

## **APPENDICES**

### **Appendix 1**

Data of interview :

Name of interviewee :

Venue :

Topic : How non-verbal communication helps local tour guides at Keraton Ngayogyakarta Hadiningrat, Yogyakarta to speak with foreign tourists.

1. What are the qualifications concerning English speaking ability of becoming a tour guide?
2. How do you cope with the difficulties of understanding uncommon English accents?
3. What helps you in giving explanation to tourists in English?
4. What are your methods in speaking English with tourists?
5. How do you create a lively atmosphere in having conversation in English with the tourists?
6. What is the most effective way in improving your English-speaking ability?

## Appendix 2

### QUESTIONNAIRE FOR TOUR GUIDES

Choose only one of the choices given:

1. Do you always use English when speaking to English-speaking tourists?
  - a. Yes
  - b. No
2. Do the tourists always understand what you say in English?
  - a. Yes
  - b. Not always
3. Who dominates the conversation: the tourists or tour guides?
  - a. Tourists
  - b. Tour guides
4. There are many tourists from different countries. You will find them speaking English in different accents. Are you able to understand all English accents?
  - a. Yes
  - b. No, especially from country: \_\_\_\_\_
5. How do you improve your English-speaking ability?
  - a. By joining English courses
  - b. Self-taught (from books, films, cassettes)
  - c. By joining the English department in a university
6. The main obstacle in speaking English to tourists is.....
  - a. How to pronounce certain English words
  - b. Using correct grammatical rules when speaking English
  - c. Finding certain uncommon vocabularies when explaining some objects to the tourists
7. Which one of these do you think is the most effective way in learning how to speak English fluently?
  - a. Listening to English shows in TV and radio
  - b. Listening to tourists when they speak English
  - c. Speaking in English as often as possible
  - d. Reading as many English books as you can