical and general vocabulary appears extensive and very accurate.	
4	Fluency (Kelancaran)	(a) Speech always stops and is interrupted.	85
		(b) Speech is very slow and inconsistent except for short and routine sentences.	
		(c) Speech often seems hesitant, with incomplete sentences..	
		(d) Speech often seems hesitant, with incomplete sentences.	
		(e) Speech is smooth and fluent in every way.	
5	Comprehension (Pemahaman)	(a) Understands little of even the simplest conversations.	
		(b) Understands simple conversations slowly, requiring explanations and repetitions.	
		(c) Understands simple conversations well, but sometimes still needs explanations and repetitions.	

		(d) Understands normal conversations better; occasionally still needs repetitions and explanations..	83
		(e) Understands everything in normal and informal conversations.	

Average score : $\bar{x} = \frac{\sum x}{n}$

$$: \frac{425}{5}$$

$$= 85$$

Appendix 8. Checklist Of Assessment Documents

CHECKLIST OF ASSESSMENT DOCUMENTS

1. Student's Pre-Test Score
2. Syllabus & Lesson Plan
3. Student's Score Per Cycle
4. Activity Assessment Photos

CHECKLIST OF ASSESSMENT DOCUMENTS

No	Document	Availability	
		Available	Not Available
1	Student's Pre-Test Score	√	
2	Syllabus & Session Plan	√	
3	Student's Score Per Cycle	√	
4	Activity Photos	√	

Appendix 9. Observation Sheet

OBSERVATION SHEET

Date: Duration: Location:
Participants:
Activity:

Activity Description:

Reflection :

Appendix 10. Observation Result Cycle I

Date : Friday, 14 February 2025 Duration: Location: Venus One Tourism Academy
Participants : 8 students
Activity:
Preparation (30 Minutes)
The teacher explains the purpose of the activity and gives an overview of the check-in process at the SPA.
Students are divided into small groups (2 students per group), and they are provided with examples of check-in conversations. Afterward, the students are given time to memorize these conversations.
Group Discussion (30 Minutes)

Each group discusses their scenario, including the roles they will play (receptionist and guest).
Students take notes on key points that must be expressed during the conversation, such as essential questions and necessary information.
Role Play (60 Minutes)
Each group performs their role play in front of the class. One student acts as the receptionist, while the other plays the role of the guest.
After each performance, the teacher and other students provide feedback on communication clarity, appropriate language use, and suitability for the situation.
Reflection and Discussion (15 Minutes)
After all groups have completed their role play, the instructor leads a class discussion about the experiences encountered during the activity.
Students share the challenges they faced and the solutions they found while handling the conversations.
Activity Description:
In the first session, the instructor explains the check-in material and then asks students to role-play as a therapist and a guest. In the second session, the instructor briefly reviews the check-in material from the first session, then divides students into four groups, giving them workplace-related problem scenarios to handle. During Cycle I, many students were still hesitant to engage in conversations in English. Some were shy, while others frequently forgot the correct English pronunciation. Therefore, improvements are needed in Cycle II.

Appendix 11. Observation Result Cycle II

Date : Friday, 28 February 2025
Duration:
Location: Venus One Tourism Academy
Participants : 8 students
Activity:
Preparation (30 Minutes)
The instructor explains the objective of the activity and provides an overview of the check-out process at the SPA, including key elements such as service confirmation, payment handling, and customer feedback.
Students are divided into small groups (2 students per group) and given different check-out scenarios, covering various situations such as satisfied guests, dissatisfied guests, and guests with special requests.
Group Discussion (30 Minutes)

Each group discusses their scenario and determines their roles as either receptionist or guest.
Students create dialogues based on the given scenarios, ensuring they cover all key points such as billing details, services used, and opportunities for customer feedback.
The instructor circulates around the classroom, providing guidance and feedback to help students improve their conversations.
Role Play (60 Minutes)
Each group performs their role-play in front of the class, with one student acting as the receptionist and the other as the guest.
During the performances, students are expected to demonstrate effective communication skills, including politeness, active listening, and appropriate responses.
After each performance, the instructor and other students provide feedback on communication clarity, vocabulary usage, and overall suitability to the situation.
Reflection and Discussion (15 Minutes)
After all groups complete their role play, the instructor leads a class discussion on their experiences during the activity.
Students share the challenges they faced, solutions they found, and how they can further improve their skills in the future.
The discussion also includes open-ended questions, such as <i>"What did you learn from handling a dissatisfied guest?"</i> or <i>"How would you manage an unexpected situation?"</i> .
Activity Description:
In the third session, the instructor explained the check-out material and then asked students to perform role-play scenarios as therapists and guests. In the fourth session, the instructor briefly reviewed the check-in material from the second session, then divided the students into four groups and assigned them workplace-related problem scenarios to handle. During Cycle II, many students became more confident in conducting conversations in English. They were also able to create their own dialogues using the PBL model, demonstrating significant improvement. Therefore, Cycle II was considered successful.

Appendix 12. Session Plan Cycle I 1st meetings

SESSION PLAN

Institution	: Venus One Tourism Academy	Unit Code	: I.55HDR00.217.2
Subject	: ESP for Spa	Unit	:
Class/Semester	: SPA Therapist/ 1	“Berkomunikasi Secara Lisan Dalam Bahasa Inggris Pada Tingkat Operasional Dasar”	
Meeting	: 1 st meetings	Sub Unit/ Element	:
Time Allocation	: 1 Meetings (3 JP) @45 Minutes	Berkomunikasi dengan pelanggan dan kolega mengenai hal-hal yang berkaitan dengan kegiatan dasar dan sehari-hari ditempat kerja serta kegiatan pelayanan pelanggan.	
Materials	: Handling guest check in in Spa reception		

A. LEARNING OBJECTIVES

1. The students able to use vocabularies and its pronunciation regarding handling check in process
2. The students able to proposed the conversation about handling check in in SPA reception
3. The students able to handling check in in SPA reception

B. Learning method, tools & sources

- **Learning method** : Discussion, Presentation, Role Play
- **Learning Sources & Tools** : English books, you tube, TV LED, White Board, Laptop, SPA Reception Counter, Check in documents, stationaries, etc.

C. Learning Activities

Introduction (10 Minutes)

- Greetings & apperception
- Check the presence list
- Previous materials review
- Delivering todays topic and objective

Main Activities (115 Minutes)

- Teacher explains about check in procedures in SPA
- Teacher shows example of conversation regarding handling check In in SPA
- The teacher divides the students into pairs, forming four groups to practice conversations for handling check-in.
- Teacher gives students time to practice the conversation in pairs
- Teacher asks the students to practice handling check in in SPA reception to the front of the class
- Teacher provides insight about handling check in practice
- The teacher gives instructions or story questions about handling the arrival of guests at the spa to do the conversation for next week.

Reflection (10 Minutes)

- Teacher asks students several question regarding the materials presented
- Students provide answer to teacher questions
- Teacher gives reflection towards materials

D. Assessment

Knowledge	Skill	Attitude	(Total: 20 Minutes)
Open ended questions directly during the learning process	Student's handling check in in SPA Reception .	Daily observation	

Session Plan Cycle I 2nd Meetings

SESSION PLAN

Institution	: Venus One Tourism Academy	Unit Code	: I.55HDR00.217.2
Subject	: ESP for Spa	Unit	:
Class/Semester	: SPA Therapist/ 1		“Berkomunikasi Secara Lisan Dalam Bahasa Inggris Pada Tingkat Operasional Dasar”
Meeting	: 2 nd meetings	Sub Unit/ Element	:
Time Allocation	: 1 Meetings (3 JP) @45 Minutes		Berkomunikasi dengan pelanggan dan kolega mengenai hal-hal yang berkaitan dengan kegiatan dasar dan sehari-hari ditempat kerja serta kegiatan pelayanan pelanggan.
Materials	: Handling guest check in in Spa reception		

A. LEARNING OBJECTIVES

4. The students able to use vocabularies and its pronunciation regarding handling check in process
5. The students able to proposed the conversation about handling check in in SPA reception
6. The students able to handling check in in SPA reception

B. Learning method, tools & sources

- **Learning method** : Discussion, Presentation, Role Play
- **Learning Sources & Tools** : English books, youtube, TV LED, White Board, Laptop, SPA Reception Counter, Check in documents, stationaries, etc.

C. Learning Activities

Introduction (10 Minutes)

- Greetings & apperception
- Check the presence list
- Previous materials review
- Delivering todays topic and objective

Main Activities (115 Minutes)

- Teacher asks the students to practice handling check in in SPA reception to the front of the class
- Teacher take a score of students practice
- Teacher provides insight about handling check in practice

Reflection (10 Minutes)

- Teacher asks students several question regarding the materials presented
- Students provide answer to teacher questions
- Teacher gives reflection towards materials

D. Assessment

Knowledge	Skill	Attitude	(Total: 20 Minutes)
Open ended questions directly during the learning process	Student's handling check in in SPA Reception	Daily observation	

Approved by,
Quality Assurance Manager

Gianyar, 27 October 2024
English Instructor,

I Gede Santika Yasa, S.Pd.

Desak Ayu Kembariasih

Appendix 13. Session Plan Cycle II 1st Meetings

Institution	: Venus One Tourism Academy	Unit Code	: I.55HDR00.217.2
Subject	: ESP for Spa	Unit	:
Class/Semester	: SPA Therapist/ 1	“Berkomunikasi Secara Lisan Dalam Bahasa Inggris Pada Tingkat Operasional Dasar”	
Meeting	: 1 st meetings	Sub Unit/ Element	:
Time Allocation	: 1 Meetings (3 JP) @45 Minutes	Berkomunikasi dengan pelanggan dan kolega mengenai hal-hal yang berkaitan dengan kegiatan dasar dan sehari-hari ditempat kerja serta kegiatan pelayanan pelanggan.	
Materials	: Handling guest check out in Spa reception		

SESSION PLAN

A. LEARNING OBJECTIVES

7. The students able to use vocabularies and its pronunciation regarding handling check out process
8. The students able to proposed the conversation about handling check out in SPA reception
9. The students able to handling check out in SPA reception

B. Learning method, tools & sources

- **Learning method** : Discussion, Presentation, Role Play
- **Learning Sources & Tools** : English books, youtube, TV LED, White Board, Laptop, SPA Reception Counter, Check out documents, stationaries, etc.

C. Learning Activities

Introduction (10 Minutes)

- Greetings & apperception
- Check the presence list
- Previous materials review
- Delivering todays topic and objective

Main Activities (115 Minutes)

- Teacher explains about check out procedures in SPA
- Teacher shows example of conversation regarding handling check out in SPA
- Teacher shows a video regarding the examples of handling check out in real context in SPA
- Teacher gives students time to give questions regarding the materials presented
- Teacher provides answer towards students question
- Teacher gives students time to practice the conversation in pairs

Reflection (10 Minutes)

- Teacher asks students several question regarding the materials presented
- Students provide answer to teacher questions
- Teacher gives reflection towards materials

D. Assessment

Knowledge	Skill	Attitude	(Total: 20 Minutes)
Open ended questions directly during the learning process	Teacher asks the students to practice the conversation individually at home	Daily observation	

Approved by,
Quality Assurance Manager

Gianyar, 27 October 2024
English Instructor,

I Gede Santika Yasa, S.Pd.

Desak Ayu Kembariasih

Session Plan Cycle II 2nd Meetings

SESSION PLAN

Institution	: Venus One Tourism Academy	Unit Code	: I.55HDR00.217.2
Subject	: ESP for Spa	Unit	:
Class/Semester	: SPA Therapist/ 1	“Berkomunikasi Secara Lisan Dalam Bahasa Inggris Pada Tingkat Operasional Dasar”	
Meeting	: 2 nd meetings	Sub Unit/ Element	:
Time Allocation	: 1 Meetings (3 JP) @45 Minutes	Berkomunikasi dengan pelanggan dan kolega mengenai hal-hal yang berkaitan dengan kegiatan dasar dan sehari-hari ditempat kerja serta kegiatan pelayanan pelanggan.	
Materials	: Handling guest check out in Spa reception		

A. LEARNING OBJECTIVES

10. The students able to use vocabularies and its pronunciation regarding handling check out process
11. The students able to proposed the conversation about handling check out in SPA reception
12. The students able to handling check out in SPA reception

B. Learning method, tools & sources

- **Learning method** : Discussion, Presentation, Role Play
- **Learning Sources & Tools** : English books, youtube, TV LED, White Board, Laptop, SPA Reception Counter, Check out documents, stationaries, etc.

C. Learning Activities

Introduction (10 Minutes)

- Greetings & apperception
- Check the presence list
- Previous materials review
- Delivering todays topic and objective

Main Activities (115 Minutes)

- Teacher asks the students to practice handling check out in SPA reception to the front of the class
- Teacher take a score of students practice
- Teacher provides insight about handling check out practice

Reflection (10 Minutes)

- Teacher asks students several question regarding the materials presented
- Students provide answer to teacher questions
- Teacher gives reflection towards materials

D. Assessment

Knowledge	Skill	Attitude	(Total: 20 Minutes)
Open ended questions directly during the learning process	Teacher asks the students to practice the conversation individually at home	Daily observation	

Approved by,
Quality Assurance Manager

Gianyar, 27 October 2024
English Instructor,

I Gede Santika Yasa, S.Pd.

Desak Ayu Kembariasih

Appendix 14. Practical Demonstration Sheet

PRACTICE DEMONSTRATION (CYCLE I)

Date :

Department : SPA Therapist

Time : 2 JP @ 45 Minutes (90 Minutes)

Please follow the practice demonstration below properly!

1. Please prepare the equipment for handling check in as Spa Reception
2. Please find a partner, create or modify the conversation of handling check in as Spa Therapist! (Find the conversation below!)
3. Please demonstrate the sequence in front of the class!

Conversation:

DIALOGUE OF HANDLING GUEST ARRIVAL AT SPA (1st Meetings)

SR : Good morning, welcome to Venus One Wellness, how may I assist you?

G : good morning, I want to have a treatment please!

SR : May I know your name sir?

G : My name is Jhon

SR : Alright Mr. Jhon, do you have any reservation before?

G : Yes.

SR : May I have your confirmation letter?

G : Here is my confirmation letter.

SR : Alright Mr. Jhon, allow me to double check your reservation before, please wait for a moment!

G : Thank you

SR : My most welcome

The spa therapist check the reservation on the system

SR: Thank you for waiting mr. Jhon, we have found your reservation under name mr. koko, for 1 person and the treatment is body massage for IDR. 400.000. You have paid the deposit for about IDR. 200.000, is that right?

G : Yes.

SR : Sir, your treatment will be started within 5 minutes, would you have a sit, we have a special welcome drink for you.

G : Thank you

SR : My most welcome

The therapist inform the guest about the massage treatment and escort the guest to the spa room

SR : Excuse me sir, I am sorry for disturbing you, well your spa room is ready, are you ready go to the SPA room?

G : yes, lets go

SR : I will escort you to the room, this way please!

G : Thank you

The therapist escort the guest to the spa room

SP : Excuse me sir, before we heading to the SPA room, would you mind to change your outfit into this bath robe at that changing room. And you can store your luggage in this locker, this is the key.

G : thank you

SP : My most welcome

The guest changes their outfit at changing room and store the luggage

SP : Are you ready sir?

G : Yes, I am

SP : This way please sir!

G : Thank you

Infront of the SPA room

SP : Excuse me sir, this is the SPA room, and she is the therapist. She will handle your treatment.

G : Thank you

SP : My most welcome sir, have a nice treatment

G: you too

Handling problem in spa (2nd Meetings) :

1. Please prepare the equipment for handling check in as Spa Reception
2. Please find a partner, create or modify the conversation of handling check in as Spa Therapist and how to handling the problem from the customer (from the description of the problem below!)
3. Please demonstrate in front of the class!

A foreign customer comes to the spa, wants to check in, and complains about tension in their shoulders and back after a long journey. They ask for advice on the most suitable treatment to relieve muscle tension. Please handle this!

PRACTICE DEMONSTRATION (CYCLE II)

Date :

Department : SPA Therapist

Time : 2 JP @ 45 Minutes (90 Minutes)

Please follow the practice demonstration below properly!

1. Please prepare the equipment for handling check out as Spa Reception
2. Please find a partner, create or modify the conversation of handling check out as Spa Therapist! (Find the conversation below!)
3. Please demonstrate the sequence in front of the class!

Conversation:

Handling Guest Departure (1st Meetings)

The Guest arrive at the lobby

SP : Good morning sir, welcome back to the lobby, how was the treatment?

G : It was nice

SP : may I have the locker key sir?

G : here you are

SP : Thank you so much sir, well would you mind to have a sit, we will prepare the bill for you

G : Thank you

SP : My most welcome

The spa reception prepare the bill and presents the bill to the guest

SP : Excuse me sir, thank you for waiting, here is the bill sir, the total is IDR. 400.000. Because you have paid the deposit for IDR. 200.000, you just need to pay for IDR. 200.000. How would you like to settle the payment sir?

G : I will pay by cash, this is the money.

SP : Alright sir, let me count your money. Well your money is complete sir, please sign over here.

G : Alright

SP : Well sir, please wait for a moment, we will prepare the bill for you

G : Thank you

The receptionist prepare the zero balance bill for the guest

SP : Well sir, here is the bill and the receipt of the payment.

G : thank you

SP : Thank you so much for choosing our Wellness, have a nice day

G : You too

Handling problem in spa (2nd Meetings) :

1. Please prepare the equipment for handling check out as Spa Reception
2. Please find a partner, create or modify the conversation of handling check out as Spa Therapist and how to handling the problem from the customer (from the description of the problem below!)
3. Please demonstrate in front of the class!

There are two guests sitting in front of the spa reception.

They are ready to check out. Please handle this!

Appendix 15. Activity Photo



Appendix 16. Activity Photo



Appendix 17. Activity Photo



Appendix 18. Activity Photo

