

Nowadays, hotels as one of the sectors in tourism business have really advanced. Mindful of the strict competition, hotel owners have to improve their services to satisfy the guests. Using English is really needed by the staff to improve communication with the guests, especially foreign guests. That is why I choose to do the apprenticeship as an English teacher in Cipaku Indah Hotel. I want to apply what I have learned from DIII English Programme and I also want to widen my knowledge about hotel and to learn the skills needed in doing the job. Furthermore, I would like to improve my discipline and professionalism.

Cipaku Indah Hotel which is owned by Hendro Wibowo and Luciana Wibowo was built in 3,5 hectare land on 27 December 1983. It is located on Jl. Dr. Setiabudhi, the street commonly passed by tourists who would like to go to Northern area of Bandung. In the beginning, Cipaku Indah Hotel just had 32 rooms and today it has 87 rooms with average price Rp 285.000,- until Rp 885.000,- . There are also 3 meeting rooms and a fishing area which makes this hotel quite different from other hotels. Other facilities owned by Cipaku Indah Hotel are jogging track, 3 swimming pools and gazebos. The hotel is usually fully booked in the weekends and holidays.

I work as a teacher in this hotel and to apply for this position, the requirements are :

- ✓ a graduate or student of D3 or S1 English Department
- ✓ has skills to teach adults
- ✓ creative
- ✓ disciplined.

I do the apprenticeship from 15 January 2007 until 17 February 2007. Together with my colleague, I teach three departments which are Front Office, Food and Beverages, and Housekeeping and Security, each consisting of 7-15 people. Every week, there are two meetings for every department, each of which

lasts for 90 minutes. The material is suited to the needs of each of the departments. I do the activity from Monday until Saturday.

<b>Schedules</b>	<b>Time</b>	<b>Staffs</b>
Monday & Thursday	14.00-16.00	Front Office
Tuesday & Friday	14.00-16.00	Food and Beverages
Wednesday & Saturday	14.00-16.00	Housekeeping and Security

As the teacher, I am expected to be creative in making the lesson plans in order to make the staff interested and have more enthusiasm in learning English. I take the materials from books such as English Professional Accommodation Services by Sutanto Leo and English for Hotel Staff by Lynne Visutskie. In teaching these materials, firstly I introduce the topic of the day and then I apply the 'listen and repeat' method. After that, the staff do some vocabularies drilling. I also give them time to practice the conversation while being monitored. Sometimes, I ask the staff to perform a role play pretending as a guest and a hotel staff in turns according to the topic that day. At the end of the class, there is a question and answer session where the staff can ask some parts of the lesson that they have not understood yet.

From my experience, my English skills, knowledge and vocabularies are not yet enough to teach the staff. Consequently, sometimes I have some troubles in answering the staff's questions. Therefore, I always look for all information about hotel from books and memorize it to improve my knowledge about hotel. As a result, I can deal with the staff's questions and gain new knowledge which I did not know before. I also find a difficulty in managing staff with different English abilities mixed in one class.

I use my speaking skill a lot in the class. I use English in explaining the lesson, pronouncing the vocabularies, performing the dialogue and giving examples of giving and receiving responses in conversation. I use listening skill in understanding questions and monitoring the staff. Then reading skill is used for reading books about hotel.

The subjects from DIII English Programme which help me when I teach are English for Tourism and TEFL. From English for Tourism class, there are a lot of material which can be used when I do the apprenticeship in Cipaku Indah Hotel and they can also be used when I work in a hotel one day. From what I have learned in TEFL class, I can apply the methods of teaching into practice directly to the staff.

In the period of apprenticeship, the supervisor evaluates and gives mark to my teaching, especially my teaching methods and my English skills. He also lets me know when I do some mistakes for example, when I do not realize that and there are still some staff who are still confused with the lessons. Sometimes the supervisor gives me suggestion to make the staff more interested in learning and more active in the lessons. He also shares his experience in facing the guests, and this improves my knowledge about the situation in the hotel.

Based on my supervisor's evaluation, I have a strength in listening because I can understand what the staff say. Therefore, I am quite good in monitoring the staff's vocabularies and pronunciation. However, I am not fluent in speaking. I have to speak English all the time with the right pronunciation and clear voice. It is quite difficult for me.

After I finish the apprenticeship in Cipaku Indah Hotel, I get some improvement in my speaking skill. I can speak English more clearly with the right pronunciation. I also know many new vocabularies, especially special phrases used in hotel. Moreover, I get new experiences and knowledge about the

situation in the hotel. I would suggest the staff in Cipaku Indah Hotel to use their spare time to practice and make themselves used to speaking in English in the work time. I also want to give suggestion for DIII English Programme to help the students get the apprentice place which is suitable with the students' ability.