

English for Professional Tour Guiding Services

Sanksi Pelanggaran Pasal 113
Undang-undang Nomor 28 Tahun 2014
tentang Hak Cipta

1. Setiap orang yang dengan tanpa hak melakukan pelanggaran hak ekonomi sebagaimana dimaksud dalam pasal 9 ayat (1) huruf i untuk penggunaan secara komersial dipidana dengan pidana penjara paling lama 1 (satu) tahun dan/atau pidana denda paling banyak Rp 100.000.000,00 (seratus juta rupiah).
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English for Professional Tour Guiding Services

Sutanto Leo



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English for Professional Tour Guiding Services

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PREFACE

English for Professional Tour Guiding Services is highly recommended for tourism schools and travel industries. This course book is intended for pre-intermediate tourism students majoring in and travel employees of tour guiding services. It provides materials for improving the four language skills and developing the knowledge and understanding required to become professional tour guides.

This book has been designed on the basis of the current theories and practices of tour guide services to help travel students and employees to be aware of their main needs of English. As people believe that practice makes perfect, therefore this book is the right book to practice, practice and practice to ensure the perfection of English for tour guiding services.

Last but not least, the writer would like to extend his sincere gratitude to all English lecturers and students of Sekolah Tinggi Pariwisata Bandung, STP Bali, Akademi Pariwisata Medan, Politehnik Makassar, and many other Tourism Schools, and travel industries for their supports to publish this book.

It is my hope that this book fulfills the needs of travel students and employees for their future and current careers. However, no one is perfect and neither is this book. It is therefore constructive criticism and feedback are very welcome to improve the contents of this book. Users feel free to contact the writer at 081572049988 or at sutantoleo@outlook.com.

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Additional information

Answer keys to exercises are provided and arranged based on the number of the unit and activity for examples: Unit 1 Activity 9; Unit 2 Activity 5; etc. In some cases, the key does not provide answers. This happens where the answers are very straightforward and in cases where multiple responses are possible. The glossary, which is in English to English format only, can be very helpful both for learners and teachers. The author realizes that this book is not perfect, therefore constructive criticism and suggestions are very welcome to sutantoleo@outlook.com.

COURSE DESIGN

The aims of the course

English for Professional Tour Guiding Services is a course book designed for travel services, students of tourism schools majoring in travel business, individuals and is also worth learning for senior high school students who intend to become tour guides.

This course book, which requires at least 30 hours (20 sessions x 90 minutes), has been designed to meet the needs tour guiding services. The book solely aims:

- a. to know how to work for tour guiding services
- b. to practice giving tour guiding services to customers
- c. to improve learners oral fluency in tour guiding services
- d. to develop the knowledge, skills and understanding required by tour guides or learners to become professional for tour guides.

The objectives of the course are

- a. to practice welcoming tourists, giving and asking information, preparing tour itineraries, orientation meeting and briefing, guiding commentary on the way, giving local food information, telling a legend, suggesting places of interest to visit, dealing with unexpected events, handling customer complaints, explaining safety, rule, etiquette and customs, reporting tour activity, designing tourist brochures, planning packaged tours, etc.
- b. to enable learners to self-study practicing the language both in written and spoken forms through guided, semi-guided, and free learning activities.

- c. to help learners improve their fluency and accuracy in using the language throughout their future careers.

Tips for teachers

- a. Teachers need to be creative and do not apply monotonous teaching techniques and methods. They may start by doing some elicitation, brainstorming, telling experiences, stories, anecdotes, asking a quiz, doing small games related to the topics taught, etc.
- b. Teachers create relaxed atmosphere, encourage learners to speak, appreciate every speaking effort done by learners but do not discourage learners by giving very slight or direct corrections, giving negative comment, or looking down the learners.
- c. Teachers create classroom activities as close as to real life situations.
- d. Teachers provide learners with ample opportunity to practice using the language both in writing and speaking in the classroom
- e. Teachers are not only facilitators but also as a partner in pair work or a member of group to certain learners or groups.
- f. Teachers elicit and discuss the special words, phrases or expressions before or after discussing the lessons.
- g. Teachers note the main language problems of the learners and give them general feedback sometime.
- h. Teachers do not have to finish each unit for each learning period.
- i. Teachers can ask learners to learn to answer to do the exercises before coming to the class.
- j. Teachers encourage learners to study autonomously.

Tips for learners

- a. Learners who want to develop themselves in learning how to work for airlines should become self-starters and motivators
- b. Learners' only way to acquire fluency and accuracy in using the language is to practice, practice and practice both in writing and in speaking.

- c. Learners can always practice speaking or writing with their classmates without the presence of a teacher.
- d. Learners do not have to worry with pronunciation, grammar or structures. By practicing, learners get more aware with pronunciation, grammatical points, and any other language skills.

UNIT 1

GREETING AND WELCOMING TOURISTS



KalunganBunga airport

Source: dikutabali.com

Greeting is an act of communication in which human beings intentionally make their presence known to each other, to show attention to, and to suggest a type of relationship (usually cordial) or social status (formal or informal) between individuals or groups of people coming in contact with each other (Wikipedia, 2016). Welcoming tourists is one of a tour

guide activities to welcome and greet a tourist or a group of tourists with a pleasure or kindly courtesy and sometimes with presenting flowers to special tourists or guests.

Objectives

- a. Learners are able to use the right expressions for greeting and welcoming tourists.
- b. Learners are able to demonstrate how to greet and welcome tourists appropriately.
- c. Learners are able to introduce himself to tourists adequately.

Activity 1

Study the following expressions and discuss with your classmates when we use the expressions.

Good morning

Good afternoon

Good evening

Morning

Hello

Welcome to Bandung

Welcome to ...

How are you?

How are you today Mr. Coleman?

How are you this evening, Ms. Karen?

How was the flight Sir?

How was your travel, Madam?

Can I help you with the luggage, Mr. John?

Please, get into the bus.

Watch your steps.

Mind your head.

Be careful.

Is everyone in?
On behalf of ...
Please enjoy your holiday.
Have a nice vacation

Activity 2

Read the following dialogues with your pair or partner.

a. A tourist arrival at the Airport

Driver : Good morning, Sir. Are you Mr. Brett?

Guest : Good morning, yes I am.

Driver : Welcome to Bandung. Can I help you with the luggage? The car is over there.

Guest : Yes, of course, please.

Driver : Would you come this way. This is our car. Please, get in the car Mr. Brett.

Guest : Ok. Thank you.

b. A group of tourists arrival

Tour guide: Good afternoon everyone.

Tourists : Good afternoon.

Tour guide: I am David. On behalf of BatuZaman Tours, I would like to welcome you all to Bali.

Tourists : Thank you, thank you.

Tour guide: Our bus is coming here. Can you just put your luggage over here. We will help you with the luggage.

Tourists : Certainly, thank you

Tour guide: Now please, get into the bus and watch your steps.

Tourists : Thank you.

c. Tourists in the bus

Tour guide: Hello everyone. My name is Lukas. On behalf of Viva Tours I'd like to welcome you all to Bandung. Before we make a move, let me make sure that you are all already here in the bus. Ms. Eva, Ms. ..., and ..., Mr. Martin

Tourists : Yes sir, I am here, Yes sir, ...

Tour guide: Mr. Martin, is Mr. Martin here?

Tourists : I think Martin is still in the toilet. Oh, there he is coming.

Tour guide: Good, please get in Mr. Martin. I think everyone is already in. Is that right?

Tourists : Yes, we all are here.

Tour guide: Thank you. The bus ride to your hotel will take about fifteen minutes. Right now I'd like to take a minute to familiarize you with the area and discuss some brief safety precautions. Firstly, I would like to ask that you remain seated until we reach our destination and that you do not eat or drink while on the bus. Secondly, please realize that it is against the law to get drunk in public, and it is suggested not to leave your precious personal belongings unattended. Enjoy your vacation.

Activity 3

Practice the dialogue with your partner. You have to change some of the information such the time, name of the tourist, place, and travel agent.

Activity 4

Work in pair to create or write dialogues of asking and giving tourist information. Then demonstrate in front of the class and minimize to look at what you write.

Activity 5

Read the following greeting, welcoming and introducing one's self to tourists at the airport and in the bus.

Greeting, Welcoming and Introducing Oneself

When meeting members of a tour on arrival, a guide performs the following activities such as greeting, welcoming and introducing himself. In introducing himself, the tour guide mentions his full name, tour operator's name, business address and other supporting information. Some examples of greeting, welcoming and introducing one's self are as follows.

1. Good morning, welcome to Bandung. I am David Mahardika, your guide for this tour. I'll tell you all about the things you will see. If you have any questions, you feel free to ask. It is my job to answer your questions. All my time is free to talk to you. Thank you
2. Good afternoon everyone. My name is Lukas Widyanto. On behalf of Viva Tour Agency, I would like to welcome you all to Bandung. The bus ride to your Preanger hotel takes you about fifteen minutes. Right now I'd like to take a minute to familiarize you with the area and tell a brief safety precaution. You have to fasten safety belts and remain seated until we reach our destination.
3. Dear visitors, I would like to welcome you all to Bandung. Allow me to introduce myself. My name is Michelle. I am your guide and will support you during the tour. I promise you are going to enjoy your stay here in Bandung. This is a beautiful, quiet city where you can relax, sit by the theme parks, enjoy great meals and feel very comfortable. You can walk into town and enjoy the fountains or take pictures.

4. Hello, everybody. Welcome to Bandung. I'm your tour guide, Natalia. It's great to meet you here in Bandung. You will discover that Bandung and the surrounding are beautiful. Like Paris, you will find there is even more to see in Bandung than you have dreamed about.

5. Hi, everybody. I am Sukma, your tour guide for today. We're going to be pulling up to the hotel in just a few minutes. Please sit back and enjoy the view of the shopping centre on the left hand side of the bus as we enter the city. I ask that you remain in your seats until we have come to a complete stop. Our agent, Mr. Wawan will be meeting you at the bus to help you with your bags. Please double check to make sure your bag has been taken off the bus. On behalf of Viva Travel Tours, have a wonderful vacation in Bandung and I hope to see you tomorrow at the information session.

Activity 6

Practice greeting, welcoming tourists and introducing himself with your partner. You have to change some of the information such the time, name of the guide, place, and travel agent.

Activity 7

Work individually to fill in the missing words or phrases in the following greeting, welcoming and introducing one self.

1. Good evening, My name is _____ a _____ I am your guide for this tour. I would like welcome to _____ b _____. My job is to help you tell all about the things you will see. If you have any questions, you feel free to ask. It _____ c _____ my pleasure to answer your questions. It is free to talk to me at _____ d _____ you need my help. Thank you.

2. Good morning ladies and gentlemen. I am ____a____. On behalf of ____b____ I would like to welcome you all to ____c____. Our tourist bus ride to the hotel will take about ____d____ minutes. Now I would like to take a minute to familiarize you with the area and discuss some ____e____ for safety. Firstly, I ask that you remain seated until we reach our destination and that ____f____ are not permitted while on the bus. Secondly, I would like ____g____ that it is against the law to get drunk in public. Enjoy your holiday with us.
3. Hello visitors. I would like to welcome you all to ____a____. Please, allow me to introduce myself. My name is ____b____. I am your guide and will support you during the tour. I promise you are going to enjoy your stay here in ____c____. This is a beautiful, quiet, unique, and famous city in Indonesia. You can enjoy ____d____ and explore great culinary activities. The best restaurant serving various culinary products in this city is ____e____. You can also enjoy ____f____.
4. Hello, everyone..I am your tour guide today. My name is ____a____. I am happy to welcome you to ____b____. It is a great pleasure to meet you here ____c____. You will find that ____d____ and the surrounding are very ____e____ and ____f____. You will also discover that there are many ____g____ in ____h____.
5. Good day, everybody. My name is ____a____, your tour guide for today. We are going to leave for the hotel in ____b____. I would like to ask your favour ____c____ and you can ____d____ on both sides of the bus as we enter the city. I suggest you to remain in your seats until our bus ____e____. Our agent, ____f____ will be meeting you at the bus to help

you with your bags. Please double check to make sure that your personal belongings are not _____g_____. On behalf of _____h_____, have a wonderful vacation in _____i_____ and I hope to see you tomorrow at _____j_____.

Activity 8

Work in pair to write what a tour guide has to perform when greeting, welcoming tourists and introducing himself. demonstrate in front of the class and minimize to look at what you write.

Activity 9

Greetings are expressed in many different ways. Greetings are also shown physically or using body language. Match the following pictures of greetings with the captions by writing the captions under the pictures.

1. A traditional Thai greeting	7. Hawaii Airport Greetings
2. Arabic greeting	8. Hongi Maori greeting, New Zealand
3. Chinese greeting	9. Indonesia Army greeting
4. Fist bump greeting	10. Japanese greeting
5. Germany greeting	11. Pakistani greeting
6. Hand kiss greeting	12. Russian kiss greeting



Source: www.nerdygaga.com

a.



Source: goaustralia.about.com

b. ...



Source: www.arabiangazette.com

c. ...



Source: www.dreamstime.com

d. ...



Source: blog.udemy.com

e...



Source: www.reuters.com

f...



Source: www.germany-insider-facts.com

g...



Source: www.glogster.com

h...



Source: <https://en.wikipedia.org/wiki/Greeting>

i...



Source: www.samuiholiday.com

j....



Source: www.kompasiana.com

k ...



Source: www.newsmax.com

l...

Activity 10

Study the following ways to say Hello in Asian countries.

A Few Ways to Say Hello in Asia

No.	Countries	Gestures
1.	China	A nod or bow
2.	Hong Kong (older Chinese)	Clasp hands together at throat level and nod
3.	India	Palms together as though praying and bend or nod, called <i>namaste</i>
4.	Indonesia	Say <i>selamat</i> , which means peace

5.	Japan	Bow from the waist, palms on thighs, heels together
6.	Korea	A slight bow and handshake (right hand in one or both hands)
7.	Malaysia	Both hands touch other person's hands, then are brought back to the breast, called <i>salame</i> gesture
8.	Philippines	A limp handshake
9.	Sri Lanka	Place palms together under chin and bow slightly
10.	Thailand	Place palms together, elbows down, and bow head slightly, called <i>wai</i>

Note: In Indonesia Malaysia people greet each other by saying "Mau kemana?" (Where are you going/) Because it is not really a question, the polite response is "Jalan-jalan" (Just for a walk) (Fact Monster, 2016).

Activity 11

Discuss and find some other ways to say Hello in other countries. Then demonstrate them in front of the class with your partner.

Activity 12

It is good to know how people greet in different languages. Complete the following greetings and the answers based on the languages in different countries.

No.	Languages	Greetings	Answers
1.	Indonesian	Selamatpagi. Apakabar?	Baik, terimakasih
2.	English	Hello. How are you?	Fine, thank you.
3.	Thai	Sa-was-dee. Sa-bai-dee-mai?	Sa-bai-dee, kob-kun

4.	Korean	Annyeonghaseyo. Eotteohkejinaeseyo?	Quin-cha-nae-yo Koo-mow-wa or gham-sam-mi-da
5	Tagalok, Phillippines	Magandangumaga. Kumustapo kayo? (formal/ polite) Kumustaka? (informal)	Mabutiponaman. (for- mal/polite) Mabutinaman. (infor- mal)
6.	Japanese		
7.	French		
8.	Germany		
9.	Spanish		
10.	Chinese		
11.	Italian		
12.	Arabic		
13.	Indian		
14.	Greek		
16.	Maori		
17.	Cambodian		
18.	Jewish		
19.	Dutch		
20.	Russian		

Activity 13

Read the following passage. Underline the words or phrases that you are not sure with the meanings.

Greetings around the World

One custom that gives insight into people's history and values is the way they greet one another. There is a wide range of greetings around the world. These range from the common handshake to other strange rituals found in some countries. Let's take a look at how the simple action of greeting someone differs greatly from place to place.

In the United States and Canada, for example, a simple handshake or nod is the norm. The handshake has an interesting origin: it started long ago as a way of showing people that you weren't carrying a weapon. Shaking the person's right hand while looking him or her in the eye is the usual method.

Handshakes are also common in other parts of the world, including Britain and Russia. In Russia, males grasp other men's hands very strongly during the handshake. Handshakes are also how most people in New Zealand greet each other. However, the native Maori people of that country display more physical contact: they press their noses together in a sign of trust and closeness.

In other countries, such as France and Belgium, hugging and kissing are more common when two people meet. In those cultures, people kiss each other on the cheeks. The number of times varies depending on the particular country. In Saudi Arabia, men might hug and kiss each other (but not a woman) on the cheek. Men will also shake hands with other men there. In some Eastern countries, including Korea and Japan, bowing is the traditional greeting. In Japan, the deeper the bow, the deeper the respect shown. The strangest custom, though, is likely in Tibet. People there opt to stick out their tongue to greet others (Adopted from Cosmos, 2016)

Activity 14

Answer the following questions

1. What is the custom that gives insight into people's history and values?

2. Is handshake the only way to greet others?

3. How do people greet in Canada?

4. When did handshake start?

5. How do male Russians shake hands in greeting?

6. What kind of physical context do Maori people greet others?

7. Hugging and kissing are also common greetings. Which nationalities use these greetings?

8. How do Arabian people greet other people?

9. Bowing their bodies is also common greetings. Can you mention the people/nations who bow their bodies when greeting.

10. Do you know any other ways of greeting out of the information the reading passage above.
-

Activity 15

Write questions based on the underlined words (as the answers) of the following sentences. Number a is done for you.

- a. One custom that gives insight into people's history and values is the way they greet one another.

You write: What is one custom that gives insight into people's history and values?

- b. These range from the common handshake to other strange rituals found in some countries.

You write:

- c. The simple action of greeting someone differs greatly from place to place.

You write:

- d. The handshake has an interesting origin.

You write:

- e. Shaking the person's right hand while looking him or her in the eye is the usual method.

You write:

- f. In Russia, males grasp other men's hands very strongly during the handshake.

You write:

h. Handshakes are also how most people in New Zealand greet each other.

You write:

i. The native Maori people of that country display more physical contact: they press their noses together in a sign of trust and closeness.

You write:

j. In those cultures, people kiss each other on the cheeks.

You write:

k. The strangest custom is in Tibet, people there opt to stick out their tongue to greet others.

You write:

UNIT 2

ASKING AND GIVING TOURIST INFORMATION



Borobudur Tour

Source: www.javaheritagetour.com

Tourists are interested to hear any information about places of interest they will visit. They want to know what they can see, do, buy, enjoy prior their visit. A tour guide needs to introduce those places of interests to attract their curiosity.

Objectives

- a. Learners are able to use appropriate expressions to ask and give information to tourists.
- b. Learners are able to demonstrate how to ask and give information to tourists.
- c. Learners are able to give sufficient information needed by tourists.

Activity 1

Study the following expressions.

We're looking for accommodation.

We need somewhere to stay.

What sort of accommodation are you looking for?

Do you have a map of the city town ...?

Can you book accommodation for me?

Where's the city centre art gallery, museum, main shopping area, or market?

What's the best way of getting around the city?

Where can I hire a car?

What are you interested in?

Are there any cultural events, exhibitions, sporting or events on at the moment?

Are there any excursions, tours, trips?

Is there a city tour?

Could you tell us what's on at the cinema, theatre, concert hall, opera house?

Can I book tickets here?

Do you have any brochures on local attractions?

Can you recommend a good restaurant?

Offering to help

Can I help you?

May I help you? Asking for more detail

What type of place are you looking for?

Did you have anything in particular in mind? Making a suggestion

Why don't you go there?

I can recommend it. Offering more help

Is there anything else I can help you with?

Would you like any more information? Ending the conversation

Have a good day.

I hope you enjoy (the meal).

It's open from 10am to 5pm.

A ticket costs about IDR. 25.000

You can book online at www.tickets.com.

I can make a reservation for you.

It's cheaper to go by bus.

It'll take you about ten minutes on foot.

Activity 2

Listen to, then work in pair to read the following dialogues between a tourist and information center (IC) officer.

Dialogue a

Tourist : Good morning,

I.C. Officer : Good morning sir. May I help you?

Tourist : What's the best way of getting around the city?

I.C. Officer : There are some ways to get around the city but I would suggest you to take Bandros (Bandung city tourist bus)

Tourist : Oh, there is a tourist bus that goes around the city?

I.C. Officer : Yes, exactly sir. You can get on the bus at Balai Kota. It is just over there.

Tourist : Good, thank you.

Dialogue b

Tourist officer: Hello, can I help you?

Visitor : Yes, I am looking for a place to eat with my family.

Tourist officer : Are you looking for some type of a restaurant in particular?

Visitor : Oh, we'd like to go for something local.

Tourist officer: Sure, I'd definitely recommend the Sundanese Restaurant just around the corner. The meals there are delicious and don't forget to try the bajigur (local traditional drink)

Visitor : Thank you, that sounds great.

Tourist officer: Is there anything else I can help you with?

Visitor : Can you tell me what would possibly entertain my children? They are 8 and 10.

Tourist officer: I think, they'd definitely want to see the bamboo traditional music performance (Ujo Saung Angklung) . It is fun for children and parents as they can practice playing the instruments there. And it is educative as well.

Visitor : Great. How can I get there?

Tourist officer: It is better to take a taxi. It will take around half an hour to get there.

Visitor : Thank you.

Tourist officer: No problem. Would you like any more information?

Visitor : Not for now. Thanks, bye.

Tourist officer: Bye and have a nice day.



Bandros's driver, Pak Dadang

Source: www.jakpost.travel

Dialogue c

Tourist : Would you be able to pick me up at the airport next Saturday?

Guide : Certainly, I would be happy to help you. What time are you arriving?

Tourist : I will be arriving at 13:00 in the afternoon.

Guide : By the time you pick up your luggage, it will be around 13:30. What if I meet you outside the airport?

Tourist : That would be a good time to meet, but what if I am running late?

Guide : I can track your plane online. I can just put in the flight number and I can see if you are on time.

Tourist : Can you make sure that you have your mobile phone with you so I can call you?

Guide : Yes, that would be good idea.

Tourist : If something happens and you can't make it, just let me know and I'll book a taxi.

Guide : Don't worry. I'll be able to pick you up.

Tourist : Good, thank you.

Dialogue d

Guide: If you have any questions while we are going along, please don't hesitate to ask.

Man: I have a question actually.

Guide: Sure, what's that?

Man: Where is the best place to have dinner around here?

Well, that is a good question. There are so many good res-

Guide: taurants. My personal favourite is traditional local restaurant.

Man: How do we get there?

Guide: I will point it out when we pass it. It's going to come up on your right in a few minutes.

Woman: My daughter wants to know if we are going to be passing The Trans Studiotoday?

Guide: No I'm afraid The Trans Studio is further into the city. We're going to be staying near the mountain today. I can give you a map of the city, though. It shows where all of the The Trans Studio is.

Man: Sorry, I have another question.

Guide: No problem. That's what I'm here for.

Man: Are we allowed to take pictures once we get inside the museum?

Guide: Oh, I'm glad you asked that. I forgot to mention that taking photographs inside the art gallery and the museum is prohibited. However, you can take pictures of the grounds and the outside of the buildings. The architecture is beautiful.

Woman: Oh, and what time will we be stopping for lunch?

Guide: We will break around noon and meet back at the bus at 12:45 sharp.

Activity 3

Practice the dialogues of asking and giving information with your partner. You have to change some of the information such the time, name of entertainment, restaurant, food served, etc.

Activity 4

Work in pair to create or write dialogues of welcoming tourists at the airport and in the bus. Then, demonstrate in front of the class and minimize to look at what you write.

Activity 5

Re-arranged the following jumbled sentences into a good dialogue between a tourist and agent officer.

- a. I am going to carry my cell phone so I can call you.
- b. I can call the airline, and they will tell me if the flight is delayed.
- c. I think if I am just out side of the exit arrival door at 17.30, that would allow you time to pick up your luggage. How does that sound?
- d. I think that would work out well, but what if the plane is late?
- e. If I can not find you at the airport, I can take a taxi.
- f. Oh that's great. Thank you.
- g. You don't have to take a taxi. I'll be there.
- h. Yes, that would help us find each other at the airport.

Tourist : I am flying in next Sunday and was wondering if you might be able to pick me up at the airport.

Agent officer : I can pick you up. What time does your flight arrive?

Tourist : My flight arrives at 17.00 in the afternoon.

Agent officer : _____

Tourist : _____
 Agent officer : _____
 Tourist : _____
 Agent officer : _____
 Tourist : _____
 Agent officer : _____
 Tourist : _____

Activity 6

Fill in the missing words or phrases in the following dialogues. The words or phrases are available in the box below.

- () I can track your flight on my iPhone browser.
- () I should meet you at the curb at 15.00.
- () Just keep in touch and look for me!
- () my cell phone with me and turned on.
- () When is your flight arriving?

Tourist : Could you help me out and pick me up at the airport next Friday?

Agent officer : It would be no problem to pick you up.
 _____ a _____

Tourist : I am coming in around 14.30 in the afternoon.

Agent officer : I think that by the time we factor in half an hour to clear Customs, That. Maybe _____ b _____

Tourist : I will meet you at the curb, but how will you know if the plane is delayed?

Agent officer : Don't worry. _____ c _____

Tourist : I will be able to call you after my mobile phone is activated.

Agent officer : I'll make sure to keep _____ d _____

Tourist : If it doesn't work out, just let me know and I can take any public transportation.

Agent officer : You won't need to take a public transportation.

_____e_____

Tourist : Fine, thank you.

Activity 7

After completing dialogues Activities five (5) and six (6), work in pair to practice asking and giving information by changing some information such as time, day, name of the airport, etc. and by adding some information like the name of the tourist, mobile phone number, etc.

Activity 8

Study the following information about places of interest or attractions such as Bandung and Udjo Saung Angklung that attract tourists. In the text about Bandung City, all of the subjects of the sentences are missing. Fill in the missing subjects in the blank spaces with the right subjects below.

<input type="checkbox"/> Bandung	<input type="checkbox"/> This
<input type="checkbox"/> I	<input type="checkbox"/> This
<input type="checkbox"/> Indonesia	<input type="checkbox"/> You
<input type="checkbox"/> It	<input type="checkbox"/> You
<input type="checkbox"/> The city	

Bandung City

Bandung, Indonesia is the capital of West Java province in Indonesia and the country's third largest city with a population of ~2.5 million.

___a___ is located in a mountain "bowl" (surrounded by mountains),

and receives significant precipitation during the rainy season. ___b___

recently declared state of emergency when hundreds of thousands of hectares of paddy fields flooded in late 2014.



Taman Balai Kota Bandung
Source: komunitasaleut.com

___c___ features a large collection of Dutch Colonial architecture, as well as a beautiful botanic garden, zoo, golf courses and a wide variety of culinary offerings. ___d___ believe that you are going to enjoy your stay here in Bandung. ___e___ was called as a Paris Van Java. ___f___ is a beautiful, friendly city where you can relax, browse fashion outlets, enjoy great culinary and feel very comfortable with the climate.

___g___ can walk into town and enjoy the theme parks, shopping malls or take a pictures around the city centre. ___h___ can take a short public transport ride from your hotel. Please do not leave your precious belongings unattended. ___i___ is not a safe place to leave your belongings in public places.

Activity 9

In the text below, some verbs or predicates of sentences are missing. Put the following verbs or predicates in the right blank spaces.

() attend	
() begins	() is made up
() contributes	() is operated
() has	() offers
() incorporates	() shakes or strikes
() is located	() strives

Udjo Saung Angklung

Udjo Saung Angklung (USA) is one-stop cultural workshop, consists of : performance venue, bamboo handicraft centre, and bamboo instrument workshop. Apart from that, USA __a__ an honorable function as an educational laboratory and training centre to preserve the Sundanese culture – Angklung in particular (Saung Angklung Udjo, 2012).

The Angklung is an Indonesian musical instrument that is made from bamboo. It ___b___ from eight or more individual frames, each producing one of the eight notes on the musical scale. Depending on the type of Angklung, the musician either _____c_____ the frames to produce music. When combined with other instruments in an orchestra, the Angklung ___d___ a beautiful twist (GoTravelIndonesia.com, 2010)



Udjo Saung Angklung

Source: www.topindonesiaholidays.com

The performance at Saung Angklung Udjo features the Angklung, but also _____e_____Wayang Golek (wooden puppets), traditional dance, and the children's orchestra into the show, so it's interesting to watch as well as listen to. The show _____f_____ with an abbreviated Wayang Golek demonstration of about 20 minutes.

Today, Saung Angklung Udjo _____g_____ by his son. It is a combination workshop, education center, and cultural center. The workshop _____h_____ to produce the finest Angklungs in Indonesia. As an education center, children _____i_____ their regular school in the morning, and study music here in the afternoon. The cultural center that strives to preserve Sundanese culture _____j_____ the daily performances that are held daily from 3:30 to 5:30 pm. Admission is Rp.80,000,

Udjo Saung Angklung Udjo _____k_____ at Jl. Padasuka 118, Bandung, the phone number is +62 22 727 1714, or +62 22 710 1736, and the E-mail: info@angklung-udjo.co.id (GoTravelIndonesia.com, 2014).

Activity 10

Study the following five (5) photographs or pictures and five (5) texts underneath. Then match each text with its photograph or picture.



Mr. Daeng Sutigna,



Wayang Golek Performance



Children's Orchestra



The Audience Playing Angklung



Golden Money Changer

Source: www.tribunnews.com

Text (a)	Text (b)
<p>A full performance typically goes for eight hours. Wayang Golek is a traditional Indonesian theater drama performed by wooden puppets. At the beginning of the performance, all the puppets that will be in the show are lined up in front of the stage. The puppets on the left are the bad guys, and on the right, you have the good guys.</p> <p>Wayang is written to characterize different aspects of human personality – greed, anger, lust, empathy, joy, etc. There are many popular renditions, but they all deliver a moral message. Usually, the message is to treat others as you want to be treated – the seeds we sow determine the harvest we reap.</p>	<p>Inspired by the late Mr. Daeng Sutigna, the master angklung player, Saung Angklung Udjo was established in January 1967 by Mang Udjo and his late wife Uum Sumiati. Situated on Jalan Padasuka 118, Saung Angklung Udjo rapidly became an important tourism destination in Indonesia and Bandung itself.</p> <p>The Saung also has a display room selling hand-made craft souvenirs such as the angklung itself, wayang golek (wooden puppets), Sundanese blangkon - traditional hats made of batik textiles - and other bamboo handicrafts made by the artisans next to the saung. Recently, Saung Udjo has improved the merchandise, and now also offers recorded CD's and VCD's of their performances.</p>

Text (c)	Text (d)
<p>If you need to exchange your dollars into Indonesia rupiah (IDR), please come to a bank or money changer. We don't recommend exchanging your money at the hotel because you may not get a fair rate. Most restaurants will accept IDR and very few will accept American dollars. It is suggested to exchange your money into IDR so that you can always pay with the local currency. if you want to get around the city, we recommend that you take a public transport or taxi.. If you do decide to take a taxi make sure that you use the taximeter or negotiate the fare before you go.</p>	<p>The children who play in the orchestra come from the surrounding kampung (Sundanese name for a village) of their own accord in order to meet their friends and play the <i>angklung</i> with love and happiness. Most of them come to the <i>Saung</i> every evening for just one or two hours of <i>angklung</i> lessons. They don't need to spend money to participate in the <i>angklung</i> course, rather they receive money. The amount depends on how many visitors watch the performances - usually a fairly small amount, but this is not important for them in comparison to the happiness of playing <i>angklung</i> music. Until now, there have been 250 to 300 students.</p>

Text (e)

The audience gets to participate during the show too. They teach everyone to play the Angklung by giving everyone an instrument that plays a single note. Each instrument is numbered – the conductor uses a variety of hand signals to let you when to shake your Angklung. And, following the final dance, the audience is invited onto the dance floor to dance with the performers. It's all good fun!

Activity 11

After completing the exercise above, read the texts again. Now identify the main idea of each paragraph and or the keyword of each sentence by underlining the main ideas of each paragraph and the keywords of each sentence in the text. Look at the example below.

Text (a)

A full performance typically goes for eight hours. WayangGolek is a traditional Sudanese theater drama performed by wooden puppets. At the beginning of the performance, all the puppets that will be in the show are lined up in front of the stage. The puppets on the left are the bad guys, and on the right, you have the good guys.

Wayang is written to characterize different aspects of human personality – greed, anger, lust, empathy, joy, etc. There are many popular renditions, but they all deliver a moral message. Usually, the message is to treat others as you want to be treated – the seeds we sew determine the harvest we reap.

Activity 12

You are supposed to give information about Udjo Saung Angklungto tourist or other people. Choose one of the five (5) text above, write the main ideas and keywords on a piece of paper. Then work in pair to give information about the text you have prepared by looking your note only.

Activity 13

Think of five attractions or places of interest in your area. Take pictures and give description to each of them. It can be for homework.

UNIT 3

PREPARING TOUR ITINERARIES



Sightseeing Tours,

Source: www.tours4fun.com

Itinerary is a detailed plan for a journey indicating time and places to visit such as various historical sites, places of cultural interest, or natural attractions an itinerary undertaken for cultural, educational, health, or sports purposes.

Objectives

- a. Learners are able to identify the content of an itinerary.
- b. Learners are able to follow step by step to produce a tour itinerary.
- c. Learners are able to produce an itinerary for a certain group of visitors.

Activity 1

Learn the following information.

- a. Itinerary is a plan of a journey which includes:
 1. Dates, days, time of the tour
 2. Accommodation (hotel classification, room types, length of stay, etc.)
 3. Places of interest or attractions to visit and short interesting information about them
 4. Supporting Activities (shopping, lunch, break, leisure)
 5. Route of the tour or sightseeing
 6. Additional services: booking airline tickets, reserving train tickets, extra attractions, Entertainment, etc.
- b. The language is consistent, clear, simple and interesting. Consistency refers to the way we write the time, days, dates, and to the usage of words or phrases either verb phrase or noun phrase.
- c. Itineraries can be in the forms of table, list, or narrative.

Activity 2

Study the following examples of tour itinerary. Pay close attention to the contents and language including the consistency.

a. Bandung Tour Itinerary (an Excursion)

- 07.00. Have breakfast at the Aroma Indonesian Restaurant, Sheraton Hotel
- 08.00. Leave the hotel for Mt. Tangkuban Perahu
Mt. Tangkuban Perahu which is about 1.800 meters above sea level has two big active craters.
- 8.45. Arrive at Mt. Tangkuban Perahu
- 10.30. Visit Sariater
A lot of activities such as swimming in a warm spring water swimming pool, horse-riding, jogging along small path on the hilly area, playing golf, tennis, cycling, can be done here.
- 12.00. Lunch at Sariater Restaurant
- 13.00. Go down to Cihampelas Jean Centre
The biggest jean shops with spectacular exterior designs and complete collections.
- 14.00. Arrive at Cihampelas Jean Centre to do some window-shopping or buying jeans.
- 15.30. Visit Ujo Saung Angklung
This is a place where angklung is made and played. Visitors do not only enjoy the music performance but are also invited to play the instruments
- 16.00. Watch Angklung performance
- 17.00. Go back to Sheraton Hotel

b. Bali Fascinating Tour Itinerary

Tuesday, July 1

- 10.15. Arriving at Ngurah Rai Airport by GA 878
- 11.15. Leaving the airport for Amanadari Hotel, Ubud.
- 12.30. Check-in
Amandari hotel is sited on an escarpment perched above the Ayung gorge with views of the valley, bush land and spectacular rice fields.

- 12.45. Dining at Amandari Hotel's restaurant.
The restaurant overlooks the swimming pool and the river. It serves Western and local dishes.
- 13.45. Free program to relax before visiting Bali Bird Park.
- 14.45. Departing for Bali Bird Park.
This park has a collection of over 1000 local and foreign birds.
- 17.00. Going back to the hotel
- 17.30. Arriving at the hotel
Having a rest before going to Palliating Village to see the fantastic Keck dance. This dance has been developed since 1930's.
- 18.00. Dinner at the hotel restaurant.
- 19.00. Getting ready to visit Peliatan village.
- 19.30. Arriving at Peliatan Village
- 21.00. Leaving Peliatan Village for the hotel.

Wednesday, July 2

- 07.00. Enjoying breakfast at the hotel
- 08.30. Leaving for the first destination, Neka museum.
We pass through Ulun Ubud Cottage.
- 08.45. Arriving at Neka Museum
- 09.45. Leaving Neka Museum for Munut's Gallery.
- 10.00. Arriving at Munut's Gallery.
We can do some window-shopping or buy some souvenirs.
- 10.45. Departing for Pura Campuhan passing Panestenan village.
- 11.00. Arriving at Panestenan village.
- 12.00. Continuing the journey to Murni's warung to have lunch.
- 12.15. Enjoying lunch at Murni's warung.
- 13.30. Going to Peliatan village to see an interesting and magnificent Legong dance at Pura Gunung Sari.
- 14.00. Arriving at Pura Gunung Sari
- 15.30. Visiting Sadu handicraft.

- 15.45. Arriving at Sadu handicraft shopping centre.
Wind shopping or buying special Balinese handicrafts as souvenirs
- 16.30. Leaving for the next destination, Sayan terraces. It is very beautiful rice field terraces near Ayung river. We pass a monkey forest.
- 17.30. Seeing Sayan terraces by the river of Ayung.
- 18.00. Going back to Hotel
- 18.30. Dinner at Amandari hotel restaurant.
- 20.00. Leaving the hotel for the Ngurah Rai Airport.

Activity 3

Answer the following questions based on the itineraries above.

- a. What information does each of them include?
- b. What information is missing?
- c. Is the language consistent, clear, simple and interesting?
- d. In what form is each itinerary written?
- e. Which form do you like best? Why?
- f. Are there any items that need additional information? What are they?
- h. What are the strengths and weaknesses of the itineraries above?

Activity 4

Study the following steps to design tour itinerary which is adapted from Small Business Development Corporation, Government of Western Australia. (n.d.)

Step A:

Research other tours in the marketplace

Careful planning is required when developing an itinerary for your tour. a helpful exercise is to take a tour which will be similar to the tour you wish to develop and obtain copies of other tour brochures for comparison. This will help you develop ideas for your tour, give you an idea of what is already in the marketplace, give you detailed information on terms and conditions and provide possible ideas for brochure design and content.

Step B:

Name your tour:

Step C:

Map out the duration, frequency and departure point of your tour

When will your tour depart?	am / pm
When will your tour return?	am / pm
What days/date will the tour operate?	
Where will the central departure point be?	
Will you offer accommodation pick up?	yes / no

Step D:

List the major locations and highlights of your tour.

Where will your tour travel to? What are the main locations and highlights that visitors are going to experience?

- 1.
- 2.
- 3.
- 4.

5.
6.
7.
8.
9.
10.

Step E:

Research your tour content and commentary

List the main topics you wish to include in your commentary, such as flora, fauna, history, culture, as well as the main points to consider with each of these topics and the resources you will use to find the information.

Topic	Main points to consider	Resource
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		

Step F:**List any third party activities, attractions, entrance fees and inclusions**

List any activities offered by other companies or entrance fees and determine if they will be included in your tour price or offered as extras. For examples: cruises, bike rides, entry

Description of activity	Supplier - name of company/ organisation/ government agency	Cost per person	Included in price y/n
1.			y/n
2.			y/n
3.			y/n
4.			y/n
5.			y/n

Step G:**Organise suppliers for meals you will provide during your tour**

What meals will you provide during your tour - morning and afternoon tea, lunch or dinner? You may wish to provide meals yourself or make arrangements for a restaurant, roadhouse, hotel or farm to provide them for you. Should you choose to prepare your own meals, you will need to ensure you have adequate food handling knowledge, food supplies and cooking facilities. You may also need to seek food handling approval from your local council and meet health department regulations.

Type of meal	Description of food	Supplier - name of company/ organisation	Cost per person	Included in price y/n
1.				y/n
2.				y/n
3.				y/n
4.				y/n
5.				y/n

Step H:

Organise any accommodation needs for your tour

Whether you are passing through, stopping for meals or visiting attractions, it is imperative you obtain permission in writing from the property owner prior to accessing any private property. If travelling through property managed by the parks and wildlife you will need to apply for a commercial operator's licence. If your itinerary includes entering area that needs permission, you will be required to apply for entry permits from the local institution or government. List the locations for which you will need to gain access approval below:

Location	Supplier - name of company/ organisation/ government agency	License needed y/n
1.		y/n
2.		y/n
3.		y/n
4.		y/n
5.		y/n

6.		y/n
7.		y/n
8.		y/n
9.		y/n
10.		y/n

Step I:

Perfecting your tour timing

It is crucially important to map out your tour itinerary accurately to ensure that you arrive on time for activity and meal stops and return to your original destination at a reasonable time.

Time	Location	Type of stop / scenic, meal, activity
Start		
Stop one		
Stop two		
Stop three		
Stop four		
Stop five		
Stop six		
End		

Step J):

Test driving your tour itinerary

It is very important to several 'dry runs' of your itinerary to ensure you get the timing right. It is also a very good idea to invite people who have some knowledge of the industry and are prepared to give you constructive comments, to do a tour

Activity 5

Work in group of three to fill in the information required in the tables of the A to J steps of designing itineraries. Prior to that, you have to decide and agree with the name of the tour.

Activity 6

Produce or design a one-day and three-day tour itineraries in your area. Follow the whole steps above, include a map of the tour for each the itinerary, and do not forget to draw the landmarks along the route. This exercise can be for homework

Activity 7

Be ready to present your itinerary in front of the class in the next meeting. You have to open questions and answers from the floor.

Study the following reading passage about tour itinerary.

Tour Itinerary

Tour itinerary is a tourist route that includes visits to various historical sites, places of cultural interest, or natural attractions an itinerary undertaken for cultural, educational, health, or sports purposes. Tour itineraries may be worked out by tourist agencies and organizations or by the tourists themselves.

In terms of their directional orientation, the various types of itineraries include linear, circular, and radial ones. Itineraries are also distinguished in terms of mode of travel for examples: walking, cycling, automotive means, or water transport; in terms of time of tour operation-year-round, seasonal, or one-time itineraries; and in terms of the different arrangements that maybe involved for group and individual itineraries.



Java's Beauty Bali & Lombok Adventure

Source: www.javasbeauty.com

Tourists may follow organized, or preplanned, tour routes (on the basis of tourist organization travel vouchers), or they may work out their own independent itineraries. Organized tour routes are specially designed and equipped to offer tourists such services as excursions, tourist centres, and camp sites. A special category of itineraries consists of fixed railroad, bus, ship, and airplane routes or some combination of these.

Tourists may work out their own itineraries for example, for a day's holiday, for a trip of several days' duration, or to engage in sports activities. Such itineraries are usually organized and arranged with the assis-

tance of tourist clubs or tourist stations or through the offices of physical education groups. As many as 50 million persons go on independent hikes or trips each year. On sports tour routes, difficult hikes of several days' duration are governed by the rules of sports tourism.

In some countries, both domestic and international tour itineraries are worked out and arranged by special state or public tourist organizations, by the many private tourist firms, and by such agencies as transportation company affiliates and hotel chain subsidiaries.

Adapted from Shturmer (2016)

Activity 9

Answer the following questions.

a. Who should design tour itinerary, do you think?

b. What types of itineraries do you know? Explain them?

c. What modes of travels are mostly used in our country?

d. What is the difference between independent itineraries and organized itineraries?

e. How do tourist clubs organize itineraries?

f. Why do million people go on independent hikes or trips?

g. Who do you think organize domestic and international tour itineraries?

UNIT 4

ORIENTATION MEETING AND BRIEFING



Briefing to the participants about tea plantation and processing in Puncak

Source: RRPG – Rural Research and Planning Group, 2016

Orientation meeting

Orientation meeting is to welcome and to give general information about the tour and is normally held once for a tour running more than two days. The tourists of this tour are often arranged to arrive at the hotel before dinner time and the meeting is held after dinner.

Briefing

A tour briefing is usually for travel agents and other industry personnel and is intended to acquaint them with a new destination or new procedures. Briefing is almost the same as an orientation meeting but it is much briefer and is held more often before leaving for a destination in a tourist bus or some near the bus in the parking area. This is also often given before entering a place of interest to deliver the entrance ticket, to remind the local regulations, to tell the length of the visit, etc.

Objectives

1. Learners are able to prepare an orientation meeting or briefing.
2. Learners are able to give a warm welcome and inform adequate information about the tour to the visitors in the meeting.
3. Learners are able to conduct orientation meeting and briefing adequately.

Activity 1

Study the following information about orientation meeting and briefing. In the orientation meeting and briefing, there are three main parts to be considered by a tour guide. The contents of each part are as follows:

- a. Opening
 1. Welcoming remarks
 2. Welcoming performance if available
 3. Greetings in the customers language then local language, giving travel kits if available. Short information about the agent, the area, city or town to be visited.
 4. Introducing yourself on behalf of the company
 5. Introducing the driver, co-driver especially for briefing

- b. Main information about the tour
 - 1. Short information about the destination
 - 2. Places of interest or attractions to be visited day by day.
 - 3. Route of the tour
 - 4. Time to get to the place of interest or attraction
 - 5. Estimating time of the tour, on the way, at the places, lunch, shopping, etc.
 - 6. What they can see on the way, on the spots
 - 7. Where they will stay, shop, eat
 - 8. Health and safety: diseases being spread 'bird flu' and the prevention
 - 9. Tour regulations: going to toilet, time
 - 10. Local regulations; no footwear, taking pictures, etc.
 - 11. Optional tour if applicable – offer and decide.

- c. Closing
 - 1. Last greeting
 - 2. Wish the guests to have a nice stay. It's for orientation meeting.
 - 3. Ask the guests to get into the bus, remind their steps. It's for briefing out of the bus.

Activity 2

Study the following common expressions for orientation meeting and briefing.

Welcome to Bandung.

Welcome to our first day tour.

How was your trip to Bandung.

I hope it was a nice trip.

How was your sleep last night.

Did you sleep well last night.

I hope you could sleep well.

On behalf of ... Agent, I would like to thank you for ...

My name is ... and you can call me

First of all I'd like to introduce myself, I am your guide of today.

Allow me to introduce myself, I am ...

Let's get into the bus.

Mind your steps.

Watch your head.

Be careful, it's a bit wet and slippery.

Our programme for today is to visit ...

Our driver is Mr. Widyanto, a very experienced driver.

He is the best driver for our company.

His experience guarantees the safety of our trip.

Ladies and gentlemen, (this is) Mr. Widyanto.

Our co-driver who keeps the cleanliness of our bus is Mr. Asep.

Please help him to keep the cleanliness of the bus

Please do not litter but put the rubbish into the trashcan available,
thank you.

Activity 3

Study the following a three-day Bandung tour itinerary which will be used as the main information for orientation meeting and briefing.

Bandung Tour Itinerary

First day

17.00 Check-in at the Sheraton Hotel

18.30 Dinner at the Sheraton Hotel Restaurant

19.30 Orientation meeting

Second day

- 07.00 Have breakfast at the Aroma Indonesian Restaurant, Sheraton Hotel
- 08.00 Gather together in front of the hotel to have a briefing.
- 08.15 Leave the hotel for Mt. Tangkuban Perahu
Mt. Tangkuban Perahu which is about 1.800 meters above sea level has two big active craters.
- 8.45 Arrive at Mt. Tangkuban Perahu
- 10.30 Visit Sariater
A lot of activities such as swimming in a warm spring water swimming pool, horse-riding, jogging along small path on the hilly area, playing golf, tennis, cycling, can be done here.
- 12.00 Lunch at Sariater Restaurant
- 13.00 Go down to Cihampelas Jean Centre
The biggest jean shops with spectacular exterior decorations and complete collections.
- 14.00 Arrive at Cihampelas Jean Centre to do some window-shopping or buying jeans.
- 15.30 Visit Ujo Saung Angklung
This is a place where angklung is made and played. Visitors do not only enjoy the music performance but are also invited to practice playing the instruments
- 16.00 Watch Angklung performance
- 17.00 Go back to Sheraton Hotel

Third day

- 07.00 Have breakfast at the hotel restaurant.
- 08.30 Assemble in front of Sheraton to attend a briefing.
- 09.00 Begin the city tour to Bandung Technology Institute.
The country's prestigious Institute where our first president, Soekarno, gained his first degree in engineering.

- 10.00 Arrive at Gua Pakar Dago
There are two historical caves built when Dutch and Japanese Colonized Indonesia.
- 11.45 Go down to Dago Tea House to have lunch.
This restaurant serves traditional food
- 12.15 Lunch is served
- 13.15 Visit Geological Museum, the biggest museum in Southeast Asia. We can see skeleton of prehistoric elephants, rhinos, water buffaloes, fossilized trees and also 156 kilograms of meteor which fell in 1884 in Java Island.
- 14.45 Direct to Satay Building, the landmark of Bandung built by J. Gerber in 1917. This art deco style building is decorated with six satays with it's skewer on top The six satays describes that the cost to build it was of six million Guilder
- 15.15 Go to Factory Outlets on Martadinata street: China Emporium, Renaritti, Oases, The Heritage, etc. Don't forget to buy souvenirs for your family and friends.
- 17.30 Back to Sheraton Hotel
- 18.00 Dinner at Sheraton Hotel restaurant
- 19.00 Getting ready to the railway station to go back to Jakarta.
Have a nice journey.

Activity 4

Read the following orientation meeting text presented by a tour guide. Please, pay attention on the opening, main and closing parts of the orientation meeting.

Orientation Meeting

Good evening ladies and gentlemen. Selamat malam. Welcome to Bandung. Selamat datang di Bandung. On behalf of NHI Tour & Travels, we would like to welcome you to join our Bandung tour. My name is

David Mahardhika or just call me David. I'm the guide of your two-day tour in Bandung.



Saat Malam Jembatan Pasupati, Bandung

Source: www.jabarmerdeka.co

Let me tell you about Bandung, the capital city of west Java. Bandung is known as *Kota Kembang* or Flower City. Bandung is situated in central high land range, in a huge valley basin, 768 metres above sea level with a cool climate throughout the year surrounded by volcanic mountains. It is a comparatively new city that came into its own in the late 19th century. Established by the Dutch who found the cool climate conducive to their industry and temperament, it quickly developed into headquarters for their army and plantation industry.

Solid Dutch holiday bungalows and hotels were built and the Sociteit Concordia, now known as Gedung Merdeka or Liberty Building, was the social club of the time. Planters stayed in their isolated plantation homes during the week and came to Bandung to conduct their business, to see their friends and to buy supplies. Because of the relaxed life style and the cosmopolitan café society that developed, it was known as *the Paris of the East* – high on the list of places to visit whilst in Java.



Gedung Merdeka

Source: demaya.blog.com

Today with a population of over two million and half, Bandung is a growing business city with a number of first class hotels catering to the ever increasing flow businessmen and tourists visiting the city. Home industries, hotel industry, restaurants, textiles, garments, food products, electronic, automotive and other public services are promising businesses. Shoes and textile are among the most well-known products. Factory outlets with the export quality products are everywhere in the city centre. The pride of the country's biggest aircraft factory is in the southern part of the city. If you are interested to become an investor, please do not hesitate to contact me.



Wisata Gunung Tangkuban Perahu

Source: sebandung.com

Now, I would like to inform you about our itinerary. On the first day, we are going to leave the hotel for Tangkuban Perahu mountain. Mt. Tangkuban Perahu which is about 1.800 meters above sea level has two big active craters, Ratu and Domas craters. It's often quite foggy, windy, rainy and cold in there, I hope you wear your jacket and bring your umbrella. We'll spend about 90 minutes there. From Tangkuban Perahu, we'll go down to Sariater hot spring resort. You can do some swimming or take a dip in the hot water swimming pools. The water is said to be able to cure skin diseases. If you want to swim, please bring your swimming trunks. Lunch will be served at Sariater Restaurant.



Sari Ater Hot Spring Resort
Source: www.tripoutbound.com

We will have lunch at Sariater Restaurant. After lunch, we'll leave for Cihampelas Jeans Centre, to have a look or buy some jeans. This jeans centre is the most popular in Indonesia not only because of the various collections and sizes of jeans but also the beautiful shop decorations. Our last place to visit is Mang Ujo Saung Angklung, the most popular traditional Sundanese musical instruments made of bamboo. Be ready with your handy cam to record the whole performance to be shown to your relatives and friends. This music performance will end at about 19.30. We'll go back to the hotel.



Udjo Saung angklung
Source: www.parkatrip.com

On the second day, the first visit is to Bandung Technology Institute, the country's prestigious Institute where our first president, Soekarno, gained his first degree in engineering. Next, we go to Gua Pakar Dago, a historical resort which has two caves built when Dutch and Japanese colonized Indonesia. After that we're going to Dago Tea House Restaurant to have delicious food. After having lunch, we visit Geological Museum, the biggest museum in Southeast Asia. We can see skeleton of prehistoric elephants, rhinos, water buffaloes, fossilized trees and also 156 kilograms of meteor which fell in 1884 in Java Island. From the museum, we go across to the right to Satay Building, the landmark of Bandung built by J. Gerber in 1917. This art deco style building is decorated with six satays with its satay skewer on top. The six satays describes the six million Guilder, the cost of building it. The last activity of the second day is shopping. We'll go to Factory Outlets at JL Martadinata: The China Emporium, Renaritti, Oases, The Heritage, etc. to buy souvenirs for your family and friends. Finally, we'll go back to hotel to have dinner and get ready to go to the railway station to Jakarta.



Gedung Sate

Source: tempatwisatabandung.net

Thank you for joining this meeting. I hope you will have a nice dream tonight and I will see you tomorrow morning at 7.45 down there at the parking area in front of the hotel. Thank you. Good night.

Activity 5

Answer the following questions.

a. How does the tour guide open the orientation meeting?

b. What do you know about Bandung?

c. How Gedung Merdeka was used at the beginning?

d. What kind of business grows in Bandung?

- e. What is Bandung proud of and why?

- f. What is the most interesting activity on the first day of the tour?

- g. What do most visitors do in Sari Ater hot spring resort?

- h. What is the last attraction to be visited on the first day tour? Describe what you know about that attraction.

- i. Why do you think Bandung Institute of Technology is famous?

- j. What does Gedung Satay mean?

Activity 6

Study the following tour briefing conducted by a tour guide. This briefing that is conducted prior to the tour has some missing information as listed below. Put the following missing words/phrases into the right blank spaces.

- () experienced driver
- () for our company
- () I hope you
- () I told you
- () music performance
- () our co-driver

- () please do not litter
- () still in the toilet
- () Sundanese musical instruments
- () take an hour
- () the most popular jeans shopping
- () to cure skin diseases

Tour Briefing

Good morning ladies and gentlemen. Welcome to our first day tour. How was your sleep last night? I hope you could sleep well. I'm your guide of today and ____a____ still remember my name. Oh yes, David, thank you. Our driver is Mr. Widyanto, a very ____b____. He has worked as a bus driver in Middle East for 10 years and has been with us for more than 12 years. He is the best driver ____c____. His experience guarantees the safety of our trip.

Ladies and gentlemen, (this is) Mr. Widyanto, and ____d____ who will also help to keep the cleanliness of our bus is Mr. Asep. He suggests that keeping cleanliness of the bus is our job. So, ____e____ but put the rubbish into the trash can available, thank you.

Let's have a look at our itinerary of today. First, we are going to leave the hotel for Tangkuban Perahu mountain. As ____f____ last night, Mt. Tangkuban Perahu which is about 1.800 meters above sea level has two big active craters, Ratu and Domas craters. It's often foggy, windy, rainy and cold in there. I notice everybody is wearing jacket and also carrying an umbrella. It will ____g____ to go there. We'll spend about 90 minutes there. From Tangkuban Perahu, we'll go down to Sariater hot spring resort. You can do some swimming or take a dip in the hot water swimming pools. The water is said to be able ____h____. Are you ready with your swimming trunks?

After lunch, we'll leave for Cihampelas Jeans Centre, to have a look or buy some jeans. This jeans centre is ____i____ centre in Indonesia not only because of the various collections and sizes of jeans

but also the beautiful shop decorations. Our last place to visit is Mang Ujo Saung Angklung, the most popular traditional _____ j _____ made of bamboo. Be ready with your handy cam to record the whole performance to be shown to your relatives and friends. This _____ k _____ will end at about 19.30. We'll go back to the hotel.



Cihampelas Jeans Centre
Source: www.wisatabagus.co

Now, let's get into the bus. Mind your steps. Let me check to make sure that everybody is here. Mr. and Mrs. Black, Mr. Lamb, Mr. Lee, Ms. Caterall is there, Mr. Nation, ... Mr. Bygate, not here yet. He is _____ | _____. Oh, there he is. All right, it is time to go.

Activity 7

Read again the texts above on orientation meeting and briefing. Then work in pair to practice conducting orientation meeting and briefing. You feel free to change some of the information.

Activity 8

Work in group of three to write your speech in conducting orientation meeting and briefing. You can use your itineraries you have designed in the previous Unit three (3) on Designing Tour itinerary.

Activity 9

Group proof reading or peer correction. Give your written orientation meeting and briefing to the other group to be proofread (to correct the language, grammar, dictions-choice of words, punctuations, etc.)

Activity 10

Conducting orientation meeting and briefing presentation. Present in front of the class how you conduct orientation meeting and briefing presentation based on what you have done in Activity 8.

UNIT 5

GUIDING COMMENTARY ON THE WAY



Asyiknya Mengelilingi Kota Bandung Naik Bandros

Source: traveling.bisnis.com

On the way to the destination, a tour guide can inform a lot of things. He can comment on the attractions at the side of the roads, the landmarks, the condition of the road, the traffic jams, traffic accidents, blocked road, roadwork, previewing the attractions or places of interests to visit and reviewing them. The guide is also ready to give any historical, political, or other (background) information, jokes to the tourists.

Objectives

1. Learners are able to design route tour map based on their own itinerary.
2. Learners are able to give sufficient information on the way to the destination
3. Learners are able to give satisfactory commentary about the condition of the roads, attraction at the side of the roads, and what is happening on the way.

Activity 1

Study the following expressions

It will take ... minutes to go to ...

Now we are approaching...

We are now directing south.

We are now directing north to ...

We are heading west.

On our left is ... and our right side is ...

On your right, we can see ...

If you look over to the right now you can see ...

Alright, now we are on Tangkuban Perahu Mountain.

We are now entering J1. ...

We have here on your left ...

Ladies and Gentlemen, in front of you is ...

On the same side we also have ...

We are approaching a very attractive ...

We will be here for ... hours.

Welcome to ...

I welcome you ...

Now ladies and gentlemen, we are arriving at ...

It is time to get off the bus.

Watch your step.
Mind your head.
Be careful with your steps.
Oh, ooph, it is a bit slippery. Are you alright?
Oh my God, look at your right. It is an accident.
Before we start, I'd like to tell you about the route
Our visit of today will last ...
Thank you for your attention ladies and gentlemen.

Activity 2

Have a look at the map below with some land marks. This map is to show the tour route from the Sheraton hotel to the Tangkuban Perahu Mountain, Sari Ater hot Spring resort, and back to the hotel.



Activity 3

Produce a tour map with some landmarks showing the route of your tour from the hotel to the places of interest and back to the hotel.

Activity 4

Learn the following guiding commentary on the way from Sheraton hotel to Tangkuban Perahu based on the map above.

Activity 4a

The prepositions of the sentences in the guiding commentary are missing. Fill in the blank spaces with the right prepositions.

() around	() of
() at	() of
() down	() of
() for	() on
() for	() on
() for	() to
() from	() with
() in	() with

On the way from Sheraton hotel to Tangkuban Perahu

Ladies and Gentlemen now we are leaving for Tangkuban Perahu. We are directing south along Haji Juanda Street, which is often called Jalan Dago. The word 'dago' is derived ___a___ padago-dago meaning 'waiting one another'. This road used to be a place where people were waiting one another. We will go to the right ___b___ the traffic lights down there ___c___ Jalan Siliwangi. This is Jalan Siliwangi, ___d___ there ___e___

your left, you'll see Sasana Budaya Ganesha meeting and exhibitions building.

Look at __f__ your right, This particular area called *Jalan Siliwangi* is famous __g__ its graffiti wall. That huge and long wall has been the media __h__ young artists to express and give freedom __i__ themselves. Interestingly, the brilliant idea __j__ Bandung city mayor since __k__ twenty years ago has collaborated __l__ the campus to make the *Siliwangi graffiti wall* as the program __m__ freshman and art students __n__ Bandung institutions. The graffiti has become one __o__ the tourist attractions __p__ Bandung.



Jl. Siliwangi graffiti wall, Bandung
Source: dasarduniamisteri.blogspot.com



Art students painting the wall
Source: arterixa.wordpress.com

Activity 4b

The main verbs or predicates of the sentences in the guiding commentary are missing. Fill in the blank spaces with the right verbs or predicates.

() are	() is
() are provided	() is
() are turning	() sells
() come	() turn
() has	() was
() have	() will be
() is	()'ll still go
() is	()'re entering

Still on your right, you can see Cikandung river terrace. It has just been built by the recent mayor of Bandung, Ridwan Kamil. There ___a___ an amphitheater which consists a small podium, a big podium, and a large open plaza at the Babakan Siliwangi's Bridge area. Several other facilities such as facility maintenance operations, jogging track, sumptuous gardens, outdoor sculpture area, natural area, education area, some structured landscape ___b___. The commercial spot area ___c___ a food court, souvenir shops and food stalls. As for the dam area, there ___d___ Leuwi Limus rafting and tubing (Netdevlcunpad, 2015)



Teras Cikampung Bandung

Source: berjalanjalan.com

Now, we are on Jalan Cihampelas but we ___e___ to the right and right again at the crossroads to Jalan Cipaganti. At the end of Jalan Cipaganti, we ___f___ straight on to Jalan Setiabudhi. Now we ___g___ Jalan Setiabudhi. Ladies and gentlemen, on your left that ___h___ the biggest fashion shop in Bandung called Rumah Mode. It ___i___ exported clothes. Many foreign people ___j___ to this shop to find the right size and good quality of clothing. I am sorry we ___k___ a little traffic jam here. Just after Rumah Mode, on your right, that ___l___ Sari Sunda Restaurant (building) that served Sundanese food. It ___m___ favourite traditional local food which is quite healthy because of the balanced nutrition and texture. There ___n___ no entry sign to go straight on, we

__o__ left here and to right to Jl. Setiabudhi again. We __p__ now on the business area, there are some shops, supermarkets, banks, and restaurants on both sides of the street.



Activity 4c

The subjects of the sentences in the guiding commentary are missing. Fill in the blank spaces with the right subjects.

() it	() <i>Villa Isola or Bumi Siliwangi</i>
() the building	() we
() the road to Tangkuban Perahu	() we
() the traffic	() we
() This building	() we
() this historical building	() you
() This school,	() You

Just after the traffic lights on the right, there is a Tourism School, the oldest in Indonesia. ____a____ which is popularly known as Enhaii, trains their students to work for tourism industries such as: tourism destination hotel, restaurant, or travel agent, MICE business, etc. On your left ____b____ can see a teacher college, which is now changed to University of Education (UPI). ____c____ which is now called Bumi

Siliwangi, is a uniquely constructed building situated 8 km North of Bandung. _____d_____ is a great example of Bandung Art Deco built by an Italian millionaire, named D.W. Berrety in 1825 which is now used by UPI Bandung (Education University of Indonesia). Great views of Bandung are visible from here. Later _____e_____ occupied by Italian aristocrat, was used as the headquarter of some Indonesian youths who were struggling for our independence. At present ____f__ is used as a rectory of the university.



Gedung Bumi Siliwangi
Source: firrabannie.blogspot.com

Ladies and Gentlemen, _____g_____ is a bit winding. During the weekend, it's very crowded and ____h___ moves very slowly. ____i___ takes hours to get up there to Mt. Tangkuban Perahu. On your right up there, ____j___ can find the Bosca Observatories. ____k___ can telescope stars in the sky but of course in the evening when the weather is bright enough. Now, ____l___ are approaching Lembang. On your right, ____m___ can see a flower plant market, various plants included flowers are sold here.

Down there to the left, ____o___ 'll go up the mountain of Tangkuban Perahu which means overturned boat.

Activity 5

Learn the following guiding commentary on the way from Tangkuban Perahu to Sari Ater based on the map above.

On the way from Tangkuban Perahu to Sari Ater

How was the view of Tangkuban Perahu? Did you enjoy it? Now we will continue our trip to Sari Ater. On your right and left side you can see a beautiful tea plantation just like wide green mattress on the flanks of the mountain. Almost everybody drinks tea, don't they? By the way, does anyone know when tea started to be grown in this area and how tea is produced? Alright then let me tell you.



Kebun Teh Ciater

Source: wisata80.rssing.com

Before the city of Bandung was founded, in the beginning of the 19th century, the Dutch people had already begun cultivating the upper flanks of its surrounding ring of mountains with tea and coffee plantations as early as 1810. More than 80 separate plantations were in operation by 1902. Indonesia together with other countries such as India, Japan, China and Kenya produce 85% of the world's tea production. Most of tea plantations in Indonesia are now run by local government and the number of private ones is marginal. However, around 70% of our production is exported. The tea trade here is based mostly on green

and black tea. The green tea which is sold domestically is relatively simple to produce while the black one which requires more intensive procedure is mostly for export.

Activity 5a

Read the following statements or sentences based on the commentary on the way from Tangkuban Perahu to Sari Ater. Decide whether the statements are true (T) or false (F).

- a. This section presents guiding commentary from Mt. Tangkuban Perahu to Ciater hot hot spring water. ()
- b. On both sides of the road, green tea plants grow beautifully. ()
- c. Most people drink tea. ()
- d. Everybody knows when tea started to be grown in Indonesia. ()
- e. Dutch people started to plant tea and coffee on the upper flanks of its surrounding ring of mountains in 1902. ()
- f. Eighty five percent of the world's tea production is from Indonesia ()
- g. Indonesia imports tea from and exports tea to other countries. ()
- h. The tea sold in the market is based mostly on green and black tea. ()
- i. Green tea is easier to produce than black tea. ()

Activity 5b

Read the following part of the commentary on the way from Tangkuban Perahu to Sari Ater. This is telling the tourists how to produce tea.

Telling how to produce tea

Look, down there on your right some people pick tea leaves. Let me tell you how to produce tea. First, the freshly picked green leaves are spread out to dry on ventilated trays.



Picking Tea Leaves

Source: damaruta.blogspot.com

During this process, approximately 30% moisture is extracted from the leaves, making them soft and pliable for further processing. The leaves are then rolled by applying mechanical pressure to break up the cells and extract the cell sap. After 30 minutes, the leaves, still damp from the sap, are sieved to separate the finer leaves. These are spread out immediately for fermentation, while the remaining coarse leaves are rolled for a further 30 minutes under higher pressure. If necessary, this process is repeated several times. A short rolling time produces larger leaf grades, while longer rolling breaks the leaves up more resulting in smaller grades. During the rolling process, the cell sap runs out and reacts with oxygen, thus triggering the fermentation process. At the same time, the essential oils responsible for the aroma are released.



Drying Tea Leaves

Source: sevencups.com

After rolling, the tea is spread out in layers approximately 10 cm high for one to three hours in a cool, damp atmosphere to finish off the fermentation process. During this process, the substances contained in the cell sap oxidize. In this production phase, the green leaf gradually turns a copper color. The color and typical odor tell the person supervising the process how far the fermentation has progressed. Various chemical reactions cause the leaf to heat up during fermentation. It is critical for the quality of the tea that the fermentation process be interrupted at its peak, when the temperature is at its highest.

Next, the tea is dried with hot air at a temperature of approx. 85°-88°C in order to

interrupt the oxidation process. The residual moisture is thereby extracted from the leaves, the extracted sap dries on the leaf and the copper-colored leaf turns dark brown to black.

Finally, the dried tea is sieved to separate the different leaf grades. The orthodox production method provides teas of all leaf grades: leaf, broken, fanning and dust. Leaf grades only refer to the leaf size, however: they are not necessarily an indication of the quality of the tea (Petit Tea, 2016).



Sorting Dried Tea Leaves

Source: www.alamy.com

If you are interested to see how tea is produced, we can help you to arrange another visit sometime. We are now very close to Sariater. Yes, we are entering the parking area and please be ready to get off the bus. Here we are Sariater. We'll be here for two hours and before leaving we'll have lunch at 12.30. here at Sariater restaurant. Watch you steps and mind your head.

Activity 5c

Answer the following questions based on the guiding commentary from Tangkuban Perahu to Sari Ater focusing on how to produce tea.

a. What are the freshly picked green leaves spread out to dry for?

b. How do they break up the cells of the tea leaves and extract the cell sap?

c. Is it necessary tah the process of rolling by mechanical pressure is repeated several times? What for?

d. What is done after the tea leaves have been rolled?

e. What happens when the substances contained in the cell sap oxidize?

f. Do chemical reactions cause the leaf to heat up during fermentation?

g. Why is the tea dried with hot air at a temperature of approx. 85°-88°C?

h. What is the orthodox tea production method like?

i. Where can you find the information of orthodox tea production method?

Activity 6

One student is asked to practice reading the guiding commentary on the way from Sheraton hotel to Tangkuban Perahu in front of the class and the other students listen. Another student is to read the guiding commentary on the way from Tangkuban Perahu to Sari Ater.

Activity 7

Work in group of three to write your guiding commentary on the way from the hotel to places of information based on the tour map you design in Activity 2. (This activity is better to be done as homework). After completing their written guiding commentary, each group swaps their written commentary to the other group. They help to proofread and to give comments on it.

Activity 8

Group presentation. Each group presents guiding commentary in front of the class. They feel free to set the chairs like the seats that are arranged for a tourist bus.

UNIT 6

GIVING LOCAL FOOD SERVICE INFORMATION



Warung Nasi Ampera Kemayoran –Jkt.

Source: foursquare.com

Local food represents an alternative to the global food model, a model which often sees food travelling long distances before it reaches the consumer. A local food network involves relationships between food producers, distributors, retailers, and consumers in a particular place where they work together to increase food security and ensure economic, ecological and social sustainability of a community (Wikipedia, 2016).

Objectives

1. Learners are able to identify local food service.
2. Learners are able to give information about local food service.
3. Learners are able to describe typical local food served adequately.

Activity 1

Answer the following questions

- a. Where do you usually have your meals?
- b. Which cheap eating stalls do most students go to?
- c. What is the typical food served by the stalls?
- d. Why do you prefer buying snacks or meals to cooking?
- e. Krupuk (a kind of cracker), tahu (bean curd) and tempe (soybean cake) are the most common local processed food.
 1. Do you know what they are made of?
 2. Where are they manufactured?
 3. Do you know how to make them?
- f. Street vendors (PKL) are everywhere in cities.
 1. What do street vendors sell?
 2. Why do they sell on the pavements or even streets?
 3. Are they officially permitted by the official?

Activity 2

Read the following reading passage about Warung and Restaurant.

Warung and Restaurant

Restaurants and less formal eating places are an important feature of Indonesian cities. Cheap eating stalls (warung) cater to poorer city dwellers, and provide one of the few economic opportunities for people who run them. Warung owners may set up stalls outside their houses, or

nearby, commonly selling the kind of food eaten at home. They adopt a place that is unoccupied for at least part of the day, sometimes paying a small rent to a local (illegal) officer.

These food stalls may open from early morning until late at night, or for only part of the day depending on the clientele they serve. As food preparation is time consuming, and fuel expensive, it is often cheaper for poorer people to buy snacks and meals on the street.



Lezatnya Sajjian Sunda Sambara Bandung

Source: bandung.panduanwisata.id

In the cities, room for cooking is limited, and cooking stoves have been responsible for serious fires. Although a valuable source of employment, large numbers of food stalls mean that competition is stiff, and margins wafer-thin. Sometimes temporary restaurants appear under awnings along the street sides.

Activity 3

Match the words or phrases (from the text above about Warung and Restaurant)

in column A with the meanings in column B by writing the letters in column A.

A	B
() a local (illegal) officer. () awnings () city dwellers () feature () food stalls () snack () stiff () the clientele () wafer-thin	a. people who live in the city b. customers c. moveable soft covering d. small fronted shops in public places which sell food e. a typical or noticeable part or quality f. a person who holds an office g. difficult to do or deal with h. an amount of food smaller than a meal i. extremely thin

Activity 4

Study the following reading passage about Warung Tegal

Warung Tegal

Warteg stands for Warung Tegal, which is a simple yet permanent restaurant that sells a wide range of dishes at cheap prices. *Tegal* is a town in central Java and, although the owner will probably be from there, the food available isn't necessarily specific to the region. But Warteg is popular in Jakarta instead of Tegal. During the infrastructure development era on the early 1950's in the capital city, numerous blue collar workers flocked in. They were paid on a minimum wage for physical works, so it is reasonable for them to search for cheap food that are high on calories.



Warung Tegal

Source: fokus.news.viva.co.id

People from Tegal was the first who spotted this business opportunity by building a cheap food stalls who served “Indonesian fast-food”. It is practical, cheap, and always comes in big portion. The Warteg-style of business thrives until today and still has the same reason why it is so popular, especially for lower social-economic class. The *warteg* eateries are a good bet for vegetarians because meatless dishes, especially ones that are tofu or *tempe* based, are in abundance.

Activity 5

Answer the following questions based the text above about Warung Tegal.

a. What is Warteg?

b. Is the food in Warteg originally from Tegal?

c. Why is Warteg not popular in Tegal?

d. Who are the customers of Warteg?

e. Does the food served in Warteg belong to fast food?

f. How do most people like Warteg?

g. What food is typically served in Warteg?

Activity 6

Study the following text on Local Processed Food with eight blank spaces.

Local Processed Food

Commonly eaten processed food such as shrimp paste, tempe (soybean cake), krupuk (a kind of cracker) and tahu (bean curd) are usually manufactured locally in small factories or by city-based home workers.



Tahu Bakso

Source: panduanwisata.id



Tempe Goreng

Source: resepmasakanmu.com

Krupuk is eaten either on their own, as a snack or else as an accompaniment to meals - to dip in sauce or1..... food. They are made from

fish2....., crab claws, shrimp paste or fruit, mixed with rice, dough or sago flour. This is rolled out to form thin wafers which are dried and then deep fried before being eaten.



Kriuk Kriuk Kerupuk - Warisan Nusantara
Source: m.kidnesia.com

Another important3..... in Indonesian cuisine is tahu, a major source of protein. It is made by first soaking soybeans in water for up to 6 hours until they become mushy. They are then4..... to a semi-liquid-pulp. The5..... is then cooked for several hours in a large6..... and must be constantly stirred. While still boiling it is poured through cheesecloth into another vat to screen out impurities. Vinegar is added causing the liquid7....., and the separated liquid is8.....



Tempe Tahu Bacem Khas Solo
Source: maribuatmasakan.blogspot.com

The curds are placed on a bamboo tray to dry. The dried curds are then shaped into blocks by enclosing them in a piece of cloth which is folded into a flattened cube and then pressed with a board. The curd is then sold to the restaurants where it is deep fried.

Activity 7

Study the following words or phrases taken from the text of Local Processed Food then put eight (8) of them into the appropriate blank spaces.

- a. *stir to mix by stirring*
- b. *flakes small, light, leaf-like pieces*
- c. *mashed beaten or crushed into mash*
- d. *vat very large container for boiling liquid*
- e. *pulp soft, mass of or porridge-like substance*
- f. *to curdle form or cause to form into curd, become curd like*
- g. *siphoned off drawn off or removed*
- h. *ingredient one of the parts of a mixture*
- i. *scoop up to lift with scoop*
- j. *dip to put into a liquid for a moment*

Activity 8

Read the last reading passage on Food Vendors.

Food Vendors

A wide range of street vendors (kaki lima) maybe found in Indonesian towns and cities, selling fruits, vegetables, and prepared food. With the exception of women who sell tonics (jamu) the kaki lima are
(1) men and generally cater to lower income groups. Some sell from carts (roda) which they (2) the road side, while others balance

..... (3) at the end of shoulder poles (pikulan) stopping at suitable places to cook. They sell for examples, bakso, fried rice, bananas, tahu, tempe, etc.



Kaki Lima

Source: www.wowshack.com

The pedagang pikulan are hawkers—mainly men who sell vegetables from baskets..... (4) of a long pole. Other hawkers sell fruit, vegetables, eggs or spices from mats or baskets set out at the side of the street. There are more likely to be women. Usually individuals selling the same produce (5) along the same stretch of road.

The term pedagang kaki lima or PKL is usually translated as ‘trader with five feet or legs’. The (6) would seem to refer to the two legs of the trader, the two wheel of the push cart and the leg at the front of the cart. But the term is also used for stationary vendors or hawkers(7) via a shoulder pole. Another meaning of kaki lima is ‘pavement’ which formally had a width of five feet. This is considered the more likely origin of the term.

Activity 8

Put the following words or phrases into the right blank spaces in Food Vendors by writing the numbers

- () paddling their wares
- () wheel along
- () cluster together
- () portable kerosene stoves
- () predominantly
- () slung at either end
- () five legs

Activity 9

Individual work. There are three paragraphs in Warung and Restaurant. Underline 3 to 5 key words or phrases for each paragraph and write them down to help you tell the whole information to your partner. Then work in pair, use the words or phrases you've written down to tell the information.

Activity 10

Do the same as you did in Activity 9 for either Local Processed Food, Warung Tegal or Food Vendors. This time, you try to write less than 5 words for each paragraph. Rewrite it without looking at the text. Then give your writing to your partner to read and check.

Activity 11

Work in group three. Think of a warung or restaurant, local processed food, or street vendor in your area or home town, and individually tell your group members.

Activity 12

Individually write a warung or restaurant, local processed food, or street vendor in your area or home town you've told your group members in paragraphs.

Activity 11

Give your writing to your group members to be commented or given feedback. Your comments include the contents and the language. Give praise when it is well done.

Activity 12

Both British and American English has been used in Indonesia. However, it is god for you to know which belong to British or American English.

a. Here some examples of British or American English.

No.	British English	American English
1.	traveller's cheque	traveler check
2.	single ticket	One way ticket
3.	return ticket	round ticket – two way ticket
4.	telephone box	telephone booth

5. Plasters	bandages
6. car hire	car rental
7. engaged	busy

b. Match the following words by drawing lines. One number is given as an example.

No.	British English	American English
1.	washbasin, washbowl	washroom/restroom
2.	the gents/the ladies	chips
3.	chips	downtown
4.	crisps	sink
5.	city centre	beach chair
6.	tea trolley	French fries
7.	deckchair	tea wagon
8.	tap	airplane
9.	put through	curriculum vitae
10.	resume, biodata	connect (telephoning)
11.	aeroplane	basement
12.	layover	faucet
13.	coach	stopover
14.	ground floor	bus

c. Write the missing British or American English words or phrases and find at least six (6) more.

No.	British English	American English
15.	cooker	
16.	train station	
17.		
18.		
19.		
20.		
21.		
22.		
23.		
24.		
25.		

UNIT 7

TELLING A LEGEND



Cerita Gunung Tangkuban Perahu

Source: tempatwisatadibandung.info

A legend is a story from ancient times about people and events, that may or may not be true. This story is usually connected to a place, building, mountain, the shape of rock, stone, lake, river, seashore, the colour and smell of water, the lives of animal, etc. It is important for a guide to

know lots of legend about attractions or places of interest to visit. Before visiting them, tourists are happy to hear some historical background or legends about them.

Objectives

1. Learners are able to identify legends in their surroundings.
2. Learners are able to tell legends to tourists appropriately.
3. Learners are able to arouse tourists' interest with the legends they tell.

Activity 1

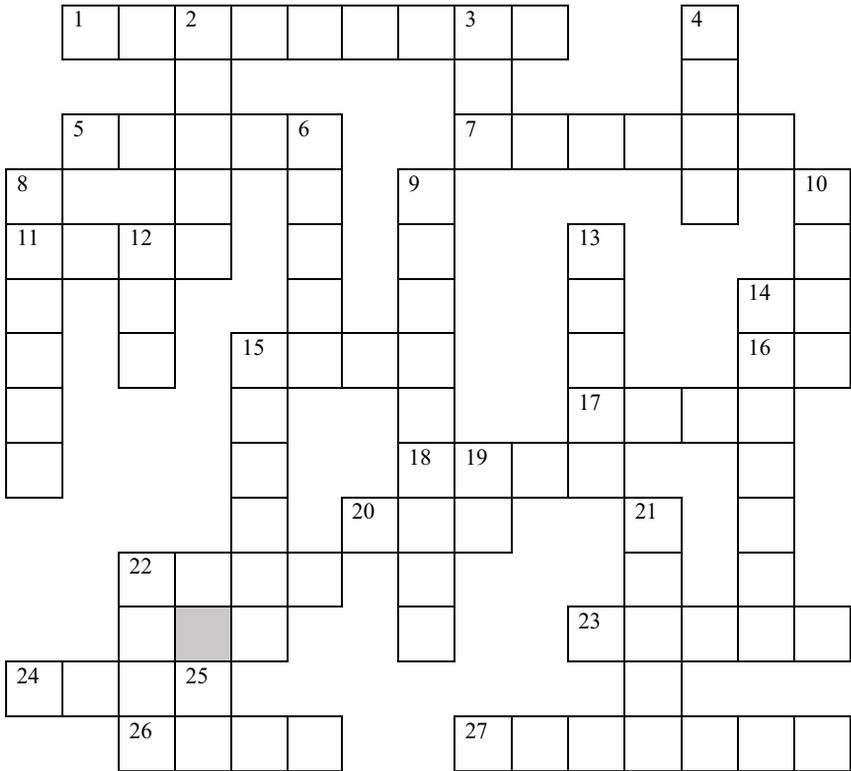
Work individually to fill in the crossword puzzle based on the descriptions of the words available. If you can not guess the words, you can find them in the text of Tangkuban Perahu Legend.

Across

1. Water of river falling straight down, sometimes from a great height
5. A small imaginary figure with magical powers and shaped like a human.
7. A great house where a king or queen lives
11. A piece of work that must be done especially hard or unpleasant
15. Very old
16. If not
17. A mark that is left on the skin after a wound or an operation has healed
18. Wild, uncomfortable anger
20. Strike
22. Water vapour hanging just above the ground thinner than fog
23. Injury
24. A small open vehicle for travelling across river

26. Strong feeling of fondness for another person

27. Cock



Down

- 2. To deceive
- 3. Area formed by the upper part of a seated person's thigh
- 4. To strike with a foot
- 6. Not old
- 8. Long thin mark, line or band of different colours of its surrounding
- 9. Going from one place to another without any special purpose or direction
- 10. A short distance away, close
- 12. Male child
- 13. Run after

14. The furthest you can see or time at which the earth or sea and the sky appear to meet
15. In the middle of something
19. A preposition
21. A cock makes repeated loud high sounds, especially early in the morning
22. Main food taken during the day or night, food eaten
25. A preposition

Activity 2

Read the following legend which famous especially for West Javanese people. This legend has been told everywhere and even has become an interesting school lesson.

Tangkuban Perahu Legend

Once upon a time, there was a happy family living in the jungle. The members of the family were a lovely half-fairy-human Dayang Sumbi, the mother, Sangkuriang, the son and their dog, Tumang which was actually Sangkuriang's father.

One day, Dayang Sumbi asked her only young son to go hunting for their meal.

- 5 He took his dog with him to the jungle. However, the hunt was unsuccessful.

Being afraid to upset his mother, Sangkuriang killed Tumang and brought his meat to his mother. Dayang Sumbi found out where the meat came from and in her rage,

She hit her son's forehead, causing a deep wound, and chased him way.

After years of wandering alone, Sangkuriang suddenly met a beautiful

10 young woman near a waterfall, the Curug Jodo, and fell in love. Sitting with Sangkuriang's head on her lap amidst the beautiful scenery of the place known as Gunung Cinta, the woman listened to Sangkuriang declaring his love. She reached out to brush away the young man's hair and found a deep scar. It was then that she, Dayang Sumbi, who had never aged and kept a youthful appearance realized that she had fallen in love with her own son. Dayang Sumbi then tried to trick him into leaving her by giving him an impossible task. She asked him to build a large boat overnight. The hero set to work instantly and before dawn a boat started to take shape. In her panic, Dayang Sumbi shook off her shawl and suddenly a white streak appeared in the horizon, causing roosters to start crowing. This place, Kapuk Nahun village, is now covered with white mist most of the year. Angrily Sangkuriang kicked the boat upside down which is now named Mount Tangkuban Perahu which literally means the overturned boat. Then he chased Dayang Sumbi who ran to a place called Gunung Puteri or the Princess Mountain. She dropped her ring and the earth opened up and swallowed them both.

Activity 3

In the legend above, there are words or phrases that become references. The references are sometimes very clear and sometimes are not clear. Find what the following words or phrases in the legend refer to. For example: Line 3. Dayang Sumbi, the mother, Sangkuriang, the son and their dog. "Their" refers Dayang Sumbi and Sangkuriang.

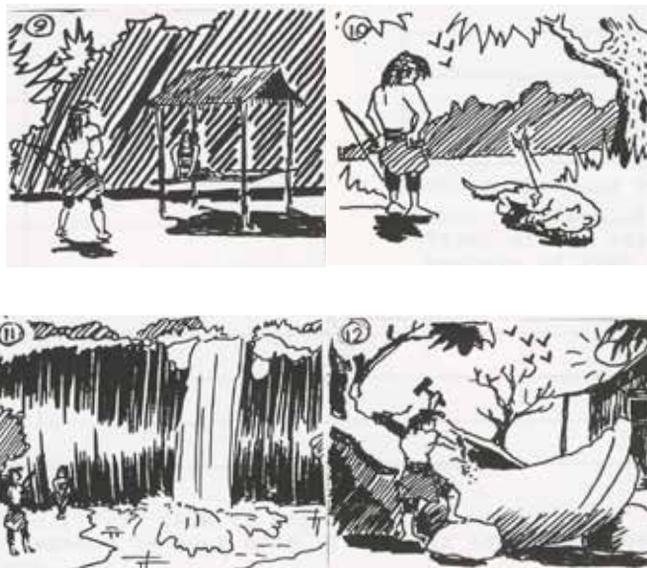
1. Line 4. "her" only young son refers to
2. Line 4-5 for "their" meal refers to
3. Line 6 "his" meat to refers to
4. Line 6 "his" mother refers to
5. Line 12 "her" lap refers to
6. Line 13 "the young man" refers to
7. Line 17 "impossible task" refers to
8. Line 17 "the hero" refers to
9. Line 25 "her" ring refers to
10. Line 25 "them" both refers to

Activity 4

Rearrange the following pictures based on the legend above into the right alphabetical order. (Special thanks to Romy, previous student of STP Bandung for drawing the legend of Sangkuriang.) The first number is given. Check the answer with your teacher.

- | | |
|------|----|
| A. 5 | H. |
| B. | I. |
| C. | J. |
| D. | K. |
| E. | L. |
| F. | M. |





Activity 5

Work in group of three to tell the legend using the pictures you have just arranged. Every group member should try to practice telling the story.

Once upon time there was a happy family living in the jungle. The members of the family were Dayang Sumbi, Sangkuriang and their dog, Tumang. One day

.....

Activity 6

Look at the pictures again and rewrite the legend using your own words. Be sure that you use the simple past tense. If you have finished rewriting the legend, please swap your paper to another student. Then, proofread or edit (check the content and language) your friend's paper.

Activity 7

How many legends are familiar with? Match the following legends with the pictures.

- () Banyu Wangi, East Java
- () Bromo Mountain Legend, East Java
- () Crying Stone, West Sumatra
- () Danau Toba, North Sumatra
- () Foot Print, Aceh
- () Golden Shell, Java
- () Golden Water Melon, West Borneo
- () Malin Kundang, West Sumatra
- () Miracle Snake, Belitung
- () Nyi Roro Kidul, Java
- () Roro Jonggrang, Central Java
- () Splitted Stone, North Moluccas

a.



Source: www.ceritadongenganak.com

b. ...



Source: kumpulanceritabahasajawa.blogspot.com

c. ...



Source: <http://kisahasalusul.blogspot.com>

d. ...



Source: tkbudiutomo2.com

e.



Source: dongengceritarakyat.com

f. ...



Source: lokersen.web.id

g.



Source: serbaklop.blogspot.com

h.



Source: wisatabromo.com

i.



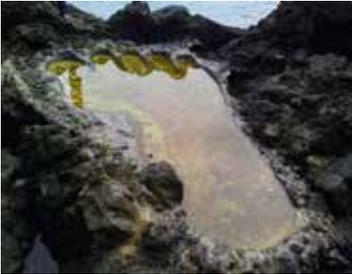
Source: akucreative.blogspot.com

j.



Source: dongengceritarakyat.com

k.



Source: pikiranmerdeka.com

l.



Source: dongengceritarakyat.blogspot.com

Activity 8

Work in group of four. Think of one of the legends above or another legend you are familiar with, then write the legend. After that, give your written legend to another group to checked the content and language.

Activity 9

Group presentation. A person in your group represents your group to tell the legend in front of the class. You feel free to bring any objects, photos, pictures or posters related to your legend.

Activity 10

Fill in this table by writing the verbs from the legend. Then write a sentence for each verb.

Number 1 is done for you.

No.	Noun	Verb	Adjective
1.	origin, originality	originate	original
2.		found	
3.		wander	
4.		realize	
5.			tricky
6.			beautiful
7.			successful
8.	declare		
9.	youth		
10.	appearance		

Activity 11

Choose 4 group numbers of the words above to write 12 sentences using the words as nouns, verbs and adjectives.

UNIT 8

SUGGESTING PLACES OF INTEREST TO VISIT



Best Hotels in Bali

Source: [Touropia.com](https://www.touropia.com), 2016

Indonesia is a huge country, in both population and land area, with significant cultural and geological diversity. With 18,110 islands, 6,000 of them inhabited, it is the largest archipelago in the world. The population of around 240 million people is derived from 300 ethnic groups who speak over 250 different languages. While Bali is usually the destination most familiar to foreign visitors, there is a wealth of other top tourist attractions in Indonesia to discover in this vast and varied country ([Touropia.com](https://www.touropia.com), 2016).

Objectives

1. Learners are able to identify places of interest in Indonesia
2. Learners are able to inform tourists places of interest in Indonesia.
3. Learners are able to suggest tourists where to go in Indonesia.

Activity 1

Familiarize yourself with the following beautiful places of interest or attractions in our beloved country, Indonesia by matching the photos of the attractions with the names and the locations.

- () Ampera Bridge, Palembang Sumatra
- () Belitung Island, Sumatra
- () Bunaken, North Sulawesi
- () Derawan Island, East Kalimantan
- () Grajagan Bay/G-Land in East Java
- () Green Canyon, Pangandaran, West Java
- () Kedung Kayang Waterfall, Boyolali, East Jawa
- () Kelimutu Lakes, East Nusa Tenggara
- () North of Seram Island in Maluku
- () Raja Ampat, Papua
- () Samalona Island, South Sulawesi
- () Watu Dodol, Banyuwangi, East Java
- () Weh Island, Sabang, Aceh
- () Widodaren Cave, Bromo Mountain, East Java

a. ...



Source: www.twisata.com

b. ...



Source: djehanprakoso.it.student.pens.ac.id

c. ...



Source: www.asliindonesia.net

d. ...



Source: www.initempatwisata.com

e. ...



Source: www.berguna.co

f. ...



Source: wisatapalembang.com

g. ...



Source: jalanjalanlama.blogspot.com

h. ...



Source: tempatwisatadaerah.blogspot.co.id

i. ...



Source: indonesianparadise.net

j. ...



Source: balitour.net

k. ...



Source: roypazhakuankefa.blogspot.co.id

l. ...



Source: www.azwisata.com

m. ...



Source: www.divefroggies.com

n. ...



Source: www.indosurfingrepublic.com

Activity 2

Work in pair. Choose one of the places of interest above that you are familiar with and tell your friend about it in more details such as what we can see, find and enjoy.

Activity 3

Students work in group of four. Interview three of your classmates about places of interest around their home town, in Indonesia or abroad which they have visited recently, on one-to-one basis using questionnaire below.

Ask the following questions	Classmate's names		
	a.	b.	c.
Which place of interest have you visited lately?			
Where is it located?			
Whom did you go there with?			
How did you go there?			
What does the destination offer you?			
Describe further what the place is like.			
What was the most interesting thing there?			
Extra information			

Activity 4a

Work individually to read the following **10 Top Tourist Attractions in Indonesia** adopted from Touropia.com (2016). Half of the students in class do part A and the other half of them do part B. Feel free to talk to a student having the same part of the passages as yours. Student A(s) reads especially the 1st to 5th top attractions. Student B(s) reads the 6th to 10th top attractions.

10 Top Tourist Attractions in Indonesia (The 1st to 5th top attractions for Student A)

1. Ubud



Source: flickr/mckaysavage

Perched among stunning terraced rice fields, Ubud is considered the cultural heart of Bali and one of the top tourist attractions in Indonesia. There are dance and music performances every day throughout the city as well as numerous art galleries and craft shops to explore. Although Ubud has long been valued as a great place to learn about Balinese culture, tourism in Ubud boomed exponentially in the last decades. Fortunately, it only takes a short walk or bicycle ride to escape from the crowds and commercialism.

2. Borobudur



Source: photo/Kenyon College

Located 40 km (25 miles) northwest of Yogyakarta on Java, the Borobudur is the one of the most famous Buddhist temple in the world. The Borobudur was built over a period of some 75 years in the 8th and 9th centuries by the kingdom of Sailendra, out of an estimated 2 million blocks of stone. It was abandoned in the 14th century for reasons that still remain a mystery and for centuries lay hidden in the jungle under layers of volcanic ash. Today it is one of the most popular tourist attractions in Indonesia.

3. Komodo National Park



Source: Touropia.com, 2016

The Komodo National Park is a national park located within the Lesser Sunda Islands that includes the three larger islands Komodo, Padar and Rincah, and 26 smaller ones. The park is named after the Komodo Dragon, the world's largest living reptile that can reach 3 meters or more in length and weigh over 70kg. Although Komodo dragons eat mostly carcass of dead animals, they are formidable predators and will also hunt prey including birds, and mammals. Attacks against humans are very rare.

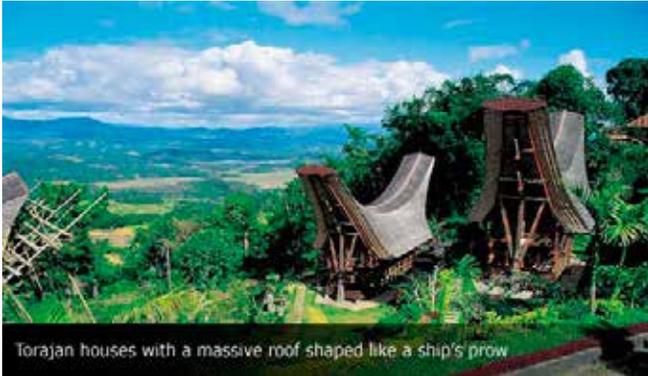
4. Gili Islands



Source: enchantingeden.wordpress.com

Lombok's most popular tourist destination, the Gili Islands are an archipelago of three small islands: Gili Trawangan, Gili Meno and Gili Air. The islands are very relaxed and laid-back, with countless little beachside cafes still playing reggae and no cars or motorbikes to disturb the peace. Note that the name "Gili Islands" is rather redundant as gili simply means "small island" in Sasak and there are many other islands around the coast of Lombok with Gili in their names.

5. Toraja Highland



Source: flickr/gromanuk

Torajaland (Tana Toraja) is a highland region of South Sulawesi, home of the Toraja people. Torajans are famous for their massive peaked-roof houses known as tongkonan and spectacular but gruesome funeral rites. After a person's death, the body is kept – often for several years – until the actual funeral ceremony which can last for several days. The deceased is then finally buried in a small cave or in a hollow tree.

Activity 4b

Fill in the table using information about the 10 Top Tourist Attractions in Indonesia, especially the 1st to 5th top attractions (Touropia.com, 2016).

For Student A

Rankings & Destinations	Location & how to get there	What tourists can find and enjoy?
1. Ubud		
2. Borobudur		
3. Komodo National Park		
4. Gili Islands		
5. Toraja Land		

Activity 5a

Work individually to read the following **10 Top Tourist Attractions in Indonesia** adopted from Touropia.com (2016). Half of the students in class do part A and the other half of them do part B. Feel free to talk to a student having the same part of the passages as yours. Student A(s) reads especially the 1st to 5th top attractions. Student B(s) reads the 6th to 10th top attractions.

10 Top Tourist Attractions in Indonesia
(The 6th to 19th top attractions for Student B)

6. Bunaken



5

Source: flickr/[Tom Weilenmann](#)

Located at the north of the island of Sulawesi, Bunaken is one of Indonesia's most famous dive and snorkeling areas. The island is part of the Bunaken Marine Park where you can see more than 70% of all fish species that live in the western Pacific ocean. The best time for diving in Bunaken is between the months of April and November.

7. Mount Bromo



Source: [Touropia.com](#), 2016

Gunung Bromo is an active volcano and part of the Tengger massif, in East Java. At 2,329 meters (7,641 feet) it is not the highest peak of the massif, but it is the most well known. The area is one of the most visited tourist attractions in Indonesia and Java. The top of the volcano has been blown off and the crater inside constantly belches white smoke. It is surrounded by the Sea of Sand of fine volcanic sand. The overall effect is unsettlingly unearthly.

8. Baliem Valley



Source: flickr/710928003

The Baliem Valley in the highlands of Western New Guinea offers a glimpse into what was recently a stone-age world. The valley was not known to the outside world until 1938 when an aerial reconnaissance flight southwards from Hollandia (now Jayapura) discovered a large agricultural population. Wamena is the starting point for most visitors who come nowadays to marvel at the mountain views, roaring rivers, tribal villages and at the tough but sweet spirit of the warm Dani people.

9. Tanjung Puting



Source: flickr/Hulivili

The Tanjung Puting National Park is located on the island of Borneo in the Indonesian province of Central Kalimantan. The park is a popular ecotourism destination, with many local tour companies offering multi-day boat tours to view wildlife and visit the research centers. Wildlife include gibbons, macaques, clouded leopards, sun bears, pythons, crocodiles and – most famously – orangutans. Unfortunately the park is heavily threatened by illegal logging and forest clearing for agricultural uses.

10. Lake Toba



Source: flickr/Max Grabert

Lake Toba on the island of Sumatra is an immense volcanic lake about 100 kilometers long and 30 kilometers wide. Formed by a gigantic vol-

canic eruption some 70,000 years ago, it is the largest resurgent caldera on Earth. Genetic estimates suggests that there were only a few thousand humans that survived the catastrophe. The island in the middle – Pulau Samosir – is the largest island within an island and contains two lakes. Besides visiting “a lake on an island within a lake on an island” tourist also come here to kick back and relax and swim in the volcanically warmed waters.

Activity 5b

Fill in the table using information about the 10 Top Tourist Attractions in Indonesia, especially the 6th to 10th top attractions (Touropia.com, 2016).

For Student B

Rankings & Destinations	Location & how to get there	What tourists can find and enjoy?
6. Bunaken		
7. Mount Bromo		
8. Baliem Valley		

9. Tanjung Puting		
10. Lake Toba		

Activity 6

Work in pair Student A with Student B. Student A completes the table of the 6th to 10th top attractions by asking student B who has the information about those five top attractions. Student B completes the table of the 1st to 5th top attractions by asking student A who has completed them. They may use or need the following questions to ask their partner.

- a. What is the first top ten attraction in Indonesia?
- b. What is the sixth top ten attraction in Indonesia?
- c. Where is it located?
- d. How can we go there?
- e. What does it find there?
- f. What can we do or enjoy there?

Activity 7

Identify five (5) top attractions in your area. Write each of them in one paragraph like the examples of the 10 top attractions in Indonesia. After checking the contents and language, please tell your friends about those attractions and persuade them to go there.

UNIT 9

DEALING WITH UNEXPECTED TOUR EVENTS



Turis Jatuh dari Tebing di AS Gara-gara Foto

Source: travel.detik.com

Unexpected events may be encountered by tour guides. As a tour guide, tour coordinator, tour leader and tour manager, you are supposed to be a professionally competent problem solver, decision maker and risk taker while escorting your clients (Samad, 2015)

Objectives

- a. Learners are able to indicate the procedures of handling unexpected tour events.
- b. Learners are able to face any possible unexpected tour events during the tour.
- c. Learners are able to give the best solutions to the unexpected tour events that happen to tourists.

Activity 1

Unexpected tour events happen to tourists at any unpredictable moments. You may have heard from any sources of information. Answer the following questions.

- a. What kind of unexpected events have you heard before?

- b. Were there any people injured or killed?

- c. Why did those unexpected events happen?

- d. What solutions did tour guides, tour operators or travel agents do?

- e. Do you have any ideas how to prevent such unpredictable events?

Activity 2

Work individually to match the following captions with the right pictures or photos by writing the letters (a to l).

- () A tourist crosses flooded carrying a suitcase
- () A tourist fell of a cliff
- () A tourist spot in Pakistan earthquake
- () Air Motion Sickness
- () Bus road accident
- () Injured tourist is taken to an ambulance.
- () Massive flight cancellations
- () Polar bear attacks a visitor
- () Road damaged - landslide
- () The fire blocked the way
- () Tourist bus caught fire in China
- () Tourists killed as tourist boat capsizes, Nicaragua

a. ...



Source: wwwnc.cdc.gov

b. ...



Source: www.dailymail.co.uk

c. ...



Source: www.eturbonews.com

d. ...



Source: www.bbc.co.uk

e. ...



Source: greece.greekreporter.com

f. ...



Source: himadventures.net

g. ...



Source: www.thegreynomads.com.au

h. ...



Source: en.trend.az

i. ...



Source: www.scoopnest.com

j. ...



Source: www.gettyimages.com

k. ...



Source: www.deccanchronicle.com

l. ...



Source: www.telegraph.co.uk

Activity 3

Observe the photos of unexpected events above carefully, then work in group of four to discuss how you will give solutions to the problems. Choose four of them and write the solutions you have discussed with your friends.

Activity 4

Read the following text on how tour guides handle the unexpected tour events.

Handling Unexpected Tour Events

The job of tour guides can be very challenging! They often have to face different situations and problems and make decisions. Sometimes the situations can be very serious and affect the lives of tour group members. It is an important part of tour guide's job to handle lots different situations. Unexpected events may happen at any time during the tour and tour guides must be able to take the right actions to show their professionalism (Swiss-contact, n.d.)



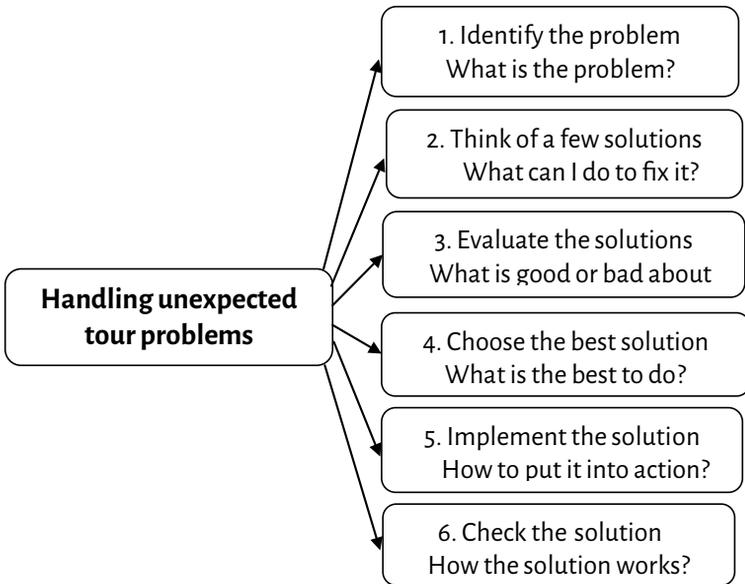
Tourists badly injured in speedboats crash

Source: pattayadailynews.com

These unpredictable events include: accidents with slight or serious injuries or death of a tourist, tourist's personal health such as serious illness, natural disasters like landslide, flood, earthquake and fire, riots such as strike, demonstration, public fighting, mechanical problems, road closure, systems failure, equipment failure, etc. There are some procedures that tour guides have to follow as a result of unexpected events causing a change to our original plans, using another road, delaying departure, using another form of transports, changing the program, changing the itinerary, etc.

Changing modes of transport	
 <p>Mechanical system problem Source: news.okezone.com</p>	 <p>Tourism Bus - Blue Star Source: pingbusku.blogspot.com</p>

The procedures of handling tour problems are as follows (Swisscontact, n.d.).



In the actual condition, tour guides can use the following steps to solve the problem and make a decision. a) Tour guides call the operation manager(s) to tell them discuss the problem and options; b) They may have solutions that tour guides do not know about, or they may find legal or cost problems with the solutions tour guides may have; c)

The tour managers are there to guide and help tour guides!; d) The tour guides call especially if the solutions involves money; e)The tour guides don't call for small problems that they can solve right there – like the guest who wants to change to another room; and f) For a road accident or a flat tyre – call operations so that they may know about the problem.



A tour guide making calls
Source: nasional.rimanews.com

In handling unexpected events, tour guides are advised to stay calm, assess the situation, check for danger, apply first aid if possible, seek help, re-assure your customers, continue to manage the situation and the group, put contingency plans in place, notify appropriate authorities, your company and product suppliers, keep customers updated, focus on the first of the group and their well-being once professional help arrives, and resume normal leadership duties so the tour is quickly back on track.



Source: www.qualifiedtogo.co.uk

The courses of action taken are: to put customers first, stay calm, assess the situation-use your common sense and life experiences, follow the company procedures, implement contingency plans, communicate the changes to: tourists (customers), head office, product suppliers, and other people as necessary: police, emergency services people, etc.

Activity 5

Answer the following questions based on the above reading passage on Handling Unexpected Tour Events.

- a. Why do you think the job of tour guides can be very challenging?

- b. What kind of situations or unexpected events that can be very serious and affect the lives of tour group members? Explain.

c. Can tour guides predict unexpected tour events? Why?

d. What is the most serious unexpected events from the ones mentioned in the text?

e. What are the best procedures for handling unexpected tour events?

f. In what situations do you think tour guides have to handle unexpected events by themselves?

g. What is the most important aspect in taking actions of unexpected events? Why?

h. What does professional help mean?

i. When do you think a tour guide should contact the police?

j. What sources of information in the text above are mostly taken from?

Activity 6

Study the following example an unexpected tour problem and the procedures (6 steps) of solving the problem adapted from Swiss-contact (n.d.)

a. Problem identified

Problem : The tour bus has broken down and how to keep the tour on schedule.

Identification : After talking to the driver and checking the bus, the tour guide finds that it has a serious problem with the engine (engine trouble). It takes time to fix the bus or to find another bus.

b. A few possible solutions

The tourist bus can not be driven and the engine needs fixing. It takes time to wait for mechanics and to fix it. We have to think of what we will do with our tourists. Actually, the more solutions we can think, the better our chance to solve the problem. Study the following three options of solution. What option of actions are you going to take?

Option 1

Wait until the bus is fixed which will take around four hours. We can ask the tourists to go shopping at the nearest market, and take a walk around the town. They will not have to transfer their luggage and belongings.

We ask the operation office if we are allowed to keep the tourists happy and satisfied by offering them a free lunch, etc. Whether the bus supplier or the tour operator pays for this can be decided later.

Option 2

Find another bus locally – which is faster, but you don't know what the quality is. This will take around two hours waiting and we have to rent

the bus and driver at extra cost. The luggage and belongings will have to be transferred.

We ask to tourists to relax in a safe area such as the nearest shopping area or attractive spots nearby the tourist bus. Some drink can be offered.

Option 3

Ask the head office or tour operator to send another bus which will take six hours. This will take a long time and will cost extra for the company (or bus supplier, depending on the details of the bus contract). Luggage will have to be transferred.

Asking the tourists to go shopping and to have free lunch may not be enough. Playing games can be offered but the tour guide should be very creative in doing this activity.

c. Evaluate the action

What is the strong and weak points of your solution?

Option 1

Waiting until around four hours while fixing the bus is quite long and tiring. Asking the tourists to go shopping at the nearest market, and to take a walk around the town might be helpful for some tourists. Some others may not be happy although they will not have to transfer their luggage and belongings.

Option 2

Finding another local bus can be faster, but we don't know the quality of the bus. This may mean that the bus might also have a problem. We need to rent the bus and driver at extra cost. This option may take the shortest time although the luggage and belongings will have to be transferred.

Option 3

Asking the head office or tour operator to send another bus which will take six hours. This will take a long time and will cost extra for the company (or bus supplier, depending on the details of the bus contract). Luggage will have to be transferred. The tourists may get bored and complain with the solution given. They may go back for the second time.

d. Choose the best solution with best outcome

Look at the positive and negative of each solution and choose the best one. Call and discuss the situation with Head Office/Tour Operator to make sure it is the best way to act and that you can do it.

Option 2 seems the best option

That is the best standard and solution, clients need to be able to do the tour as planned. The guide must do an incident report by calling Operations office, as the Tour Guide can not make the decision alone. The Operations Manager or even the Director of the Tour Operator needs to approve, as this is a changing quality and contract of the transport service.

The Tour Operators would know the quality of the bus, as they would work with local suppliers. The solution depends on where an accident/problem happens. If it is far away, then only Option 1 might be possible.

e. Implement the solution

Do what you have decided to do, if the operations office allows it. For example: Make arrangements to hire another bus in the town, with the right money and permission from the Head Office/Tour Operator. Transfer luggage and carry on with the tour.

f. Check if the solution works

Follow up and see if the tour group is happy with the solution. For example: Check that tour group is happy with the new bus. It might happen

that the first bus is fixed and catches up with you in the evening, or at a site can be used again.

Activity 7

Work in group of three to study the following tour problems. Choose two of them for your group and write the solutions based on the six steps (procedures): a) Identify the problem identification, b) Think of a few solutions, c) Evaluate the solutions, d) Choose the best solution , e) Implement the solution, and f) Check the solution.

- a. The road is blocked by fire.
- b. A tourist fell down the cliff
- c. A bus road accident, some tourists were injured.
- d. An injured tourist needs an ambulance.
- e. A tourist was killed in an accident
- f. A tourist lost his new expensive camera
- g. A flight was delayed until the next day

Activity 8

Group presentation. Present your solutions to the tour problems you have chosen. Other groups comment on the presentation and may either agree or disagree with the reasons.

UNIT 10

HANDLING TOURISTS' COMPLAINTS



Source: www.cartoonstock.com

Customer complaint is an expression of dissatisfaction with a product or service, either orally or in writing, from an internal or external customer. A customer may have a genuine cause for complaint, although some complaints may be made as a result of a misunderstanding or an unreasonable expectation of a product or service. How a customer complaint is handled will affect the overall level of customer satisfaction and may affect long-term customer loyalty.

Activity 1

Study the following expressions.

Making a Complaint

I have a complaint to make....

Sorry to bother you but...

I'm sorry to say this but...

I'm afraid I've got a complaint about...

I'm afraid there is a slight problem with...

Excuse me but there is a problem about...

I want to complain about...

I'm angry about...

I'm afraid I have to make a complaint

I'd like to make a complaint

I'm sorry to trouble you, but ..

I have got a bit problem, you see

I am sorry to have to say this, but ,,

Excuse me, there seems to be something wrong with ..

I'm sorry to say this but ...

Apologizing

I am sorry ...

I am sorry to hear that ..

Oh, I am sorry about that.

Oh dear, I ma really sorry.

I apologize ..

My apologies ...

I would like to apologize for ...

I apologize for the inconvenience ...

Please accept our apologies for ...

We were very sorry to hear that...

I'm so sorry, but this will never occur / happen again.

I'm sorry, we promise never to make the same mistake again.
I'm really sorry; we'll do our utmost/best not to do the same mistake again.

Giving reasons

This was because ...

The main reason for this for ...

Unfortunately, this was unavoidable as ...

I am sure that we can sort it out ...

I am glad that you have brought this to our notice

Please, tell me exactly what the problem is ...

Taking actions

I suggest you leave it with us and we'll what we can do.

I will send someone to take care of it.

Let me check and see what happened.

Let me have a look at it and I will get back to you.

I promise you that it won't happen again.

In the future we will ...

Sorry there is nothing we can do about it.

I'm afraid, there isn't much we can do about it.

We are sorry but the food is just alright.

Activity 2

Read the following dialogues with your classmate.

Dialogue a

A tourist complains about the food served .

Tourist : Good afternoon.

Tour guide: Good afternoon sir. How may I assist you?

Tourist : You know, our lunch is not healthy. The fish served smells bad and there are many flies here. What kind of restaurant is this?

Tour guide: I am very sorry. About the fish we have to tell the waiter and can ask him to replace it. We can also ask him to light candles.

Tourist : Can we?

Tour guide: Yes of course sir. I would suggest you to move the air-conditioned room over there. Let me escort you to that room

Tourist : Okay, that's better. Thank you.

Tour guide: My pleasure sir.

Dialogue b

A tourist complains about the bus and messy room.

Travel agent : Good morning, can I help you?

Tourist : I'd like to make a complaint about my holiday in Bandung last week.

Travel agent : I'm sorry to hear that. What exactly was the problem?

Tourist : First of all the bus taking us to the hotel broke down and we had to wait for over two hours in the cold rainy weather before a replacement arrived. Then when we got to the hotel we found our room was messy.

Travel agent : Oh dear, did you complain to the hotel staff?

Tourist : Of course, but we were told all the room-boys were off duty. Anyway, that's not all. The people in the next room were very noisy and I could not sleep.

Travel agent : I do apologize. I promise I will convey your complaint to the tour manager.

Tourist : Okay, can I just wait your manager.

Travel agent : Oh, certainly sir. Just a moment please.

Dialogue c

A guest complains about hotel room.

Receptionist : Good evening, Can I help you?

Guest : Well, I hope you can. I`m in room 211. I`m really annoyed.

Receptionist : Are you?

Guest : Yes.

Receptionist : All right, what exactly is wrong. Mr. Hariono?

Guest : Well, my room is dirty, the sheet has not been changed and the bathroom has not been cleaned.

Receptionist : I am terribly sorry, Mr. Hariono. It must be very upsetting for you. I`m sure there has been some mistake. I`ll send someone up immediately to look at it.

Guest : I can move to another better room, can't I?

Receptionist : I understand. We are fully booked, Mr. Hariono but I`ll see what I can do. Why don`t you wait in the lounge while I sort this out? I`ll arrange for a complimentary drink for you.

Guest : Well, all right, then.

Receptionist : I do really apologize, Mr. Hariono for the inconvenience you`ve suffered.

Activity 3

Practice the dialogues above by changing some of the information such as name of tourist or guest, room number, the things to be complained, etc.

Activity 4

Study the following serious complaint involving the supervisor.

Reception : Good morning. May I help you?

Guest : Yes, I`m in Room 225. I have been really annoyed for two nights.

Reception : I`m very sorry to hear it, madam. What exactly has been happening, Ms.Trini?

Guest : Someone knocks on my door every night but when I open it there is no one there.

Reception : I see.

Guest : I`ve telephoned the receptionist twice but there is no reply. If this still happens again. I`ll leave the hotel.

Reception : I`m terribly sorry about this Ms.Trini. So, there has been someone knocking on your door for two nights and you have actually telephoned the receptionist twice, but there is no reply.

Guest : Yes, what kind of hotel is this ignoring such a serious complaint from a guest? Can I talk to your supervisor?

Reception : Certainly. Ms.Trini. Could I just call my supervisor? Would you wait for a moment?

Guests : Yes, but hurry up, please.

Reception : Ms.Trini. This is Mr. Sugeng, my supervisor.

Supervisor: Good morning, Ms.Trini. I`ve heard about your complaint from the receptionist. I do really apologize for the inconvenience you`ve suffered for two nights. Starting from tonight I`ll take care of your room to make sure that it won`t happen to you again, Ms.Trini.

Guest : All right, then.

Supervisor: Thank you for bringing this matter to our attention, Ms.Trini. Have a nice day.

Activity 5

Work in group of three to write a dialog of complaint involving supervisor or manager. After completing the dialogue, demonstrate it in front of the classroom.

Activity 6

Read the following 10 things we should know in handling complaints.

Handling Guest Complaint-10 Things You Must Know

(Adapted from Hospitality-school, 2010)

There are some basic principles you need to know and use while handling any complaints raised by guests. These are some basic rules for the successful handling of complaints. If you ignore or forget any of these, a simple complaint can turn into a major issue. So, never dare to ignore. These are all basic but most powerful must follow principles of handling complaints.

1. Mind set up

Setting up your mind is important to keep good faith ___a___ customer. It has been said that “Customer is the boss” or “Customer is always right”. So, never take any complaint personally. Try ___b___ professional and handle each complaint professionally. Generally people don't complain. If anyone complains then try ___c___ his or her feelings. A complaint indicates that there must be loopholes in your service and this is the chance ___d___ your problem. Even world's greatest hotel can never fulfill all the guests. Do you know why? It is because every guest coming ___e___ hotel or restaurant has different opinions, different expectation, and different reasons. You are ready ___f___ general standard service and facilities which will be suitable for most of your guests but not necessarily “EVERYONE” and for this reason you should always be ready ___g___ demanded service and facilities ___h___ and every guest.



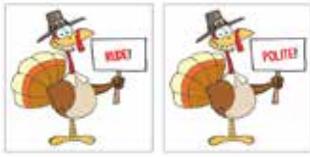
Source : whatsaffiliate.com

Activity 6a

Put the following phrases into the right blank spaces in the text of No.

1. Mind set up.

- | | |
|-------------|-------------------|
| () to be | () to provide |
| () to each | () to solve |
| () to give | () to understand |
| () to help | () to your |



Source: thespeechroomnews.com

v

2. Using polite Language

Use of language is the most ___a___ aspect of handling any ___b___ or written complaint. While you are handling any written complaint then you need to be ___c___ enough about what you are writing, be ___d___ about each word and make sure any of the word does not give ___e___ meaning. When you are answering written then it is a document so ___f___ structure should be followed. On the other hand, handling verbal complaint demands skills and tricks. Your experience and pressure handling power will be tested. Talk in ___g___ language with proper volume, speed and tone. Proper expressions should be made. Be ___h___ and try to explain your point of view about the problem.

Activity 6b

Put the following adjectives into the right places in the text of no. 2.
Using polite language.

- | | |
|---------------------------------------|---------------------------------|
| <input type="checkbox"/> careful | <input type="checkbox"/> proper |
| <input type="checkbox"/> important | <input type="checkbox"/> sure |
| <input type="checkbox"/> polite | <input type="checkbox"/> verbal |
| <input type="checkbox"/> professional | <input type="checkbox"/> wrong |

3. Proper Listening

Proper listening is necessary for two reasons. First a all, if you don't listen complaints properly then b cannot explain properly. So, c give logical replies d guest complaints, listen carefully. Another e reason is that if you start replying on each point guest makes while f then there will not be any solution. Guest g become more aggressive. Let your h express his i first then take your time, make your points and after j his part, start explaining.



Source: seedstuff.blogspot.com

Activity 6c

Supply the right words to the blank spaces in the text of no. 2. Proper listening.

- | | |
|--------------------------------------|-------------------------------|
| <input type="checkbox"/> big | <input type="checkbox"/> of |
| <input type="checkbox"/> complaining | <input type="checkbox"/> on |
| <input type="checkbox"/> complaint | <input type="checkbox"/> to |
| <input type="checkbox"/> finishing | <input type="checkbox"/> will |
| <input type="checkbox"/> guest | <input type="checkbox"/> you |



Source: www.jbrownwebsites.com

4. Remaining Calm

You may often find it difficult to remain calm to handle complaints but you have to be that. Just think in a logical way. Why guest become frustrated? Is it because of you? No. He is mad at the situation not at you. There is no personal clash. He is paying for having good services and as he is not satisfied so he has the logical point to complaint. It is your duty to react professionally. But yes, if guest becomes so aggressive that security measures need to be taken then don't hesitate.

Activity 6d

Write true (T) if the statement is right and false (F) if the statement is wrong based on text of no 4. Remaining Calm.

1. Is is not hard to remain calm when handling complaint. ()
2. We don't have to nervous of handling complaint. ()
3. You make guest become frustrated. ()
4. The situation does not make guest mad. ()
5. Guests spend much money for having excellent services. ()
6. Complaint does not happen when guests are satisfied. ()
7. Being professional is very important to handle guest's complaint. ()
8. When guest is aggressive, security can not do anything. ()

5. Showing Sympathy

Start with sympathetic words and expressions ___a___ the most advisable way to handle any complaints. If you show sympathy then you ___b___ get a psychological advantage. Guest will start feeling that you understand his feelings and you ___c___ very careful about him. Some catchy words and phrases can easily turn the hot & aggressive situation into cool ___d___ friendly atmosphere.



Source: spokenenglish4u14tips.blogspot.com

Activity 6e

Fill in the missing words in reading texts no. 5. Showing Sympathy and no 6. Apology.



Source: www.pinterest.com

6. Apology

Often some hoteliers come to a solution that why ___e___ I apology to guest whereas I have no fault? Don't think in that way. Whoever ___f___ the mistake, apology first. This does not mean that you agree on the complaint makes by the guest. It ___g___ that you feel sorry only for the reason that guest is not satisfied ___h___ your service. After apology you can easily defend yourself. In fact you should ___i___ at the beginning, seek apology.

7. Never Blame Others

Never blame others or other department. All are your colleagues who are working as your team member and blaming each other will violate your team goal. In spite of blaming others take responsibility on your shoulder if possible to handle the complaint or call the proper person to deal with the situation but do not finish your job by just blaming others.



Source: jackhammersley.com

Activity 6f

Find the meanings of the following words that are available in reading texts no. 7. Never Blame Others and no. 8. No Excuse.

- a. to find fault with = ...
- b. a group of people who work together = ...
- c. that can happen = ...
- d. a position or state at a particular time = ...
- e. to forgive someone for a small fault = ...
- f. found or happening often and in many places = ...
- g. full thought and consideration = ...
- h. sensitivity to and understanding of the suffering of other people = ...
- i. to find an answer to a problem = ...
- j. the condition of quality and trustworthy = ...



Source:simplemarriage.net

8. No Excuse

Never excuse. No guest will love to pay to listen at your excuses. There are some common excuses like “today we are short of staff”, “we are very busy” etc. Each of the guests wants full attention to him. So for any reasons, even if it is logical, you should not try to get sympathy for that. Excusing is not the proper approach rather try to explain. If you are short of staff explain it and show possible ways to solve it. From when you are selling your service from then it is your responsibility to be prepared for everything.

9. Not Try to Make your Guest Wrong

It is told that guest is always right. Yes it is indeed. Even if your guest is wrong then do not directly make him wrong. Logically explain why you cannot fulfill his demand. This will represent that you are really caring about your guest as a person and this will make your guest comfortable and be friendly to you.



Source: www.hospitality-school.com



Source: www.dreamstime.com

10. Be Honest

Be honest within yourself. Never give any promise which you cannot maintain. Also, do take follow up steps. Whenever a guest comes to you with any complaint then responsibility puts on your shoulder. Even you are not engaged with the complaint but you have to take regular follow up to finish the circle. Here circle means from where the complaint has been started, finishes at that point.

Activity 6g

Answer the following questions based on reading passages no. 9. Not Try to Make your Guest Wrong and no. 10. Be Honest

a. Why do you think that guest is always right?

b. What can you do with 'guest is always right'?

c. What makes guest complain?

d. What makes guest comfortable?

e. How can we promise to our guest?

f. Who is responsible for handling complaint?

g. Who do you think guest complain to?

h. When handling complaint, do not produce another complaint. What does it mean?

Activity 7

Study the following do's and don't when handling complaints.

Do`s

- ❖ Listen with concern.
- ❖ Isolate the guest if necessary or possible.
- ❖ Avoid responding with hostility.
- ❖ Be empathetic.
- ❖ Recognize and acknowledge the guest`s feeling.
- ❖ Be aware of guest`s self-esteem. Try to maintain or even enhance the guest`s self-esteem.
- ❖ Use the guest`s name frequently.
- ❖ Give the guest your undivided attention. Concentrate on the problems, not on personalities.
- ❖ Takes notes.
- ❖ Document the problem by writing down the key facts.
- ❖ Tell the guest what you can do.
- ❖ Tell the guest how soon corrective action will be taken.
- ❖ Monitor the progress of the corrective action.

- ❖ Follow up with both the guest and the action taken.
- ❖ Report fully, the entire event, the actions taken, and the conclusion of the incident.

Don'ts

- ❖ Do not argue with the guest. The guest is always the guest.
- ❖ Do not make light of a complaint. It is a serious matter to the guest.
- ❖ Don't promise what you can't deliver.
- ❖ Don't insult the guest.
- ❖ Don't exceed your authority.
- ❖ Don't underestimate the amount of time it will take to solve the problem.
- ❖ Don't leave your guest without saying anything.

Activity 8

Work in group of three to find at least five (5) more do's and five (5) more don'ts out of the list above.

UNIT 11

EXPLAINING SAFETY, RULES, ETIQUETTE AND CUSTOMS



Source: www.slideshare.net

Safety is the state of being “safe”, the condition of being protected from harm or other non-desirable outcomes. Rule is an accepted principle or instruction that states the way things are or should be done, and tells you what you are allowed or are not allowed to do. **Etiquette** is conventional requirements as to social behavior; proprieties of conduct as established in any class or community or for any occasion. Custom is a traditional practice or usual way of doing something followed by a social group or people.

Objectives:

- Learners are able to identify information about tour rules, safety, etiquette, and customs.
- Learners are able to explain information about tour rules, safety, etiquette, and customs.
- Learners are able to give information about tour rules, safety, etiquette, and customs.

Activity 1

Match the following words on the left colon with the meanings on the right colon by writing the letters.

Words	Meanings
a. adhere	(...) a <u>route</u> or <u>track</u> between one <u>place</u> and another, or the <u>direction</u> in which something is <u>moving</u>
b. customary	(...) an <u>action</u> that is done to <u>prevent</u> something <u>unpleasant</u> or <u>dangerous</u> happening
c. designate	(...) an <u>official</u> rule or the <u>act</u> of <u>controlling</u> something
d. disrespectful	(...) <u>lack of respect</u>
e. path	(...) the <u>system</u> of <u>rules</u> and <u>acceptable</u> <u>behaviour</u> used at <u>official</u> <u>ceremonies</u> and <u>occasions</u>
f. precaution	(...) the way you <u>deal</u> with or <u>behave</u> towards someone or something
g. protocols	(...) to <u>avoid</u> doing or <u>stop</u> yourself from doing something
h. refrain	(...) to <u>stick</u> <u>firmly</u>

i. regulation	(...) to say <u>exactly</u> how something must be or must be done
j. scripted	(...) to say <u>officially</u> that a <u>place</u> or thing has a <u>particular character</u> or <u>purpose</u>
k. stipulated	(...) traditional
l. treatment	(...) written before it is <u>read</u> or <u>performed</u>

Activity 2

Study the following information about explaining Rules, Safety, Etiquette, and Customs adapted from [tienganhdulich](#) (2010, busyteacher (2016) and LinkedIn Corporation (2016)

Rules, Safety, Etiquette and Customs

The main responsibilities of the tour guide are to explain all the safety protocols, and rules as well as the etiquette that must be adhered to during the tour, answering any of the questions that the tourists may have about the tour or the destination, to explain the places of interest that will be visited during the tour and they must be able to retain historical facts, anecdotes, and dates, then be able to discuss this information with the visitors in an entertaining, and simple to understand manner (busyteacher, 2016)

The first and one of the most important things any tour guide will need to do will be to explain all the safety regulations and rules which the tour company has stipulated for the tour as well as the etiquette that they must adhere to. This is easily done because most tour companies will have a scripted set of rules and regulations as well as expected etiquette.



Source: www.unitedadlabel.com

When giving a tour there are rules and safety precautions that you need to explain. It is best if you can inform them without reading from a card. People will pay more attention to you and understand you more clearly if you look into their eyes as you speak. After you have explained the rules and safety precautions make sure that guests have understood you, by asking, “Are there any questions about this?” or “Is everyone clear on the rules?” Also, tourists will appreciate any helpful advice you can give them, such as where to exchange their money, what types of transportation to use, and how to obey the traffic rules. Finally, if there are any customs or matters of etiquette that you think tourists should be aware of, this is a good time to let them know.

Rules of tour

- a. You are strictly forbidden from taking photographs inside the museum.
- b. Please stay on the marked path.
- c. I'm sure this goes unsaid, but remember to place all trash in the garbage bins.
- d. Please remember to hold on your garbage until you reach a garbage bin.
- e. Please pay attention to the time. We don't want to keep the driver waiting.
- f. Please do not walk off the designated paths.

- g. Classes are in progress, so we need to keep our voices down.
- h. Since this is a non-smoking bus, no one is permitted to smoke.
- i. The bus will be leaving at 5:00 pm sharp.
- y. You'll have some free time to look around after lunch.
- k. Please meet back here in one hour.



Source: www.emedco.com

Safety information

- a. Please keep your seatbelts fastened at all times.
- b. I ask that you keep your hands inside the train.
- c. As a safety precaution, please stand behind the yellow line.
- d. For your own safety, we ask that you refrain from putting your arms out the window.
- f. Please do not feed the animals.
- g. Please remain seated until we come to a full stop.
- h. Please stay with your group at all times.
- i. Please keep to the sidewalk.
- j. Please do not leave your precious belongings unattended.
- k. I do not recommend swimming here. The water is very rough.
- l. We suggest only carrying small amounts of cash.
- m. These rules are for your own comfort and safety.



Source: www.123rf.com

Etiquette and customs

- a. It is customary in our country to tip the friendly bus driver.
- b. In this region we bow rather than shake hands during a first meeting.
- c. In this area of the country, it is customary to shake hands rather than to hug and give kisses on the cheeks.
- d. Please not to remove your clothing in the villages until you get to the designated swimming areas, in order to respect the local people.
- f. Please not to use profanity (disrespectful treatment) in the mosques or churches since it is considered disrespectful.
- g. Though the all-inclusive includes tips for the servers, it does not include tips for the bellboy.
- h. To indicate that you want to get on or off the bus, simply wave your hand at the driver.
- i. It is strongly suggested not to get drunk in this area.
- j. It is not customary in this region to kiss romantically.



Source: eyesonnepal.com

Activity 3

Please add five more tour rules, safety, etiquette and customs

a. Rules

- 1.
- 2.
- 3.
- 4.
- 5.

b. Safety

- 1.
- 2.
- 3.
- 4.
- 5.

c. Etiquette and customs

- 1.
- 2.
- 3.
- 4.
- 5.

Activity 5

Work in group of three, draw three signs representing rules, safety and etiquette or custom.

You feel free to use colour pen or using your computer. The size is not more than A4 paper. Make sure no group has the same sign.

Activity 6

Write sentences using the following words. Number (a) is given as examples.

- a. entertain (verb-v), entertainment (noun-n), entertainer (n), entertaining (adjective-adj)
 1. The comedian entertains audience everyday.
 2. There's not much in the way of entertainment in this town.
 3. We can see some of our finest entertainers (comedians, singers, dancers and magicians) on TV tonight.
 4. His performance is always entertaining.
- b. visit (v), visitor (n), visit (n)
 - 1.
 - 2.
 - 3.
- c. help (v), helpful (adj), help (n)
 - 1.
 - 2.
 - 3.
- d. inform (v), informative (adj), information (n)
 - 1.
 - 2.
 - 3.
- e. understand (v), understandable, understanding (n)
 - 1.
 - 2.
 - 3.

f. save (v), safe (adj), safety (n)

- 1.
- 2.
- 3.

g. regulate (v), regulator (n), regulations (n)

- 1.
- 2.
- 3.

h. indicate (v) indicative (adj), indication (n)

- 1.
- 2.
- 3.

i. suggest (v), suggestive (adj), suggestion (n)

- 1.
- 2.
- 3.

Activity 7

Study the following dialogues.

Guide : It's about a three minute ride up to the top of Tangkuban Perahu mountain.

Man : Is this area safe enough?

Guide : Yes, you don't have anything to worry about. We often go to this mountain, and these tours have been going on for many years without any accidents.

Woman : What's that Crater to the left called?

Guide : That's Ratu (queen) crater that lies at an altitude of 2,084 meters above sea level. And on the right Domas crater that lies at an altitude of 2,084 meters above sea level.



Man : Is that safe to go down the crater?

Guide : We are not permitted to go down Ratu crater. It is dangerous.

Woman : What about Domas crater?

Guide : We *can* go down into the *Domas Crater* that has many hot geysers in which we can boil eggs

Woman : Really? And is it not dangerous. \?

Guide : No, it is not. Many people go there.

Man : Can we go there?

Guide : Yes, certainly.

Activity 8

Write a dialogue between a guide and tourists like the example above. Think of the situation and condition of the area. You can focus on safety, rule, etiquette or customs.

Activity 9

A tour guide wants to inform the following rules, safety, etiquette and customs to the tourists. How would you inform them? Number one is done for you.

- a. Some tourists get separated from the group. Do not separate from the group.

You say: Excuse me. This area is quite crowded. Would you get together with the other tourists. We don't want you to get lost.

- b. Some tourists step on the grass. Do not step on the grass.

You say:

- c. A tourist touches statues. Do not touch the statues in the museum.

You say:

- d. A few tourists take pictures. Tourist can not take some pictures inside the building.

You say:

- e. Tourist will have lunch break at 12.00.

You say:

- f. Two tourists open their cigarettes. Smoking is not allowed in that area.

You say:

- g. A female tourist opens her T-shirt. Do not open your cloth.

You say:

- h. A tourist gets closer to the monkey. The monkey may bite him.

You say:

- i. All tourists will gather at the bus at 13.00 sharp.
You say:

- j. There are pickpockets in this area. Do not leave your belongings unattended.
You say:

- k. No food and drinks can be consumed in this place. Do not eat or drink.
You say:

Activity 10

Tour guides will need to answer questions from tourists and this can be one of the most challenging aspects of the job because many times, the questions may contain words they do not understand, however it is possible to anticipate certain questions. Some of these can include the following general questions which can be applied to almost any tour.

- a. Where is the nearest toilet?
- b. Where can I smoke, please?
- c. What else can we do in the surrounding areas?
- d. How long does it take to go up there?
- e. Can we stop the bus? I want to take a picture
- f. Is it safe to swim in this lake?
- g. Which restaurants would you bring us to for the lunch?
- h. Where we find a bar around here?
- i. When was this mountain last erupted?
- j. Can we make a bargain in this shop?

Activity 11

Read the following reading about 5 Pre-Tour Must-Do's for a Great Tour Guide adopted from Clark (2014)

5 Pre-Tour Must-Do's for a Great Tour Guide

Every tourist can tell stories of that time when his or her tour guide was the person who made the trip special but also the times in which the tour guide was a waste of money and time. *Much of what makes a good tour guide and a good tour experience is preparation.* Here are five must-do guide training tips that will help you to become a great tour guide even before the tour begins!

1. Plan in Advance

Even the best tour guide shouldn't just wing his or her tour. If you are new to the tour route or industry, be sure to prepare by completing a thorough inventory of the site or trail that your tour will cover. You should know your tour route completely and know what amenities are available to tourists, such as restrooms, cafes, and gift shops. Even if you are experienced at giving tours, you can always learn more. Conduct in-depth research of your tour material. Learn all there is to know regarding the tour; your tourists will look to you as the expert. Lastly, *practice, practice, practice.* Nothing will calm your nerves and prepare you like practicing your tour dialogue for an audience. Ask family or friends to listen to your tour and pepper you with difficult questions. If you will be conducting the tour in a non-native language, it will be beneficial to practice speaking and to pay close attention to pronunciation.



Source: ilm.com.pk

2. Provide Necessary Information

Your tourists will likely be unfamiliar with the area and excited for your guided tour. Help them to prepare appropriately by *providing logistics and rules in advance of the tour*. Be sure that the location, time, and length of the tour are clearly communicated to all participants. Let them know what clothing is appropriate for the trip, keeping in mind any cultural and safety considerations, as well as what they should bring (such as money, jackets, sunscreen, bug spray, water bottles, cameras) and what they should not. Make sure that you emphasize any park or site rules in advance (such as no photos or no picnics).



Source: Natalie Clark, 2014

3. Have a Message

Wrap your tour around *a single, simple message*. This is the main point that you hope to get across to visitors. It may cover the history, wildlife, architecture, ghost stories, cuisine, or many other themes of your city, site, or park. Be sure that the message is original and keep it one simple full sentence. By structuring your tour around one theme, your tour will be easier to follow for visitors, and the content will be more cohesive. All the material covered in your tour should revolve around or relate to the visitors understanding of this message.

4. Prepare a Structure

Plan the structure of your tour in advance by formulating a written outline for your tour. Begin by brainstorming a catchy introduction. Next plan the stops on your tour; be sure that each stop has scenic views, interesting history, or contributes to your message. Figure out what you will say at each stop. Be sure to consider whether your stop is shaded, has benches, and other comfort factors for tourists. Prepare a short conclusion that wraps up the message of the tour and thanks your tourists for joining you.

5. Carry Appropriate Equipment

A key component to preparing for your tour is to carry all appropriate equipment with you. While planning your tour, make a list of all of the items that might be useful to communicating your message or would make the tour more comfortable or enjoyable for visitors.

In terms of communication, if you have a large tour group, a wireless microphone or headsets may be needed. Be sure that you are carrying a phone or walkie-talkies to make sure that visitors have a way to contact you both before and during the tour. For comfort, perhaps your visitors would appreciate printed itineraries of the sites they will visit, or, if the weather will be hot and sunny, water bottles and a bottle of emergency sunscreen may be wise. It is also wise to keep basic first-aid equipment on hand. Consider the logistics of what equipment you can reasonably

carry throughout the tour, as you can certainly bring more if you will be traveling by truck rather than on foot for instance.

Carrying the appropriate equipment will improve your tour communication and your visitors comfort, ensuring a better tour!



Source: Natalie Clark, 2014

By preparing in advance, providing necessary information to tourists, composing a message for your tour, keeping a clear tour structure, and carrying basic equipment, your tour will be off to a good start even before it begins

Activity 12

Answer the following questions

- a. What a tour guide should plan prior to the tour?

b. What kind of information should a tour guide provide for the tourists?

c. Why should a tour guide have a message for the tourists?

d. *What is the structure of a tour like?*

e. *What equipment is needed by a tour guide?*

UNIT 12

CLOSING AND REPORTING TOUR ACTIVITY



Opa Felix: a senior, unique, and inspiring tour guide

Source: dan8aji.blogspot.com

A tour report is an informational work made with the specific intention of relaying information or recounting certain tour in a widely presentable form. Reports are often conveyed to the manager or (immediate) superior in writing or speech.

Objectives

- a. Learners are able to identify the aspects to be reported.
- b. Learners are able to prepare and use instruments to collect data about a tour activity.
- c. Learners are able to close a tour activity.
- d. Learners are able to write a report about a tour activity.

Activity 1

Answer the following questions.

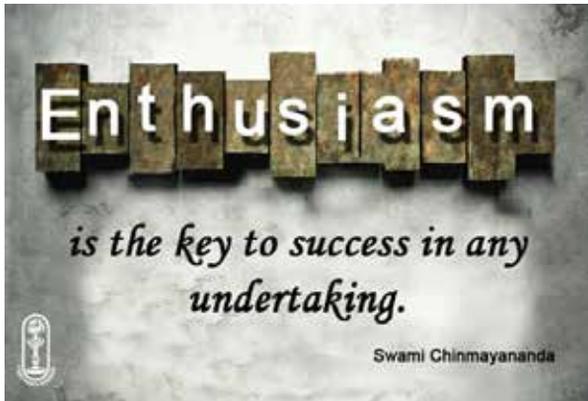
- a. Have you joined a tour before?
- b. Did you have a professional tour guide? Please explain!
- c. What did you like about his guiding performance?
- d. What did you dislike about his performance?
- e. How do you assess tour guide performance?

Activity 2

Read the following important and highly desirable characteristics of an effective tour guide.

1. Enthusiasm

The most important characteristic of successful guides is passion, both for the subject matter and travellers. This enthusiasm will not only make the traveller's experience more compelling, but will sustain both guide and visitors through mentally and physically exhausting experiences. Enthusiasm is usually accompanied by friendliness and generosity. When guides are enthusiastic about their subject or region, they are usually inclined to become more knowledgeable about it, thus, more confident in their presentation of it.



Source: www.linkedin.com

2. Courtesy and Friendliness

As guides are in the business of meeting, welcoming, and working for strangers, it is essential that they be approachable, open, courteous and comfortable in many types of situations and with a wide range of personalities. However daunting that prospect may be to some, many guides regard it as the most interesting aspect of their work.



Source: www.allstatesign.com

3. Self-confidence

Developing self-confidence in a career requires a basic level of self-esteem combined with experience. Self-confidence enables guides to carry out their duties assertively and effectively, to put people at ease, and to help creating enjoyable experiences.



Source: blogs.psychcentral.com

4. A proactive nature

One of the hallmarks of a true leader is the belief in one's own ability to affect change and willingness to assume responsibility for initiating change. Such a belief is usually accompanied by a commitment to imaginative solutions and contagious sense of optimism. This proactive - as opposed to reactive behaviour is vital for success in guiding, as guides are regularly thrust into unpredictable and challenging situations for which they must find quick, amenable solutions.



Source: athlone.epsb.ca

5. Sensitivity

Extremely important, the term “sensitivity” is used here to include the wide range of human understanding required of a successful guide. Beyond liking people, successful guides are compassionate, respectful, tactful, and observant. They are sensitive to other’s needs and understanding of other perspectives. Guides must be attuned to such occurrences as injuries, illnesses, disabilities, or friction among passengers. It is said that “Visitors will forgive many shortcomings in guide - even lack of knowledge about the region - but they won’t forgive the guide who doesn’t care about them.”



Source: blog.customerfocus.com

6. Flexibility

In the domain of travel, where even the best itineraries do not happen in the way they were planned, flexibility, and patience are vital. This includes the ability to convince others to be flexible and patient as well.



Source: www.wellsgraytours.com

7. Authenticity

Few qualities will offend or alienate (to make unfriendly) people more quickly than phoniness or dishonesty. Most people are instinctively drawn to and trust people who are genuine and who have an honest, open aura about them.



Source: itla.or.id

8. A pleasant, professional appearance

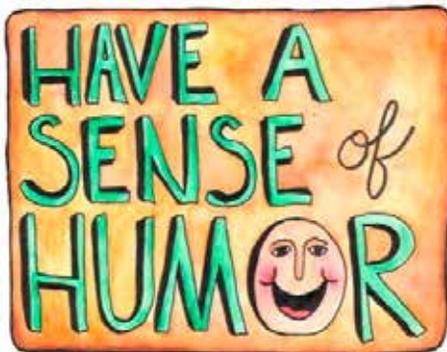
First impressions are often indelible and are frequently based upon one's physical appearance. Many people may assume that those who are clean, well-groomed, and care about their appearance are on top of things and extend the same exacting qualities to their work. Moreover, people make assumptions about others, both accurate and inaccurate, based on other aspects of appearance, such as posture, weight, and stylishness.



Felix Feitsma, STP Bandung
Source: museumgeologiku.blogspot.com

9. Sense of humor

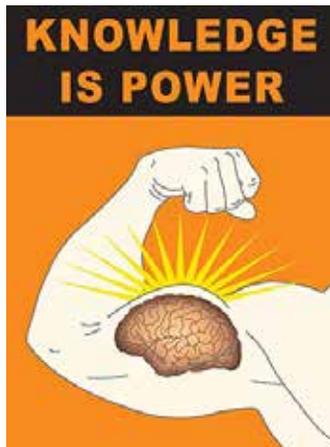
A good sense of humor can bring people closer together, put them at ease, and help make the small problems of travel amusing instead of stressful and unpleasant. Since most people like to laugh, they will usually appreciate guides who bring humor to the experience. Using humor appropriately, however, requires sensitivity: a joke that makes one person laugh may offend another.



Source: skilldevelopmentforme.com

10. Knowledge

A well-rounded body of knowledge about a wide collection of topics is fundamental. Subject areas differ for guides in every region, and it is wise for guides to investigate its history, geography, economy, social politics and culture.



Source: www.lugofit.com

11. Good communication skills

The most knowledgeable and sensitive person will not succeed as a guide without the ability to communicate well. Good communication skills include not only articulation, eye contact, natural gesture, and a clear, pleasant speaking voice.

To be able to communicate well a guide must master the language and the culture of the visitors. It is beneficial if a guide can speak more than one foreign language. Body language, gesture, and facial expressions are also required to express special meanings. The standing position of a guide should not be awkward. It is usually in the front left by the front door of the tourist bus facing the driver. This position allows him to see what is happening in front, on the right side of the bus and makes him able to face the tourists as well. To the spots of attractions, the guide often walks in front of the tourists but when informing or explaining something he faces them.

Good communication means good business

Source: m.ibosocial.com

12. Organization

Time management and organization skills are underrated, essential skills. Keeping to a schedule despite delays, meeting appointments, and moving visitors along without their feeling pushed or herded is one of the balancing acts a guide must perform daily. Behind the scenes of every tour is an abundance of paperwork: instructions, maps appointment and confirmation letters, passenger information, and bookkeeping tasks, etc.



Source: julissasdiglitblog.blogspot.com

13. Decisiveness, good health, personal integrity, charisma as a personal magic of leadership arousing popular loyalty or enthusiasm

(Adapted from Pond, 1993:104-107)

Activity 3

In pairs, answer the following questions.

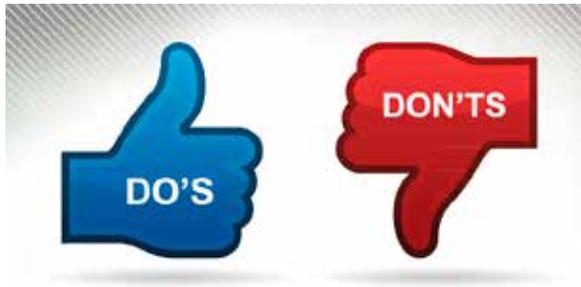
- a. From the characteristics of a guide above, which do think you have already possessed?
- b. Which characteristics do you feel weak?
- c. How would you overcome your weaknesses?
- d. Are there any other important characteristics out of the mentioned above. What are they?

Activity 4

Study the following do's and don'ts for a guide and add more point to each groups. Then, work in pair to three most difficult do's to do and three hardest don'ts not to do and give the reasons.

Do's

- a. Behave adequately representing his own country. His behaviour contributes to form his country's image.
- b. Show professional appearance. Be always tidy and well dressed
- c. Create a friendly approach to make customers feel relaxed.
- d. Keep calm, cool and tactful.
- e. Be obedient and encourage his customers to obey local regulations, customs, and tradition.
- f. Give equal attentions to all customers.
- g. Answer customer's questions carefully, honestly and politely.
- h. Respect and treat customers appropriately.
- i. Be ready to give assistance to customers.
- j. Be able to solve the unexpected problems such as accidents, injured or sick customers, death of customers, etc.
- k. Be patient, understandable, expert.



Source: thecultureur.com

Don'ts

- a. Do not underestimate customers
- b. Do not give negative judgments about other countries, their beliefs, customs or politics.
- c. Do not discuss controversial subject.
- d. Do not give misleading information.
- e. Never charge more or less than the tariff.
- f. Do not expect gratuities from anyone while on duties.
- g. Do not criticize customers or others.
- h. Do not discuss a personal problems with customers.
- i. Do not recommend customers to visit doubtful, dangerous or prohibited areas.
- j. Do not recommend customers to do doubtful, dangerous or prohibited things.
- k. Do not chew candies or eat something when speaking to customers.

Activity 5

Study the following evaluation sheet for a tour guide performance based on the characteristics of effective tour guide. Please use the sheet to evaluate your friends' guiding presentation

Guiding Presentation

Evaluation Sheet

Please give a tick Very good (VG), Good (G), Fair (F), Bad (b) , or Very bad (VB) in the following aspects of a tour guide performance as appropriate.

No.	Aspects	VG	G	F	B	VB
1.	Enthusiasm					
2.	Courtesy and friendliness					
3.	Self-confidence					
4.	Proactive nature					
5.	Sensitivity					
6.	Flexibility					
7.	Authenticity					
8.	Appearance					
9.	Sense of humor					
10.	Knowledge					
11.	Communication skills	a. Language				
12.		b. Voice				
13.		c. Gesture				
14.		d. Facial expressions				
15.		e. Eye contact				
16.		f. (Standing) position				
17.	Organization					
18.	Decisiveness					
19.	Health					
20.	Personal integrity					

21. Additional comments or suggestions

.....
.....

Activity 6

Work in groups of three to give feedback to your classmate guiding presentation. Your feedback is to improve your friends' guiding performance by telling the strong points of the presentation, informing the weaknesses of the presenter and how to improve the performance. Be polite when giving constructive criticism.

Activity 7

Study the following information about a two-day Bandung tour. The general information about the tour and tourists is as follows:

Type of tourists	: Old people from Germany
Tourist special need	: Not too much walk
Size of the group	: 20 people, 16 male and 4 female
Length of tour	: Two days
Specific itinerary requirement	: Mini bus, jackets and sport shoes
Special requests	: Vegetarian food
Accommodation	: Sheraton Hotel
Style of commentary required	: Relaxed and humorous
Location of tour	: Tangkuban Perahu, Ciater, Kawah Putih (White Crater), and tea plantation.
Climate	: Cold & mild

Equipment and cultural consideration : Nothing

Language consideration : German is preferred

The tour information above is given to the tour guide who guides the tour. In addition, the following aspects of information is required by a tour guide to report the tour.

- a. Basic tour information including tour number/name, dates of the travel, number of visitors, their country of origin,
- b. How the tour was running?
- c. Incidents happened or problems encountered
- d. How the incidents or problems were handled
- e. Contact made with product suppliers during the tour, difficulties or problem arose
- f. Names of new staff with their positions encountered during the tour.
- g. Any new attractions, products, services or facilities found and needed
- h. Condition of means of transportation
- i. Condition of roads, bridges, etc.
- j. Interest shown in sites visited
- k. Suitability of tour duration
- l. Comments on allocation of time
- m. Adequacy of refreshment facilities
- n. Adequacy of facilities for personal needs

Activity 8

Study the following information about closing a tour.

Closing a Tour

Closing is meant to end the the tour. It can be on the way back from a destination to a hotel or before the customers leave for another desti-

nation or their home country. It is done either in the bus or in dining hall or business meeting room for a formal closing.

A tour closing is a very important part of tour program. Tour guide does not only summarize the tour, remind something that impresses them but also thanks the customers for joining the tour and apologizes for the inconveniences. Tour organizers can evaluate their product by getting feedback from the customers about the tour, guide, facilities and services by using a questionnaire. Feedback is very useful to improve their future program and services. This is also an opportunity for them to promote and sell the other tour products.

In addition, the customers are reminded not to forget to check their precious belongings such as camera, watch, accessories left in the hotel. After delivering the railway or airline tickets, they are also reminded again their time of departure and wish them a pleasant journey.

Good evening ladies and gentlemen

Our two-day Bandung tour has just finished. I hope that you all enjoyed our programs. Anybody still remember the places of interest and attractions to be visited? Yes, Udjo's Saung Anklung (USA), Mt. Tangkuban Perahu, Jeans shopping centre ..., ... Oh great you still remember them all. Which is the most attractive one? USA, USA. Yes, I agree with you.

On behalf of Enhaii Tour and Travels, I would like to thank you for joining our tour. I hope that it becomes a memorable tour. We do apologize for any inconveniences you feel or experienced especially for the small accident with the bus. Before we close, we would like to ask your favour to fill in the questionnaire in order to improve our coming program. If you have finished answering the questionnaire, I'll give your tickets. Thank you and have a nice journey.

Customer's feedback on Bandung Tour

Dear Customers,

Thank you for your participation to join **A Two-day Bandung Tour** conducted by Enhaii Tour and Travels. We really need your feedback concerning the tour in order to improve our future program and service. Thank you for trusting us to serve you and we look forward to your next visit.

Please give a tick as appropriate: (V) Very Good (VG), Good (G), Fair (F), Bad (B), or Very Bad (VB) option according to your opinion.

No.	Aspects		VG	G	F	B	VB	%
1.	The tour	a. Length of the tour						
		b. Number of activities						
		c. Time provided for sightseeing						
		d. Places or attractions to be visited						
		e. Additional activities						
			Average					

2.	The guide	a. Enthusiasm						
		b. Courtesy and friendliness						
		c. Self-confidence						
		d. Proactive nature						
		e. Sensitivity						
		f. Flexibility						
		g. Authenticity						
		h. Appearance						
		i. Sense of humor						
		j. Knowledge						
		k. Communication skills						
		l. Language						
		m. (Standing) position						
		n. Organisation						
		o. Decisiveness						
		p. Health						
q. Personal integrity								
		Average						
3.	Facilities and Services	a. Meals						
		b. Accommodation						
		c. Means of transport						
				Average				
		Total average						

4. Are you interested to join another tour?

Yes

No

5. Additional comments or suggestions

.....

.....

.....

Activity 9

Study the following tour report in the form of memorandum from the tour guide to his superior or manager. Memorandum is used for internal office communication.

Memorandum

To : Mr. Rere Reynaldi, the manager of Chicago Tours and Travels
From : Mr. Timothy Lattupeirisa
Subject : Bandung tour report
Date : 12 December 2017

The Bandung tour for a group of twenty German tourists was conducted on July 5 and 6, 2017. Based on the comments from the tourist, the tour is interesting and good. The table below shows the comments from the tourists based on three groups of aspects to be commented on. The aspects include the tour, guide and facilities & services. From those three aspects, we can see that the average comment of the customers reaches (80,4%), it means good based on Likert Scale. This comment is also supported by 95% of them who are interested to join another tour. Although, the comment about the guide is also good, it still shows the highest score (83,9%). The facilities and services show 80,7%. In this group, meal shows 75% due to the taste of local food which does not really suit their appetite. This suggests to try another restaurant or serv-

ing other European dishes in the future. The lowest comment is the tour (76,6%), it is because they want to stay longer at each destination. This information should be considered for the future tour.

Customer's feedback on Bandung Tour

December 5 and 6, 2017

N = 20

No.	Aspects		VG	G	F	B	VB	%
1.	The tour	a. Length of the tour	5	10	5			80%
		b. Number of activities	7	7	6			81%
		c. Time provided for sightseeing		5	15			65%
		d. Places or attractions to be visited	8	5	7			81%
		e. Additional activities	6	4	10			76%
			Average					

2.	The guide	a. Enthusiasm	8	8	4		84%
		b. Courtesy and friendliness	9	6	5		84%
		c. Self-confidence	7	6	4	3	77%
		d. Proactive nature	8	6	6		82%
		e. Sensitivity	5	9	6		79%
		f. Flexibility	7	7	5	1	80%
		g. Authenticity	9	7	4		85%
		h. Appearance	12	6	2		90%
		i. Sense of humor	11	5	4		87%
		j. Knowledge	9	9	2		87%
		k. Communication skills	10	7	3		87%
		l. Language	9	8	3		86%
		m. (Standing) position	8	7	5		83%
		n. Organisation	4	13	3		81%
		o. Decisiveness	7	7	6		81%
p. Health	9	7	4		85%		
q. Personal integrity	11	7	2		89%		
		Average				83,9%	
3.	Facilities and Services	a. Meals	5	5	10		75%
		b. Accommodation	8	9	3		85%
		c. Means of transport	7	8	5		82%
				Average			
		Total average				80,4%	

Additional comments on the tour

19 of the customers are interested to join another tour, only one is not.

15 customers want to stay longer suggest to stay longer at each destination.

12 customers are not happy with the meal served.

4 customers will be back soon.

Based on Likert Scale

Very Good (VG) (85% - 100%)

Good (G) (69% - 84%)

Fair (F) (53% - 68%)

Bad (B) (37% - 52%)

Very Bad (VB) (21% - 36%)

However, there was a small accident on the way back to the hotel. The bus was hit from the back by a public transport whose break was not working. A policeman, who happened to be there at the location, investigated the public transport and the driver and our bus was allowed to go. To claim the insurance, the co-driver went to the local police station to get the police clearance letter. The local guide who used to be our guide was not there due to his health problem but his assistant, Mr. Timothy Lattupeiirissa was able to give satisfactory assistance.

I believed that this well organized tour became a memorable experience for the tourists. This guiding opportunity came just in time for me to enhance my professional skills as a tour guide, my conceptual skills as a person and my academic skills as a fresh graduate of tourism school.

Activity 10

Reporting class guiding presentation. Students work in group three to conduct a guiding presentation. They have to prepare their own itinerary and tour map. During the presentation, the other groups assess the

presentation using the guiding presentation evaluation sheet (Activity 5). After the assessment, they have to write the tour guiding presentation (see Activity 7).

UNIT 13

DESIGNING TOURIST BROCHURES



Source: bisniswisata.co.id

A tourist brochure has a very specific purpose and there are certain guidelines you can follow to ensure it achieves these goals. Before you start producing yours, look at some examples and how they have been done (SATSA, 2016). You also have to be clear on what your business aims to achieve, so you understand what the object of your brochure should

be. Are you targeting a specific market and if so, how will this impact the focus of your brochure? Once you've answered all these questions, you can get down to designing and producing your brochure.

Objectives

- a. Learners are able to understand the steps of designing brochures.
- b. Learners are able to include the most important information of brochures.
- c. Learners are able to design sufficient brochures.

Activity 1

Study the following step-by-step guides for producing brochures adapted from Keen (2016) *and* SATSA (2016).

Step-by-step Guides for Producing Brochures

Tourist brochures are a two-pronged marketing tool. They entice travelers to visit an area, and once there, they inform visitors about what they can see and do at the destination. The actual production of a brochure can be done with computer software, such as word processing and graphic design programs, many of which have templates for creating brochures with different layouts, shapes and sizes. Tutorials abound on the Internet that give step-by-step guides for producing brochures. The content is the thing that must be created -- and it's the content that will make your brochure do its job.

Step 1

Shoot photos of attractions and activities at the tourist destination. A colorful brochure with beautiful pictures is inviting to readers. Take eye-catching photos of people enjoying activities, such as fishing on a lake, sunbathing on the beach, riding on amusements, climbing the stairs of a lighthouse, skiing, golfing and shopping. Think about the

things that you would like to see and do if you were vacationing at this destination. Since tourists are often families with members of all ages, include lots of attractions that would be appealing to children.

Step 2

Research facts about local historical sites for inclusion in your tourist brochure. Visit the sites and have a notepad handy since such attractions often have plaques and display cases with information about the buildings, grounds and history-making events that took place there in the past from which you can gather facts.

Step 3

Solicit local businesses to advertise in your brochure. This will help cut the cost of production and distribution. Suggest that advertisers include coupons to entice visitors to come to their business. This will also help advertisers track the effectiveness of brochure marketing. Solicit businesses that would appeal to travelers, such as gift shops, restaurants, theaters and amusements. Tourists want to learn about places where they can be entertained and grab a bite to eat.

Step 4

Compile contact information and hours of operation on the various sites and attractions included in the brochure. When a visitor sees a place of interest, having information such as a phone number, operating hours, admission fees and the address makes it quick and easy to plan an itinerary and get any questions answered in the comfort of a hotel room. Websites should also be included for each business, if available; a website gives much more information than can be listed in a travel brochure. Many travelers have laptop computers and smartphones, and hotels often have Internet service available.

Brochure contents

The contents of brochure should be short and sweet. They include a quick description of your business, where you are, how to get there, available facilities/services and most importantly, your contact details. It's best not to list prices, as this means you'll have to print new brochures when the prices change.

When writing the copy, think about how you are fulfilling the customer's needs. Highlight the unique selling points of your product and how this sets you apart from other service providers. Use emotive words, but don't embellish or create a false impression of what you can deliver. The bottom line is that the majority of tourists are looking for a once-in-a-lifetime experience, so tell them how you can give it to them. Further, Holloway & Plant (1992) lists the information that should be included in a tour operator's brochure.

- Name of tour company responsible for tour;
- Transport mode(s) – carrier name, aircraft type and use of scheduled or charter services;
- Details of destinations, itinerary and travel time;
- Duration of tour – nights and days;
- Description of destinations;
- Type of accommodation and meals;
- Services of ground operators;
- Price;
- Extra charges clearly indicated;
- Details of special arrangements and facilities;
- Full booking conditions including cancellation terms;
- Any optional or compulsory insurance cover;
- Documentation required for travel to the destinations featured; and
- Any health hazards or inoculation recommended.

Thus, the tour brochure consists of several sections and sub-sections. The brochure cover shows the title, date, theme, tour code, and name of the tour company.

The inside pages/flaps highlight the tour features, a brief itinerary, modes of transportation, types of accommodation, payments, unique appeal of destination(s), payment conditions, insurance, currency, documents, internet address, website(s) and also contains a self-mail flag/page on which potential tourists may fill in tour registration information in order to sign up for the tour.

Design hints and tips

If you do not have a huge budget for brochure production, you could design it yourself, but it's important that it looks good and makes the potential customer want to pick it up and read it. Factors to consider are:

1. **Format:** No matter how big, small or how many pages your brochure has, the most important point is that one can scan it quickly for the information one needs
2. Don't try to be too creative about the size of your brochure. They are often put into brochure stands next to a hundred others, so it's best to stick to the standard size: 100mm x 210mm
3. Use fresh, eye-catching colours, but don't go overboard
4. Include good quality photos and images that highlight your product or service. Make sure you have permission to use and reproduce these. If necessary, you may want to include a map to give people an idea of where you are
5. Make the sure the font can be read easily

A brightly coloured, professional-looking brochure is one of the easiest, cheapest and most effective promotional tools. It tells people about the service you offer and how they can make a booking. So how do you go about creating a tourist brochure?

Activity 2

Answer the following questions.

- a. What do you know about a tourist brochure?

- b. Do you think photos of attractions and activities at the tourist destination are important? Why?

- c. How can we reduce the cost of production and distribution of brochures?

- d. What makes tourists quick and easy to plan their itinerary?

- e. Is it necessary for a tour brochure designer to visit the places of interests (sites) prior producing brochures? What for?

- f. What are the most important contents of a tour brochure? Give your reasons.

- g. Why are words, phrases and sentences very important to attract tourists?

h. What is a good brochure design like?

i. What factors need to be considered in designing tour brochures?

Activity 3

Study the following guides to produce Brochures Using Microsoft Publisher adopted from *LeChat (2016)*.

Guides for Producing Brochures Using Microsoft Publisher

You may be leading your business to conduct much of its enterprise online through social media marketing, flash sales, tweets and more, but there's still value in being able to place marketing collateral into the hands of a prospective customer or partner. Design custom leaflets using Microsoft Publisher, where they're called brochures, and get the word out about your business in a very tangible way. With leaflets, you're never tied down to a network connection, slow speed or competition from pop-ups. Instead, Publisher's quick-to-create brochure templates give

Step a

Open Publisher and click the "Brochures" button, the first option under "Most Popular" under "Available Templates." Scroll through the different designs and double-click one that best suits your business style or corporate branding. Note that every template is fully customizable.

Step b

Review the "Page Navigation" column on the left side of the screen or use the scroll bar to check both pages of the brochure, which represent the brochure's two sides.

Step c

Click into the business information section text boxes on the brochure, which may be on the middle pane of the first page depending on the template you chose. Highlight and type over the placeholder address, phone numbers, website and email address with your own. You may also wish to use this spot to add your social networking tags, hours of operation and other ways customers may contact you.

Step d

Right-click the placeholder logo on the brochure, which is usually right above the contact information text boxes on the same panel. Choose “Change Picture” on the menu and click “Change Picture” again from the fly-out menu. Browse to your corporate logo and double-click it. If desired, drag the logo into place on the brochure.

Step e

Click the main title box on the brochure, which is usually the right side pane of the first page. Type the text, such as information about one of your executive partners, a catchy slogan or information about a new product or service. Repeat the process to type over all the placeholder heading boxes. To delete a heading box, click it and press the “Delete” key.

Step f

Click inside the placeholder article boxes on the brochure, which is in most cases represented by Latin text. Type over the text with your own. You can also copy and paste text from an existing document into the Publisher text boxes. Repeat until all text boxes are filled or deleted from the two pages.

Step g

Right-click one of the template pictures and repeat the “Change Picture” process to browse to pictures of your products, employees or other im-

ages to include on the brochure. You can also simply delete the picture, click the “Insert” tab, click the “Clip Art” button and search for and insert images that better suit your leaflet’s subject matter. Repeat to change out all of the images on the brochure.

Step h

Click the “Page Design” tab. Hover the cursor over the four-block sets of color in the “Schemes” portion of the ribbon. Note how the colors on the brochure change. Choose one that suits your corporate color scheme or matches the theme of the brochure.

Step i

Click the “File” tab. Click “Save As.” Give the leaflet a file name in the “File name” text box and click the “File” button.

Activity 4

Work in individually to write eight (8) questions for producing brochures using microsoft publisher. Use the question words provided.

- a. What _____
- b. How _____
- c. When _____
- d. Where _____
- e. Who _____
- f. Are _____
- g. Do _____
- h. Why _____

Activity 5

Work in pair to swap your questions and answer the questions of your partner's. Then, check one another whether your answers are satisfying or not.

- a. _____
- b. _____
- c. _____
- d. _____
- e. _____
- f. _____
- g. _____
- h. _____

Activity 6

Study and discuss with your partner the following sample of travel brochure of Weh Island, Aceh.

- a. How do you like the brochure?
- b. What are the main contents of the brochure?
- c. Does the brochure have sufficient the contents?
- d. Are there any missing pieces of information? What are they?
- e. How would you make the brochure better?

DIVE WEH www.dive-weh.com

Is a Tour and Dive Boat in Pulau Weh, off the northern tip of Aceh, Sumatra, Indonesia.

From your accommodation to the best diving and snorkeling sites, we guide you to Explore, Chill and Dive Weh Island like never before.

SCUBA DIVING

Adventure diving to suit everyone. New or experienced, all divers rave about the super dives at affordable prices. Do it in comfort from our leisure craft, MV Juhang.



Professional guides
Quality equipment & air
Pick up / drop off service



Snacks and lunch of Acehnese cuisine
if do 2 or more dives a day
The more you dive, the cheaper it gets

OUR BOAT, MV JUHANG

Dive Weh took a shark fishing boat off the local market, and transformed it into a beautiful leisure craft. Our 17-meter boat is our center, enabling us to rove and serve customers all over the Pulau Weh, be it in Sumur Tiga or Iboih.

So join us for eco tours that are fun for everyone -- adults, kids, friends and family ♥



SNORKELING TOURS

Explore gorgeous beaches and multicoloured reefs bursting with fish. Our Dive Weh boat takes you, your family and friends for the ultimate Pulau Weh snorkeling adventure.



Up to 4 beaches and reefs
Delphin spotting
Visit an Underwater
Volcano / Spa



Can combine with Fun Dives and Intro Dives
Pick up / drop off service
Snacks & home-cooked lunch



Dolphins

BOAT CHARTER

Charter our Tour and Dive Boat, MV Juhang, and set your own itinerary. Beach hopping. Snorkelling/diving. Explorative trips. Research expeditions. Relaxed family outings. Boat parties. Sunset cruises. You choose.

The charter package only includes our boat, MV Juhang, and snorkeling gear. We can help with your logistical needs, like food, scuba equipment, etc. at additional cost.



Acehnese food

Source: www.dive-weh.com

Activity 7

Look at the following brochures from Borobudur Exotic Tour. Work in pair to give your comments on the following two brochures. How do you like the brochures and how would you make the brochures better.



IDR 350.000,- /pax min. 2 pax
Include : car, driver, gasoil, parking,
tour guide, lunch.
Exclude : All of the entrance ticket

5. Dieng Tour

2,5 hours driving from Borobudur,
we can find a wonderful panorama
in Dieng Plateau. Here you are only
get the best view, but also a cold
temperature.

Color lake is one of the destination
that we can visit. A natural lake
where the sulfur mix with the water
has make the lake looks so colorful.
Crater also a spectacular thing to
find here. And the small Arjuna
temple make your tour become
complete.



IDR 350.000,-/pax min. 2 pax
Include : car, driver, gasoil, parking,
tour guide, lunch.
Exclude : All of the entrance ticket

6. Ramayana Ballet

If you want an exotic tour after
lunch, so this program is our
recomendation. Start from
Borobudur at 1 p.m. go to
Prambanan, continue to Ratu Boko
for the sunset, Dinner and continue
with the Ramayana Ballet. The
Javanese Dance with a story
inside. This tour will be finish at 10
p.m. arrive at your hotel at 11 p.m.



IDR 350.000,- / pax min. 2 pax
Include : car, driver, gasoil, parking,
tour guide, dinner.
Exclude : All of the entrance ticket

7. Coffee Tour

Do you like coffee? Do you want to
see the traditional process of making
coffee? This program is an education
tour about coffee in the real coffee
plantation in Menoreh Hill, the hill
near Borobudur. In this tour you can
ask everything about coffee because
our tour guide is a master of coffee in
this area.



IDR 250.000,-/pax
Include : transportation, tour guide,
lunch

For further information please
contact us in the number below :

BOROBUDUR EXOTIC TOUR

Office : Borobudur Bus Station Area
www.borobudurexotictour.com


Borobudur Exotic Tour

Welcome to Borobudur



We have several tour package during your holiday here

1. Sunrise Tour
 Start in early morning we are ready to pick you up in your hotel to see the sunrise view of Borobudur. There are 2 choice of the sunrise tour. From inside the temple and from the hill nearby the temple.



IDR 400.000,- in the temple
 IDR 150.000,- from the hill
 Include : transportation, guide, a cup of coffee

2. Cycling Tour

Enjoying the panorama of the nature in around Borobudur Temple is one of the alternative to completely your amazing tour. Bicycle is one of the best transportation to enjoy this tour. In our program we have to stop in the industrial central of the people to see their activity, they are the central of tofu, the central of pottery, the house of brown sugar maker, the batik maker and also visiting 2 beautiful small temple, Mendut and Pawon Temple.



IDR 150.000 / pax
 Include the bicycle, tour guide, all of ticket, fried banana

3. Selogriya Tour
 One hour driving from Borobudur, a spectacular nature is waiting for us to enjoy this area. With a soft trekking you will see the terrace of the rice plantation and find a small temple on the top.



IDR 500.000,- for one car maximum 5 person.
 Include : car, entrance, parking, guide

4. Jogja Tour
 Yogyakarta or Jogja is one of the central of Javanese culture. We recommend to take this tour if you are interesting with Javanese Culture. In this tour we will take you to the Sultan Palace, water castle, Merapi, Ullen Sentalu Museum and Prambanan the Hindu Temple.



Source: tetukonugroho.wordpress.com

Activity 7

The following brochure of Pulau Seribu yang Menarik by Jen Chung is written in Bahasa Indonesia. Work in group of three to translate it into English. You may use translator machine but you still need to check it in terms of the language.



APA YANG BISA DI LAKUKAN?

Ini adalah tempat yang kamu bisa berinteraksi sama alam alam. Di pulau yang lebih luas, ada sunbobl-poodol sama hotel yang kamu bisa tinggal untuk malam. Kamu bisa tarik karpet di atas pasir-pasir yang di pantai terus anda bisa istirahat di atas kapetnya.

Penyelesaian: Misteri lautnya adalah di bawah permukaan. Salah satu aktivitas yang paling menarik adalah penyelaman di dalam laut. Kamu bisa lihat ikan-ikan dan kolodopa behai di dalam lautan. Kalau kamu beruntung, kamu mungkin bisa ke lihat Nemo (Ikan Balok). Ikan-ikan tropik kecil sekecil karena ada banyak warna.

Mancing: Anda juga bisa naik perahu terus pergi ke laut yang ada terus mancing di situ. Mancing apak susi karena kamu harus berkesentrasi yang banyak untuk merasa tarik tab yang dari ikan-ikan. Kalau kamu antusias, kamu bisa tarik ikan yang di tertangkap. Ikan-ikan nya asup dan enak sekecil karena kamu yang menangkap sendiri.



LOKASI DAN CUACA

Pulau Seribu terletak di utara Pulau Jawa kaya di gembur atas. Pulau-pulunya ada yang besar dan kecil. Pulau Seribu di atas khatulistiwa jadi iklimnya panas. Pulau Seribu ada cuaca yang tropis kaya Indonesia. Tempat ini sebetulnya panas tetapi ada angin yang terbawa dari laut jadi iklimnya juga sedikit dingin. Ada arus yang banyak yang kamu bisa sampai ke pulau-pulau. Tapi cara yang paling gampang dan aman adalah beli tiket perahu di Ancol terus naik perahu ke pulau yang memilikid anda.

USIA REKOMENDASI

Kita merekomendasikan orang yang umurnya 5-66 untuk datang ke sini karena kalau kamu mud datang ke sini kamu bisa pakai perahu saja. Sewang yang terlalu muda atau tua mungkin tidak terlalu baik. Di sini juga ada banyak aktivitas yang tidak terlalu aman untuk seorang yang terlalu muda dan tua.

PULAU SERIBU YANG MENARIK OLEH: JEN CHUNG



❁ PULAU SERIBU ❁

Pulau Seribu adalah tempat wisata yang terkenal di Indonesia. Di Pulau Seribu, kamu bisa berenang dan bujukan air yang ada di dalam kua-kua. Kamu bisa, berenang dan menikmati sinar matahari, penyelaman untuk lihat ikan-ikan, memancing di tengah lautan, dan ada yang banyak lagi. Ini adalah tempat untuk menantang alam.





APR YANG BISA DI LAKUKAN?

Ini adalah tempat yang kamu bisa berinteraksi sama alam-alam. Di pulau yang lebih besar, ada penduduk-penduduk sama hotel yang kamu bisa tinggal untuk malam. Kamu bisa turun kayak di atas pasir-pasir yang di pantai terus anda bisa istirahat di atas karpetnya.

Pelayanan: Misteri layanan adalah di bawah persembanya. Sederet ada aktivitas yang paling menarik adalah pelayanan di dalam laut. Kamu bisa lihat ikan-ikan dan kehidupan bahari di dalam laut. Kalau kamu berenang, kamu mungkin bisa lihat Nemo (ikan Badak), ikan-ikan tropis cantik rekah karena ada banyak warna.

Mancing: Anda juga bisa naik perahu terus pergi ke laut yang jalu terus mancing di situ. Mancing apatis suse karena kamu harus berorientasi yang banyak untuk merasa terlah tali yang dari ikan ikan. Hal ini kamu mancing, kamu bisa manah ikan yang di berangkap. Ikan-ikannya segar dan enak rekah karena kamu yang cukup sedikit.



LOKASI DAN CUACA

Pulau Seribu terletak di utara Pulau Jawa kaya di gambar atas. Pulau-pulainya ada yang besar dan kecil. Pulau Seribu di atas khatulistiwa jadinya panas. Pulau Seribu ada cuaca yang tropis kaya Indonesia. Tempat ini sedikit panas, tetapi ada angin yang berhawa dari laut jadinya juga sedikit dingin. Ada cara yang banyak yang kamu bisa sampai ke pulau-pulau. Tapi cara yang paling gampang dan aman adalah beli tiket perahu di Ancol terus naik perahu ke pulau yang memiliki wisata.

UMUR REKOMENDASI

Kita merekomendasikan orang yang umurnya 5 - 65 untuk datang ke sini karena kalau kamu mau datang ke sini kamu bisa pakai perahu saja. Seorang yang terlah muda atau tua mungkin tidak terlah naha. Di sini juga ada banyak aktivitas yang tidak terlah aman untuk seorang yang terlah muda dan tua.

PULAU SERIBU YANG MENARIK

OLEH: JEN CHUNG



PULAU SERIBU

Pulau Seribu adalah tempat wisata yang terkenal di Indonesia. Di Pulau Seribu, kamu bisa berwisata dan kayan stress yang ada di dalam kota-kota. Kamu bisa berenang dan menikmati sinar matahari, pelayanan untuk lihat ikan-ikan mancing di tengah laut, dan ada yang banyak lagi. Ini adalah tempat untuk menegakkan ilmu.





APA YANG RISA DI LAKUKAN?

Ini adalah tempat yang kamu bisa berenang sama alam-alam. Di pulau yang lebih besar, ada pondok-pondok sama hotel yang kamu bisa tinggal untuk malam. Kamu bisa tarak karpet di atas pasir-pasir yang di pantai terus anda bisa istirahat di atas karpetnya.

Penyelaman: Nisiroi lautnya adalah di bawah permukaanya. Salah satu aktivitas yang paling menarik adalah penyelaman di dalam laut. Kamu bisa lihat ikan-ikan dan kehidupan bawah di dalam lautnya. Kalau kamu berenang, kamu mungkin bisa ke lihat Nemo (Ikan Buntar). Ikan-ikan tropik cantik sekali karena ada banyak warna.

Mancing: Ada juga bisa naik perahu terus pergi ke laut yang jauh terus mancing di situ. Mancing agak susah karena kamu harus berkonsentrasi yang banyak untuk mematah tali yang dari ikan-ikan. Habis kamu memancing, kamu bisa masak ikan yang di tetapkan. Ikan-ikannya segar dan enak sekali karena kamu yang masak sendiri.



LOKASI DAN CUACA

Pulau Seribu terletak di utara Pulau Jawa kaya di gambar atas. Pulau-pulunya ada yang besar dan kecil. Pulau Seribu di atas khatulistiwa jadi udhnya panas. Pulau Seribu ada cuaca yang tropis kaya Indonesia. Tempat ini sebetulnya panas, tetapi ada angin yang terdawa dari laut jadi udhnya juga seadik dingin. Ada cara yang banyak yang kamu bisa sampai ke pulau-pulau. Tapi cara yang paling gampang dan aman adalah beli tiket perahu di Ancol terus naik perahu ke pulau yang memiliki anak.

USIA REKOMENDASI

Kita merekomendasikan orang yang umurnya 3 - 60 tahun datang ke sini karena kalau kamu mau datang ke sini kamu bisa pakai perahu saja. Seorang yang terlalu muda atau tua mungkin tidak terlalu baik. Di sini juga ada banyak aktivitas yang tidak terlalu susah untuk seorang yang terlalu muda atau tua.

PULAU SERIBU YANG MENARIK

OLEH: JEN CHUNG



PULAU SERIBU

Pulau Seribu adalah tempat wisata yang terkenal di Indonesia. Di Pulau Seribu, kamu bisa berenang dan beraktivitas yang ada di dalam kota-kota. Kamu bisa, berenang dan menikmati view matahari, penyelaman untuk lihat ikan-ikan, memancing di tengah lautnya, dan ada yang banyak lagi. Ini adalah tempat untuk menantang alam.



Source: blogs.swa-jkt.com

Activity 8

Work in group of three to design a tour brochure of a site or place of interest you like or somewhere around where you stay (for homework). You need to visit the place of interest to take the most beautiful parts of the site and the most interesting activities.

Swap your brochure with the other pair to check the contents and language.

UNIT 14

PLANNING PACKAGED TOURS



Source: cakraloka.com

Package tours are excursions or holidays which “package” a variety of services together to make a single “combined” trip. Commonly they combine such things as transport, accommodation and meals. They may also include the provision of a tour guide and/or leader. Tours can be long or short in duration and distance. They may be a one-day or overnight package, or they could be a period of a month or more (ACS Distance Education, 2016)

Objectives:

- a. Learners are able to identify different kind of packaged tours.
- b. Learners are able to find important information for tour packages.
- c. Learners are able to plan and arrange different kind of tour packages.

Activity 1

Answer the following questions before you read the passage about Tour Packages.

- a. Do you know any types of tour package?
- b. Have you joined tour before? Which type?
- c. What type of tour package is the most challenging and why?
- d. What tour packages are you most interested? Give your reasons.
- e. Which tour package you dislike? Please, explain.

Tour Packages

Packaged tours typically include: a) All transfers between airports, harbours, stations and hotels, b) Twin share tourist and first-class accommodation with private facilities, as specified, c) Cruises, d) Rental cars, e) Tickets for entry to events or attractions, f) Entrance fees to attractions, and g) Insurance.



Raja Ampat

Source: www.twisata.com

Types of Packages

The types of packages available in today's market are vast and varied. This ensures all consumers' needs and desires are met. Package tours can be further broken down into specific tour types. Tours available range from Special-interest tours, Adventure tours, City or Regional tours, Group tours and Fully Escorted tours.

a. Special-interest tours

Special-interest tours are designed around a particular interest area which could include arts, food and wine, sport, cultural or agricultural. Specialist tours may include an expert or celebrity guide who relates to the theme of a tour (e.g. a gardening expert accompanying a garden tour, or an art expert accompanying an art tour).



Sei Wampu Sport Tour

Source: wonderlandindo.blogspot.com

Water rafting is one adventurous tour package, or it can also be regarded as special interest tours. Sei Wampu is one attraction venue for rafting activities and located in District Salapian, precisely in the Village Marike around 79 KM from Medan.

Activity rafting on Sei Wampu has long been recognized by foreign tourists, Sei Wampu recently visited by tourists from domestic and foreign tourists. Customers often brought foreign tourists for rafting at this location. That's why white water rafting in Sei Wampu from year to

year continues to grow, both from potential segments, market potential along the rafting route variation offered in packages, so travelers can determine the choice according to their interest and motivation, availability of time and the desired level of spending

Try this whitewater rafting adventure during your vacation in North Sumatera. Experience the wild side of Wampu River for 2 to 3 hours, 6 kilometers long. Our experienced guide will bring you to visit the hot spring, followed by lunch on the edge of the river.

b. Adventure tours

Adventure tours are designed to allow the consumer to participate in their area of interest for the length of the tour and more experience based. They generally are physical and require a certain level of fitness, however, can sometimes be modified to meet your needs depending on the other travelers. Some examples of this tour type include diving, rock or mountain climbing, horse riding, skiing or cycling.



Bali Treetop Adventure Park Tour
Source: www.baligoldentour.com

Bali Treetop Adventure Park Tour is a Bali Activities Tour fun activity set in an open air environment for group and family in Indonesia, open everyday in Bali Botanical Garden, Bedugul. We also provide you with company outing and team building services. Try and get memorable experience and enjoy a fantastic panoramic views with the **Bali**

Treetop Adventure Park Tour offers 65 challenges for all level and ages: Suspended bridges, Spider Nets, Tarzan Jumps, Flying-Fox, Flying Swings, and many more fun challenges with 6 levels challenges in 5 adventure circuits from one tree to another with height range between 2-20 meters.

c. City/regional tours

City/regional tours normally last for one full day or less. They follow a fixed itinerary and will visit areas of interest in a specific place, whether that is historic, religious or cultural, refreshments or meals are often included.



Bandung Sightseeing
Source: www.jacktour.com

Discover the unique of Bandung City in One Day with our Bandung sightseeing Tour Package program. Visit any interesting places in Bandung downtown like Gedung Sate, Factory Outlets Areas (in Jalan Dago, Jalan Riau, Jalan Setiabudi), Bandung Shopping Malls, the Groote Postweg, Geological Museum, Famous University (Bandung Institute of Technology and Universitas Padjajaran), Bandung Uniques market (like Cibadyut leather industry center, Cihampelas for Jeans Street, Palasari as specialized market for Books, Pasar Baru as a clothing market, Jalan Surapati specialized for T-Shirt industrial area), Historical building places, etc.

d. Group tours

Group tours also follow a fixed and pre-arranged itinerary. They often only take place depending on the number of travelers i.e. they require a certain number of travelers in order to go ahead or it becomes a financial cost rather than profitable. It is also worth noting there are a maximum number of travelers on group tours too, as determined by the mode of transport – a 12-seat coach can accommodate no more passengers and therefore the number limit is defined. Group tours are generally always escorted or a tour guide service is provided.



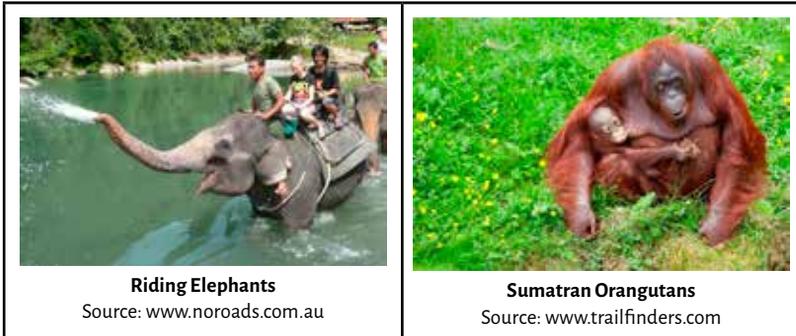
Yogyakarta and Central Java Tours
Source: www.balistariland.com

Yogyakarta and Central Java Tours are the comprehensive range of tours to visit places of interest in central Java – Indonesia like Yogyakarta town, **Borobudur Temple, Prambanan Temple** and other small temples including exploration the magical view of Dieng Plateau, Merapi Volcano, Bromo, Solo and others. Our tour packages offers the exciting experience to explore the oldest heritage culture in central Java with its unique society life. With our professional guide, your small group tour will be completely enjoyable with the complete information and hospitality service along with the comfortable air-conditioning car and save driver.

e. Fully escorted tours

Fully escorted tours are often a good idea for solo travelers and especially women travelling alone. This type of tour offers a sense of security or

overcomes language and cultural barriers. Also, these types of tours are often somewhat educational, the escort providing local, historical and cultural knowledge or insight gives the consumer are more worthwhile experience and understanding of the country (place) visited.



This 7-Day Sumatra fully escorted tour will take you to the one million-hectare Gunung Leuser National Park on the island of Sumatra. The park houses the largest population of Sumatran Orangutans, approximately 80% of the entire wild population of 7000. Gunung Leuser is also home to an enormous population of other wildlife including the Thomas Leaf Monkey, Pigtail Macaque, Longtail Macaque, Gibbons, Lizards, Turtles, Hornbills, and more.



Staying in tents
Source: bukitlawang-tour.blogspot.com

In this tour, you will use different modes of transports such as train, cars, and elephants. Your home on this fully escorted tour will be a mix of both basic guest houses, hotels and tents. You will be escorted from one destination to the next by our experienced local guide. This tour will help us save the environment of the critically endangered Sumatran Orangutan as illegal logging and encroachment of large scale mono crops such as Rubber and Palm Plantations, seriously threaten this wonderful habitat.

Activity 2

The table below consists of types of packaged tours, participants and activities. Work individually to fill in the table referring to the reading passage above, then check your answers with your classmates.

No	Types of Packaged Tour	Participants & Requirements if any	Activities
a.	Special-interest tours		
b.	Adventure tour		

c.	City/regional tours		
d.	Group tours		
e.	Fully escorted tours		

Activity 3

Study the following stages of planning a tour packages adopted from Verma (2016).

Stages of Planning a Tour Package

Many tour operators simply feel that they can not plan tours because they do not have adequate knowledge, skills, expertise and enough 'something' to accomplish market requirements. However, if they approach it in a systematic, scientific and businesslike manner, can plan, design and operate tours both international and domestic.

Planning tours involves working with retail travel agencies, and vendors/ principal suppliers, formulating effective and extensive marketing plans, determining cost and price, operating and managing a tour, dealing with travel documents and legal formalities, and handling the

finance. These all activities are not easy to be handled rather involve commitment, determination, farsightedness on the one hand, and a great degree of risk, on the other.

Thus, the process of planning a tour package and thereby satisfying the tourists can be conceived as a series of stages starting with market research and lasting with actual operation of a tour.



Sulawesi tour packages
Source: www.sulawesi-experience.com

1. Research (Destination and Market)

The main object of tour packaging research is to analyse and understand the key elements associated with a particular tourist market and destination. The key elements are as follows:

- a. Identification of economic, political, social and climatic factors that influence the future development of package tours;
- b. The target market, when the target market is small the tour operator must obtain a large percentage to make a tour successful, but if the market is large he tries to capture smaller percentage;
- c. Making the tour to meet the exact needs of the target market;
- d. Identification of key destinations and a comparative study of alternative destinations;
- e. Approaching the suppliers;
- f. Making the policy decisions.

2. Tour Itinerary Development

Theoretically, there are two basic approaches for itinerary development. The first deals with approaching vendors without identifying himself. The reasons supporting this approach being that the tour planner makes reservations independently from the vendor companies as tourist or as tour planner to discover how the “average tourist” is treated by them.

The second approach means a tour planner makes contract with all potential vendors in advance to put together all ingredients. When the ‘fam tour’ is conducted in this manner, the tour planner puts all possible components of tour together and develops final tour itinerary. Before planning an itinerary, the tour planner must try to find the answer to three key questions – ‘How much customer demand is in the market?’, ‘How practical is the tour?’ and ‘How profitable is the tour?’.

3. Negotiations with Tourism Suppliers/Vendors

The tour planner works with many vendors depending upon the nature and size of the tour. The major ones are airlines, lodging companies, transport operators, car rentals, ground operators, sightseeing vendors and so forth.

A tour planner has an option to negotiate with air carrier directly or through a travel agency. If the tour company has a long history of operating large number of inclusive air tours, the tour planner will usually be better placed to negotiate a better price and better terms or conditions than the tour planner/company could obtain through travel agency.

Hotel negotiations are generally more informal than in case of air carriers. Negotiations with lodging properties should be initiated on an appointment basis, meeting with top executives in each property if at all possible. A letter of contracts is one of the best ways of assuring that the vendor’s performance will be at least of expected standards. Thus, the main aim of negotiations is obviously to reach the best competitive price for a satisfactory quality-price ratio.



Garuda Indonesia Airline

Source: bisnis.liputan6.com



Ayodya Resort Bali

Source: www.klikhotel.com

4. Costing of a Package Tour

The concept of 'tour cost' is focal to understanding the connotation and practices of tour management in determining the monetary value of a tour package. In simple terms, 'cost' means the total expenses incurred to change the shape of individual ingredients into a tour package.

The costing process involves several steps. Even though, these steps are not standard or generalized ones but can be changed/modified to meet the individual needs of the tour company.

However, it is suggested that, new tour operator must adopt step-by-step approach of costing a tour package. Because the cost is the basis for the determination of 'right' amount of profit and so is a biggest challenge for the tour planner.

5. Financial Evaluation and Pricing

After costing of a package tour, tour planner determines exchange rates, estimates future selling prices and finalizes tour prices. The tour planner has to finalize price structure some ten months or more before the departure of a tour.

The tour price is not solely determined in terms of the cost but also on the basis of expected goals such as Rate of return, Market share (both domestic and international) and Price competitiveness of the tour package.

Tour pricing is a very complex decision especially in view of the facts like the degree and intensity of linkages, the nature of tour ingredients, competitive tourism market, and problems involved in tourist demand.

**PAKET TOUR KE BALI
+ TIKET PESAWAT**

HARGA MULAI 2 JT-AN

Termasuk : makan, hotel, private tour, tiket masuk objek wisata,
bagasi, airport tax

Parahita Tour Bali & Lombok
Source: www.parahitatour.com

a. Cost-oriented tour pricing

1. Mark-up
2. Total cost/absorption cost
3. Product cost
4. Rate of Return.

b. Market-oriented tour pricing

1. Skimming
2. Going
3. Differential
4. Penetrating
5. Backward.

6. Administrative Staff

Since the tour operation business is seasonal in nature, it requires extra personnel to meet the increasing needs. Tour operators are usually clear about what they want while selecting administrative staff to perform the extra activities, may be at a particular destination or at a resort.

Tour operators recruit persons with friendly and sociable personalities, organizational skills, good humour, a sense of ethics, the ability to make decisions and a love for people, places and travel.

7. Marketing of a Tour Package

The tour operators strategic position between the various vendors encompassing airlines, transport operators, hotels, etc. and the ability to combine the various elements of travel industry into relatively affordable and standardized tour package, have emerged as the key manipulators of tourism industry. Tour package marketing is significantly different from the marketing of other tourism elements. This is because of the nature and types of tour packages offered by tour operators.

Activity 4

Answer the following questions.

- a. Why are many tour operators not able to plan packaged tours?

- b. Whom do we need to work with in organizing tour packages?

- c. What are the key components of packaged tour destination and market research?

- d. How can we develop a tour itinerary?

- e. What most important aspects do tour planners need to consider in planning tour itinerary?

- f. What do tour operators negotiate with tourism suppliers or tour vendors?

g. What is tour cost?

h. How can tour operators decide the price of tour packages?

i. What kind of personnel requirements do tour operators have to recruit?

j. What makes tour operators become the key manipulators of tourism industry?

Activity 5

Tour package project. Work in group of three to plan a one-day, a two-day or a three-day packaged tour. Follow the seven stages of planning tour package above. After completing your project, you present it in front of the class. Let the other groups give their feedback to your presentation. You collect the feedback to revise your tour package. Think of how to sell your package.

UNIT 15

JOBS OF TOUR GUIDE, OPERATOR AND MANAGER



Source: www.mawaholiday.com

Tour is defined as a trip with visits to various places of interest for business, pleasure, or instruction; a group organized for such a trip or for a shorter sightseeing excursion; or a brief trip to or through a place for the purpose of seeing it: *a tour of the house*. *Tour guiding* refers to a specific activity at a sight or an attraction for a scheduled portion of time. It is shorter than tour conducting that involves travelling with groups, while staying with groups, controlling and entertaining people dealing with problems and at times guiding tours. (Batin, 2016).

Objectives:

- Learners are able to identify the jobs of a tour guide.
- Learners are able to explain the jobs of a tour operator and manager.
- Learners are able to do the jobs of a tour guide.

Activity 1

Study the following information about tour guide and his jobs.

Tour Guide

Tour guide is a person who works for a travel and tour agency, who guides domestics and foreign tourists in the language of their choice for a fee, commission, or any lawful form of remuneration. authority (Noya, 2016; WFTGA, 2012)

Tour guides work for tour and travel guide companies, cruise lines, visitors' bureaus and hotels as seasonal workers, independent contractors or full-time employees. They may lead walking tours, driving tours or cruises through popular sites, national parks, historic neighborhoods, museums or other regional points of interest. Tour guides must be able to retain historical facts, dates and anecdotes, and then relay that information to visitors in an entertaining, informative way.



Tour guides are responsible for helping people to visit unfamiliar

areas. They usually make special trips with groups of tourists in order to show them important places of cities. Their work is very useful for visitors who are for the first time in some areas, because these professionals are very knowledgeable and provide valuable information to people. They may work in travel agencies or museums (JobisJob, 2016)

Tour guides usually perform the following tasks such as: describing places to people, greeting and welcoming tourists groups, providing safety devises, escorting groups of people on cruises and providing directions to tourists. To perform these jobs, they should be flexible and proactive, enthusiastic and friendly, able to interact with people from different backgrounds, able to work with a team, able to retain historical facts; should have good presentation skills, good verbal communication skills, multiple language skills. time management skills, and excellent knowledge about points of interest of specific cities.



Welcoming tourists

Source: www.tanjungpinangpos.co.id

Requirements to be a tour guide vary depending on cities and companies. Among basic qualifications for these jobs are training programs and internships related to this area. These courses are offered by community colleges and tourism training schools. People working

on this area usually receive on-the-job training from their employers in order to learn some basic and advanced skills. Among suitable certifications for this business are the Certified Tour Professional offered by the National Tour Association and the Sustainable Tourism Eco-certification offered by Sustainable Travel International.

Activity 2

Answer the following questions.

a. What is a tour guide?

b. Whom do tour guides work for?

c. What kinds of tours do they lead?

d. What are their responsibilities?

e. How can tour guides entertain tourists?

f. What kind of jobs do they perform?

g. What requirements do they need to perform their tasks?

h. What kind of skills do they need to do their jobs?

i. What qualification do you think when you want to become a tour guide?

j. Do tour guides need certifications? What are they for?

Activity 3

Read the following reading passage about a tour operator with ten blank spaces. Fill in the blank spaces using the following phrases.

advertise and produce are responsible for holidays to sell would be a big would be a <u>flight</u>	also depends on clients via travel agents evaluating and responding may also be beneficial require to have
--	--

Tour Operator

A *tour operator* is a person whose job duties include organizing tours, whether they be for holidays or historic places. He typically combines tour and travel components to create a package holiday. They _____ a _____ brochures to promote their products, holidays and itineraries. The most common example of a tour operator's product _____ b _____ on a charter airline plus a transfer from the airport to a hotel and the services of a local representative, all for one price.

Tour operators _____ c _____ organising and preparing holiday tours. They follow trends in the popularity or destinations and packages, and adjust company plans accordingly (Targetjobs, n.d.). Fluency in a second language _____ d _____ advantage in this role.



Source: welcomeandamanislands.com

Responsibilities of the job vary according to the time of year and size of employer, but generally include:

- a) deciding how many _____ e _____ each season and the resorts/ countries to use,
- b) visiting resorts to ascertain accommodation quality and suitability,
- c) liaising with coach operators, airlines, hoteliers and resort reps,
- d) agreeing service levels, contracts and costs,
- e) confirming customer names with airlines/hotels, collecting, _____ f _____ (as appropriate) to customer feedback,
- f) using market research information to guide decisions,
- g) producing brochures and internet-based information,
- h) providing pricing information,
- i) marketing holidays _____ g _____, websites, brochures and television advertising,
- j) handling bookings, invoicing and issuing of tickets, and
- k) predicting profits or number of booking



Source: www.pointit.com

Requirements to be a tour operator _____ **h** _____ the company. Graduates with degrees in leisure, travel, tourism, management, marketing, IT, business, languages or hotel and catering management may have an advantage. Relevant professional or vocational qualifications _____ **i** _____. Pre-entry experience gained working with the general public or within the hotel, tourism or travel trades (particularly overseas) are advantageous. Tour operators _____ **j** _____ the following skills such as: a demonstrable interest in travel, knowledge of key holiday destinations, foreign language skills, excellent interpersonal skills, communication skills, customer service skills, organisational skills, IT skills, commercial awareness, and good time management skills.

Activity 4

Read the following reading passage about Tour Manager.

Tour Manager

A tour manager is a person who manages an itinerary on behalf of the tour operator ensuring the programme is carried out as described in the tour operator's literature and sold to the traveller/consumer and who gives local practical information. Tour managers may or may not be

tourist guides as well. They are not trained or licensed to work in specific areas unless they have the proper requirements or legal right, depending on the region (WFTGA, 2012).

A bachelor's degree may be required by some employers, while others are looking for applicants with some college coursework. A prospective tour manager/director may find it helpful to take classes in business law, psychology, accounting, management, computers and first aid. To be a good tour manager, you would need experience of planning and organising trips, excellent 'people' skills and foreign languages if working overseas. Personal qualities are often more important than formal qualifications (National Carrier Service, 2016).



Source: www.packyourbag7.com

Tour managers organise and accompany groups of holidaymakers on tours to a wide variety of a country and overseas locations. They are responsible for ensuring travel arrangements for holidaymakers run as smoothly as possible from beginning to end, as well as providing them with practical support throughout the trip.

Tour managers are required to have in-depth knowledge of a particular area/region and may act as tour guides during the tour. On overseas tours, they use their language skills and knowledge, for example of the culture or history of an area, to ensure the tour goes smoothly

and that holidaymakers enjoy themselves (Prospects, 2015). Most tour managers work on a self-employed basis for tour operators, ranging from international companies to small, special interest operators. This is a demanding, varied and rewarding role. Tour managers may also be known as tour directors.



Source: blog.edmentum.com

Tour managers are usually responsible for accompanying groups travelling by coach, although on specialist tours travel may be by mini-bus, car, boat, train or plane. Their duties usually include:

- a) welcoming groups of holidaymakers at their starting point and announcing details of travel arrangements and stop-over points;
- b) checking tickets and other relevant documents, seat allocations and any special requirements;
- c) helping with passport and immigration issues;
- d) assisting holidaymakers check-in and settle into their accommodation;
- e) communicating a range of information on itineraries, destinations and culture;
- f) informing passengers of arrival and departure times at each destination on the itinerary and ensuring that all members of the group are back on the coach before departing from each stop;

- g) developing a specialist area of knowledge;
- h) using professional knowledge to answer questions from holiday-makers and to fulfil their expectations of the tour;
- i) making sure all travel arrangements run according to plan and that accommodation, meals and service are satisfactory;
- j) organising entry to attractions and transport, such as car hire;
- k) ensuring that the tour is running smoothly for individual members of the group;
- l) responding to questions and offering help with any problems that arise, ranging from simple matters, such as directing a member of the group to the nearest chemist, to more serious issues, such as tracing lost baggage;
- m) dealing with emergencies, such as helping a holidaymaker who is ill or those needing to contact family members urgently;
- n) making contact in advance with places to stay or visit to check details and arrangements;
- o) liaising with hotels, coach companies, restaurants and other clients;
- p) advising about facilities, such as sights, restaurants and shops, at each destination;
- q) occasionally making accommodation bookings on proposed dates;
- r) organising and attending tourism events, conferences, workshops, seminars and exhibitions;
- s) writing reports and maintaining records;
- t) providing feedback after a tour as part of a debrief session.

Tour managers are expected to have certain skills that will support his duties. The following skills are required by tour managers.

- a. a pleasant, friendly manner with excellent people skills;
- b. the ability to get on well with people of all ages and backgrounds;
- c. a supportive, tactful and approachable manner;
- d. good listening and questioning skills;

- e. excellent planning and organisational skills;
- f. self-confidence and the ability to inspire confidence in others;
- g. the capacity to make decisions quickly and change arrangements as required;
- h. the ability to work well under pressure and cope with emergencies;
- i. independence;
- j. a flexible approach to work;
- k. energy, stamina and the enthusiasm to cope with different people's needs and demands over long, often irregular, working hours;
- l. health and safety awareness;
- m. an interest in geography and historical sites.

Good health and physical fitness are vital to cope with the demands of the job and long working hours. A first aid qualification may be helpful.

Activity 5

Fill in the following tables about tour managers by writing the definition of tour manager, the education or qualifications required, experience required, jobs to be performed, and skills required.

No.	Aspects	Descriptions
1.	Definition of tour manager	

2.	Education (qualifications) required	
3.	Experience required	
4.	Jobs to be performed	
5.	Skills required	

Activity 6

Study the following advantages and disadvantages of a tour guide adopted from Simm, Carole (2016).

Advantages & Disadvantages of Hiring a Tour Guide

A professional tour guide is the best source of reliable, up-to-date local knowledge. Tour guides are employed by individuals, travel companies, cruise lines and visitor bureaus to conduct tours of cities, historical sites

and attractions, or specialty/themed tours such as at movie locations. They might drive a tour bus or lead a walking tour. The services of a guide usually will enhance your experience of a site, but there can be disadvantages that should be taken into consideration before hiring a guide.

Local Knowledge

Reputable tour guides have undergone a program of training, such as certified tour professional training, and are either members of a professional guiding association or government certified. Tour guides normally are recruited from within the local community, so have a good knowledge of the area's history, culture and traditions. They are able to provide up-to-date factual information and answer any questions that you have about the site/attraction.

Dealing with Problems

Visitors to developing nations often have to deal with difficult issues of bureaucracy, such as obtaining permits for activities like climbing, fishing or camping, and language barriers can make this even more problematic. The advantage of employing a tour guide is that he can speak the language, has a better understanding of how local systems operate and is less likely to be cheated. The tour guide also can help to ensure that you are not conned by shopkeepers and taxi drivers, and acts as a deterrent to people who might otherwise hassle you, such as beggars and street vendors.

Safety

A professional tour guide will help keep you safe when undertaking adventure activities such as safari trips, mountain climbing, trekking, scuba diving and whitewater rafting. The guide is familiar with the terrain and local weather conditions and aware of danger zones, and many guides are trained in first aid.

Saving Your Time

The tour guide will do all of the planning for your trip, including making reservations and travel arrangements. This leaves you with more time to enjoy your vacation.

Unwanted Services

In poorer countries like Egypt, many tour guides earn extra income through commission from other businesses, such as shops and restaurants. It is common at the end of a tour for clients to find themselves being pressured into purchasing goods or services they do not really want.

Lack of Flexibility

Organized tours often have a time limit and you might find that you have to leave the site before you have finished exploring. Tours also might follow a set route or visit only the main attractions of a site. One solution would be to take a guided tour to learn the basic information about the place, then return alone at a later date.

Cost

Employing a tour guide can be expensive, particularly if yours is only a small group, as the cost usually is per day or trip, not per person. If you are traveling alone, it is more economical to purchase a good-quality guidebook and read as much information as possible about the site you are visiting beforehand.

Activity 7

Fill in the table below with the advantages and disadvantages of a tour guide. You feel free to add your own knowledge.

The Advantages and Disadvantages of a Tour Guide

Aspects	Advantages	Disadvantages
Local Knowledge		
Dealing with Problems		
Safety		
Saving Your Time		
Unwanted Services		
Lack of Flexibility		
Cost		

UNIT 16

APPLYING FOR A JOB



Source: simomot.com

Applying for a job is a part of process of informing an employer of the applicant's availability and desire to be employed, and persuading the employer to offer the applicant employment. An application usually requires the applicant to provide information sufficient to demonstrate that he or she is legally permitted to be employed (Wikipedia, 2016)

Objectives:

- Learners are able to identify parts of business letter.
- Learners are able to write application letter.
- Learners are able to apply for a suitable job.

Activity 1

Answer the following questions

- Have you ever written an application letter before?
- When was it? What position did you apply for?
- Were you happy with your application letter? Why?
- What does an application letter contain?
- How do we write the opening, main and closing paragraphs?
- What opening and closing salutations are appropriate for this kind of letter?

Activity 2

Study the following the contents and parts of an application letter.

Contents of the letter	Parts of the letter
Martahan Jl, Merdeka no 5 Medan Sumatra Utara martahan@outlook.com	Letter heading
Ms. Ina Ginting President of Enhaii Tours & Travels Jl. Dr. Setiabudhi no.186, Bandung Indonesia	Inside address

Dear Ms. Ginting	Opening salutation
Having read your advertisement on our school notice board dated May 7, 2017, I am interested in applying for the post of tour guide	Opening paragraph
I am 23 years old, I am in my last semester studying Travel Management at Bandung Tourism Institute. I am likely to graduate in August 2017	
I have a good command of English, Japanese and Mandarin. In addition, I have had a six-month working experience at Viva Tours and Travels in Bandung as a local guide of Bandung and the surrounding	Main paragraphs
In addition, I like photography and writing travel experience including the beauty of attractions or places of interest. I am available for interview at your convenient time.	
I look forward to receiving your reply.	Closing paragraph
Yours sincerely,	Closing salutation
Martahan	Sender's name
Enclosures:	
a. Photocopy of graduate degree	Documents
b. Photocopy of CV	enclosed
c. Photocopy of work experience certificate	

Activity 3

Study the following opening paragraphs of application letters. The opening paragraphs are written based on the sources of information.

No.	Opening paragraphs	Source of information
1.	I am writing in reply to your advertisement in The Jakarta Post of September 18, 2017 concerning the post of tour guide.	The Jakarta Post
2.	In reference to your advertisement in The Kompas of yesterday, I wish to be considered for the position of Tour Operator.	Kompas Newspaper
3.	Having seen your advertisement which appeared on our school notice board dated May 7, 2017, I am interested in applying for the post of tour manager	School notice-board
4.	Having heard about a vacancy from a member of your staff, I would like to apply for the post of ticketing staff.	Staff/employee of Tours and Travels
5.	With reference to one of your employees, I believe that I am qualified to assume the position of Human Resources Manager in your Tours and Travels.	
6.	I am interested to apply for any position available suitable to my educational background.	No source – no information
7.	I would like to be considered for any available post relevant to my qualifications.	

Activity 4

Study the following main paragraphs of an application letter. The contents of main paragraphs consist of : a) your personal data : educational background, grades, accomplishments, age, health (optional), work habits, attitude; your qualifications : job experience, related experience, special training, career plans; and c) your references (optional) : former employers.

Here are some examples of main paragraphs.

- a. I graduated from the School of Tourism in Jakarta in the year 2017 majoring in Travel Management.
- b. As you will see from my resume, I have thorough experience in travel agents, including managerial skills in my previous post with Haryono Tours and Travels in Jakarta.
- c. I am twenty-two years of age and hold a Diploma III in Travel management from a Tourism Institute in Bandung.
- d. As my CV shows, I received my Diploma IV in MICE management from the Bandung Tourism Institute of Higher Education in April 2017.
- e. I have been employed as a ticketing supervisor or Bayu Buana Tours from July 2017 up to the present.
- f. Prior to that, I worked as a reservation staff in the same Tours and Travels.
- g. In addition, I have a good command of English and Japanese.
- h. I speak and write English fluently.

Activity 5

There is a wide variety of closing paragraphs. Here are some of the most common ones.

- a. I would be grateful if you could consider my application and I look forward to the opportunity to attend for interview.

- b. I look forward to attending for interview and taking up the exiting challenge which the post offers.
- c. I would be pleased to attend an interview at your convenient time.
- d. I look forward to the opportunity of having an interview.
- e. I look forward to the pleasure of on interview.
- f. I look forward to taking up the exciting challenge which the post offers.

Activity 6

There are some missing words in letter below. Fill in the missing words using the following words or phrases available.

- | | |
|--------------------------------------|---|
| <input type="checkbox"/> applicant | <input type="checkbox"/> have worked |
| <input type="checkbox"/> apply | <input type="checkbox"/> qualifications |
| <input type="checkbox"/> challenges | <input type="checkbox"/> resume |
| <input type="checkbox"/> convenience | <input type="checkbox"/> understand |
| <input type="checkbox"/> employed | <input type="checkbox"/> welcome |

Margahayu Raya GII – 61
Bandung 40286
Telp. (022) 7568936

October 15, 2017

The Human Resource Manager
Buana Tours and Travel
Jl. Letjend. S. Parman Kav. 21
Tanjung Duren Selatan Grogol
DKI Jakarta · (021) 5639171

Dear Sir,

Having read your job advertisement in the Jakarta Post of October 5, 2017. I am qualified to ___a___ the position of tour operator in your Tours and Travels. Would you please consider me an ___b___ for the position?

As my ___c___ shows, I received my Strata 1 (S1) degree (in Travel Management) from the Bandung Tourism Institute of Higher Education in April 2017. I ___d___ as a tour guide at Enhaii Tours and Travels, Bandung from June 2016 up to the present. Prior to that, I was ___e___ as a ticketing staff in the same hotel.

In addition, I am a self-starter and a hard-working person who enjoys the ___f___ of the job of a tour operator. I would ___g___ the opportunity to discuss with you my ___h___ for the position I held in previous company.

I ___i___ from your advertisement that an interview can be arranged via telephone at the sometime in November 2017. Please call me to arrange an interview at your ___j___

Your faithfully,

Rere Reynaldi (Mr.)*

Enclosures:

- a. Photocopy of first graduate certificate
- b. Curriculum vitae
- c. Photocopy of work experience

* Put your title in the bracket (in your letter of application) after your name to make sure that you will be addressed using the right title by the person who answers your letter.

Activity 7

There are some missing words in letter below. Fill in the missing words using the initials of the words or phrases provided in the letter.

Jl. Achmad Yani no 469
Bandung 40100
Telp. (022) 5101155

15 August, 2017

Mr. Galih Sukmadi
Human Resources Manager
P.O. BOX 1198
Jakarta 19100
Indonesia

Dear Mr. Y. Sukmadi,

I should like to a 1 for the position of customer service a 2 in the Jakarta Post of today.

I am twenty-three years old and h 3 a Diploma IV in MICE Management from the Bandung State Tourism Institute. I have been employed as r 4 at Bayu Buana Travel Agent for one year.

I b 5 that I have the personal qualifications, knowledge, and experience to contribute to the p 6 of your hotel. In addition, I speak English and Mandarin quite well.

If you think my experience and qualifications are s 7 f 8 this position, I would be grateful if you would c 9 my application, I look forward to the opportunity to a 10 an interview.

Your sincerely,

Kiki Fatmala (Ms.)

Activity 7

There are some missing words in letter below. Fill in the missing words using the appropriate words or phrases. Check the answers with your teacher.

Jl. Cikaso No. 12
Bandung 40221
Tlp. (022) 2507221

April 24, 2017

Mr. Timotius Raymond
The Personal Manager
Jl. Achmad Yani 469
Bandung

Dear Mr. Raymong

In reference to youra..... The Indonesian Observer of April 20, 2000, I am interested inb..... the post of a tour manager.

Ic..... the School of Tourism in the year 2000d..... Travel Management. I like photography and meeting people from differente the world.

Enclosed, please find my g....., a photocopy of my Diploma III certificate and two certificates of h..... I ami..... interview at any suitable time.

I look forward toj..... you.

Your sincerely

Justine Bober (Mr)

Activity 8

Go through the following top ten tips to write your resume. Feel free to add any information if you think it is very important.

Top 10 Tips Resume Writing

1. Use a confident tone and positive language
2. Concentrate on your achievements not your responsibilities. This means listing things you have done - such as products launched, sales increase, awards won - not rewriting your job description. Quote figures whenever possible.
3. Make your most relevant experience and skills prominent to encourage the employer to read on.
4. Keep it to the point and concentrate on the quality of your achievements, not the quantity.
5. List other skills that could raise you above the competition such as languages and IT skills.
6. Your CV can be far longer than the normal 2 pages of a non academic CV but your first page should include all the best bits.
7. Check thoroughly for correct spelling and grammar - spotting errors is a quick and easy way of weeding out weaker candidates when faced with a mountain of CVs to read.
8. Appeal to your online audience, ensure you have relevant keywords in your CV
9. Capture immediate attention, Prioritise the content and detail the most relevant information first.
10. Make sure that you include all Education and prizes awarded, research interest, funding awarded for research projects, other research experience and your publications (Jobs.ac.uk, 2012).

Activity 8

Study the following curriculum Vitae of a fresh graduate.

RESUME

Career Objectives

Looking for an opportunity to build my career that would help me in achieving greater practical excellence in tour and travel industries

Photo

Personal Details

Name : David Mahardika

Address : Margahayu Raya G2- 61, Bandung

Date of Birth : 17 August 1996

Contact phone : 022 7568936

Email address : david@gmail.com

Educational background

- a. Elementary School, Bandung 2006
- b. Junior High School, Bandung 2012
- c. Vocational Senior High School, Bandung 2015
- d. Bandung Tourism Institute, majoring in Travel Management

Skills

- a. Able to speak and write English well.
- b. Able to speak Mandarin daily
- c. Advanced skills in MS Access and Power Point
- d. Familiar with Window 8, Window 7 and XP

Work Experience

- a. A part timer guide for Bandung and the surrounding since until now.
- b. A pianist of a Church since 2011 up to now.

Reference

Mr. Lukas Widyanto, a SMART event organizer, Bandung

Activity 9

Read the following top ten resume mistakes.

Top 10 Resume Mistakes

It's easy to make mistakes on your resume and exceptionally difficult to repair the damage once an employer gets it. So prevention is critical, whether you're writing your first resume or revising it for a mid-career job search. Check out this resume guide to the most common pitfalls and how you can avoid them.

1. Typos and Grammatical Errors

Your resume needs to be grammatically perfect. If it isn't, employers will read between the lines and draw not-so-flattering conclusions about you, like: "This person can't write," or "This person obviously doesn't care."

2. Lack of Specifics

Employers need to understand what you've done and accomplished. For example:

- A. Worked with employees in a restaurant setting.
- B. Recruited, hired, trained and supervised more than 20 employees in a restaurant with \$2 million in annual sales (B will more likely grab an employer's attention).

3. Attempting One Size Fits All

Whenever you try to develop a one-size-fits-all resume to send to all employers, you almost always end up with something employers will toss in the recycle bin. Employers want you to write a resume specifically for them. They expect you to clearly show how and why you fit the position in a specific organization.

4. Highlighting Duties Instead of Accomplishments

Employers are looking for statements more like these:

- Used laptop computer to record weekly meeting minutes and compiled them in a Microsoft Word-based file for future organizational reference.
- Developed three daily activities for preschool-age children and prepared them for a 10-minute holiday program performance.
- Reorganized 10 years worth of unwieldy files, making them easily accessible to department members.

5. Going on Too Long or Cutting Things Too Short

Generally speaking, you usually need to limit yourself to a maximum of two pages. But don't feel you have to use two pages if one will do. Conversely, don't cut the meat out of your resume simply to make it conform to an arbitrary one-page standard.

6. A Bad Objective

Give employers something specific and, more importantly, something that focuses on their needs as well as your own. Example: "A challenging entry-level marketing position that allows me to contribute my skills and experience in fund-raising for nonprofits."

7. No Action Verbs

Avoid using phrases like "responsible for." Instead, use action verbs: "Resolved user questions as part of an IT help desk serving 4,000 students and staff."

8. Leaving Off Important Information

You may be tempted, for example, to eliminate mention of the jobs you've taken to earn extra money for school. However, the soft skills you've gained from these experiences (e.g., work ethic, time management) are more important to employers than you might think.

9. Visually Too Busy

If your resume is wall-to-wall text featuring five different fonts, it will most likely give the employer a headache. So show your resume to several other people before sending it out. Do they find it visually attractive?

10. Incorrect Contact Information

Double-check even the most minute, taken-for-granted details -- sooner rather than later.

Activity 10

Write your own Resume (curriculum vitae). You may feel free to add any other important information.

Activity 11

Look at the following Job Advertisements. Decide to choose one of the jobs offered, and write a letter of application.

VACANCY IN TOURISM

Dharma Adventures Pvt. Ltd., a reputed adventure travel company, catering to an up market clientele, is looking for qualified and skilled full time professionals for the positions specified below.

Position:

1. Correspondence Executive	2
2. Correspondence Executive [Spanish speaking]	2
3. Assistant Correspondence Executive	2
4. Fresh Graduate for Tour Guide	2
5. Online Marketing	2

Requirements:

- ▶ Minimum 3 years of experience in the respective field.
- ▶ Bachelor degree with interpersonal and communication skills.
- ▶ Sound Knowledge of MS Office.
- ▶ Ability to work independently & manage priorities.
- ▶ Fluency in written & spoken English.

Interested candidates with sound knowledge in travel & tourism, meeting the above requirements are requested to apply in confidence with resume, recent PP size photo to hr@dharma.com.np by 1st May, 2012. Salary negotiable.

Only shortlisted candidates will be called for interview.

Source: www.jagire.com

IMMEDIATELY STAFF REQUIRED

An established IATA Travel Agency requires the services of following staff:

- 1) **TICKETING SALES OFFICER** - Female/Male - Salary Package 25000 to 35000 PKR - atleast 5 years experience, excellent knowledge of all airline ticketing systems (Amedius, Galileo, Abacus)
- 2) **TOUR OPERATOR** - Female Only - Salary Package 20000 - 30000 PKR atleast 5 years experience of Tour operation, Hotel reservation systems, Hajj/Umrah packages.
- 3) **ACCOUNTANT** - Female/Male - Salary 20000-35000 PKR
MUST have atleast 5 years experience in Travel services Company only.
Only Relevant Experienced candidates are requested to apply.

Call: 0322-22-22-772 / 042-35790518/519/520.

travel@riverside.com.pk, naushad@riverside.com.pk

RIVERSIDE TRAVEL & TOURS PVT. LTD (IATA)

108- First Floor, Eden Heights, Main Gulberg Lahore.

Source: lahore.pakistanjobs.pk

UNIT 17

ATTENDING A JOB INTERVIEW



Source: learnenglishinnampafree.blogspot.com

A *job interview* is a one-on-one *interview* consisting of a conversation between a *job* applicant and a representative of an employer which is conducted to assess whether the applicant should be hired. *Interviews* are one of the most popularly used devices for employee selection (Wikipedia, 2016)

Objectives:

- a. Learners are ready to attend job interviews.
- b. Learners are able to anticipate the questions of job interview.
- c. Learners are able to answer the questions and to do his best to gain the job applied.

Activity 1

Answer the following questions.

- a. Have you attended a job interview before? If yes, please explain when and how the interview was.
- b. What do you have to prepare before attending a job interview?
- c. What suggestions do you have for someone who is going to attend a job interview?
- d. What is a good interviewer like?

Activity 2

Read the following reading passage about 10 Best Job Interview Tips for Job-Seekers adopted from Hansen (2015).

10 Best Job Interview Tips for Job-Seekers

When you have successfully mastered cover letters, resumes, and job applications and are receiving requests for interviews, it's time to understand how to succeed in the job interview so that you are ever closer to your goal of obtaining one or more job offers (Hansen, 2015).

1. Conduct Research on the Employer, Hiring Manager, Job Opportunity

Success in a job interview starts with a solid foundation of knowledge on the job-seeker's part. You should understand the employer, the re-

quirements of the job, and the background of the person (or people) interviewing you. The more research you conduct, the more you'll understand the employer, and the better you'll be able to answer interview questions (as well as ask insightful questions — see #8). Information sources include the organization's Website and other published materials, search engines, research tools, and your network of contacts.



Source: www.slideshare.net

2. Review Common Interview Questions and Prepare Responses

Another key to interview success is preparing responses to expected interview questions. First, inquire as to the type of interview to expect (which you can do by asking your contact person at the organization). Your goal is composing detailed yet concise responses, focusing on specific examples and accomplishments. A good tool for remembering your responses is to put them into story form that you can tell in the interview. No need to memorize responses (in fact, it's best not to), but at least develop talking points.



Source: www.wikihow.com

3. Dress for Success

Plan out a wardrobe that fits the organization and its culture, striving for the most professional appearance you can accomplish. Remember that it's always better to be overdressed than under — and to wear clothing that fits and is clean and pressed. Keep accessories and jewelry to a minimum. Try not to smoke or eat right before the interview — and if possible, brush your teeth or use mouthwash.



Helpful Tips for Job Interviews

Source: youemploymentsolutions.com

4. Arrive on Time for the Interview — and Prepared for Success

There is no excuse for ever arriving late for an interview — other than some sort of disaster. Strive to arrive about 15 minutes before your scheduled interview to complete additional paperwork and allow yourself time to get settled. Arriving a bit early is also a chance to observe the dynamics of the workplace. The day before the interview, pack up extra copies of your resume or CV and reference list. If you have a portfolio or

samples of your work, bring those along too. Finally, remember to pack several pens and a pad of paper to jot notes. Finally, as you get to the offices, shut off your cell phone. (And if you were chewing gum, get rid of it.)



Source: www.facebook.com

5. Make Good First Impressions — to Everyone You Encounter

A cardinal rule of interviewing: Be polite and offer warm greetings to everyone you meet — from parking attendant or receptionist to the hiring manager. Employers often are curious how job applicants treat staff members — and your job offer could easily be derailed if you're rude or arrogant to any of the staff. When it's time for the interview, keep in mind that first impressions — the ones interviewers make in the first few seconds of greeting you — can make or break an interview. Make a strong first impression by dressing well (see #3), arriving early (see #4), and when greeting your interviewer, stand, smile, make eye contact, and offer a firm (neither limp and nor bone-crushing) handshake. Remember that having a positive attitude and expressing enthusiasm for the job and employer are vital in the initial stages of the interview; studies show that hiring managers make critical decisions about job applicants in the first 20 minutes of the interview.



Source: quotesgram.com

6. Be Authentic, Upbeat, Focused, Confident, Candid, and Concise

Once the interview starts, the key to success is the quality and delivery of your responses. Your goal should always be authenticity, responding truthfully to interview questions. At the same time, your goal is to get to the next step, so you'll want to provide focused responses that showcase your skills, experience, and fit—with the job and the employer. Provide solid examples of solutions and accomplishments—but keep your responses short and to the point. By preparing responses to common interview questions (see #2), you'll ideally avoid long, rambling responses that bore interviewers. Always attempt to keep your interview responses short and to the point. Finally, no matter how much an interviewer might bait you, never badmouth a previous employer, boss, or co-worker. The interview is about you—and making your case that you are the ideal candidate for the job.



Source: orlandoepinosa.wordpress.com

7. Remember Body Language, Avoiding Bad Habits

While the content of your interview responses is paramount, poor body language can be a distraction at best — or a reason not to hire you at worst. Effective forms of body language: smiling, eye contact, solid posture, active listening, nodding. Detrimental forms of body language: slouching, looking off in the distance, playing with pen, fidgeting in chair, brushing back hair, touching face, chewing gum, mumbling.



Source: learningenglish.voanews.com

8. Ask Insightful Questions

Studies continually show that employers make a judgment about an applicant's interest in the job by whether or not the interviewee asks questions. Thus, even if the hiring manager was thorough in his or her discussions about the job opening and what is expected, you must ask a few questions. The smart job-seeker prepares questions to ask days before the interview, adding any additional queries that might arise from the interview.

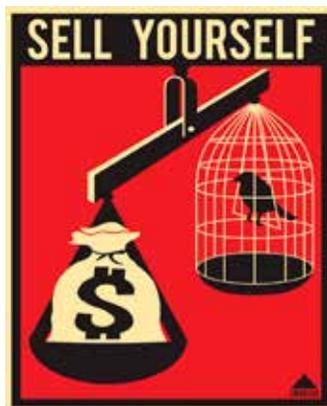


Source: oracle-base.com

9. Sell Yourself Throughout and then Close the Deal

An adage in interviewing says the most qualified applicant is not always the one who is hired — which means the hired candidate is often the job-seeker who does the best job in responding to interview questions and showcasing his or her fit with the job, department, and organization. Some liken the job interview to a sales call. You are the salesperson — and the product you are selling to the employer is your ability to fill the organization's needs, solve its problems, propel its success.

Finally, as the interview winds down, ask about the next steps in the process and the timetable the employer expects to use to make a decision about the position. If you are applying for a sales job — or a position requiring equivalent aggressiveness — consider asking for the job at the end of the interview.



Source: swoboda.deviantart.com

10. Thank Interviewer(s) in Person, by Email, and Postal Mail

As you have already seen from previous tips, common courtesy and politeness go far in interviewing; thus, the importance of thanking each person who interviews you should come as no surprise. Start the process while at the interview, thanking each person who interviewed you. Writing thank-you emails and notes shortly after the interview will not get you the job offer, but doing so will certainly give you an edge over any of the other finalists who did not bother to send thank-you's.



Source: www.ppcclaim.co.uk

Final Thoughts on Job Interview Success

Succeeding in job interviews takes research, practice, and persistence. The more effort you put into your interview preparation, the more success you'll see in obtaining job offers — especially if you remember and follow these 10 job interviewing tips. (Hansen, 2015).

Activity 3

Discuss and answer the following questions with your classmates.

1. Do you need a preparation before attending a job interview?
If yes, what do you need to prepare?

.....
.....

2. Practice makes perfect. How do you practice your job interview?

.....
.....

3. What are the most common employers' questions for applicants?

.....
.....

4. What questions do you need to ask the job interviewer?

.....
.....

5. Do you need to know about the company that will hire you? Why?

.....
.....

6. Why do you have to bring a nice portfolio with copies of your resume?

.....
.....

7. What makes job applicants late to come to the interview?

.....
.....

8. Being nervous is common for new job seekers. What should they do?

.....
.....

9. Is it necessary for a job applicant to tell lies during the interview?

.....
.....

10. Why do job seekers have to thank to the interviewers?

.....
.....



Job-Interview-Tips.jpg

Source: www.guvi.in

Activity 4

Study the following 6 Avoidable Job Interview Mistakes (Fallon, 2014)

6 Avoidable Job Interview Mistakes

There's no denying that a job interview can be incredibly stressful. Most candidates secretly fear that nerves will get the best of them, making them lose their composure and, ultimately, the job.

One misstep during an interview doesn't necessarily mean you're out the door, but it's always best to make sure you're prepared to avoid mistakes. Two hiring experts shared six things you shouldn't do during a job interview, and what you should be doing instead:

1. Pretending you can do it all

One common interview mistake is telling the hiring manager that you are good at or can do any task he or she describes, even if you can't. Honesty is the best policy.

2. Dismissing questions about social media

It's a well-known fact that recruiters use social media to find and research job candidates nowadays, and trying to avoid the issue isn't going to do you any favors. If you're asked a question about personal social media use during an interview, don't balk at it or dismiss it, because your answer could actually work in your favor.

3. Bringing in negative energy

A positive attitude can go a long way, especially in a job interview. When you drag in bad experiences from previous employers or interviews, a hiring manager may get a negative impression of you.

4. Overlooking interests and hobbies

You may not think your outside interests are relevant to the job you're applying for, and some of them probably aren't. But bringing them up during the interview may demonstrate some important skills that you may not have thought about.

5. Failing to research the company

Every job seeker has been told to prepare answers for basic interview questions, and yet a surprising number of candidates don't think to brush up on their knowledge of the organization interviewing them.

6. Not asking questions

Nothing demonstrates unpreparedness quite like coming up empty when a hiring manager asks you if you have questions. You should always be able to think of something you want to ask about the job, the company or its culture.

Activity 5

Go over the following common interview questions and the answers.

- a. What can you tell me about yourself?

Answer: I`m a self-starter, highly motivated, energetic, and result oriented, but cooperative and a team player as well. I`m a good communicator and can help others focus on a goal and motivated them to attain it. I`m persuasive, but also have good listening skills. I`m sensitive to my environment and those around me. I value excellence.

- b. What languages do you speak?

Answer: I studied English and Japanese in my last college and enjoyed them. But I`d like to learn more in order to increase my fluency.

- c. Do you prefer working as a member of a team or would you rather work alone?

Answer: Although I realize that teamwork is very important, I can work as hard alone. Working alone may produce more pressure, but it would also prove to be a challenge. Whether I prefer to work as a part of a team or alone depends on the best way to complete the job. Either way, I would work equally hard with the initiative required for success.

- d. How often do you lose your temper?

Answer: Rarely. However, it`s a good thing to lose-permanently. I`ve never lost my temper at work. At best, it is waste of time and energy. At worst, it makes people uncomfortable and diminishes our effectiveness. Even it we are right about something, losing out temper often destroys our ability to convince others that we are right. Venting anger is inappropriate in a business, team-oriented environment.

- e. How have you benefited from your disappointments?

Answer: I`m glad you said “disappointment” rather than “failures” because no one fails until he or she stops trying. Every disappointment is a learning experience, so it`s good to experience. My biggest disappointments have been the ones I`ve tried hardest to overcome. It`s worked pretty well because I have fewer and fewer disappointments as the years pass by.

- f. What do you think you do best?

Answer: I am good at serving and socializing with other people and my supervisory skills have been proved in my previous post with Grand Hyatt Hotel. In addition, I am adaptable and flexible. I can teach myself new skills and have proven ability to transfer my job skills to new areas successfully.

- g. Do you work well under pressure?

Answer: I`m often called on to make a quick decision and act on that decision, as a result of pressure situations. I believe that positive pressure brings out the best in people. However, when pressure and emergencies become daily routine in an organisation, positive pressure can become negative. As a competent employee, I should know how to control the pressure and dispense it in effective ways.

- h. What do you do when you have trouble solving a problem?

Answer: Trouble never goes away by itself. There is always solution to every problem. I don`t have to be shy to ask questions or to look for the answers myself. Sometimes it just takes creative investigation. We can become problem solvers by nature. I`ll just keep working with the problem until I find the solution.

- i. How long will you stay with the company?

Answer: As long as I continue to learn and develop my capabilities. As with any partnership, I intend to fulfill my commitment and meet

the challenges as they come. As long as I perform well on the job and make contribution, I'll be considered a valuable employee. As long as I make a contribution that is valued, I'll have no reason to leave. I look forward to staying as long as I'm productive.

- j. What are your long-term career objectives?

Answer: I'm trying to be more realistic in planning my future. To become a good manager, I don't only have to know any job under the control of the manager but also to experience what everybody does under him or her. However it needs a certain length of time to gain enough experience. So the position offered is an important step in my long-term objectives.

- k. Tell me why this company should hire you?

Answer: You need somebody who can handle not only the human resources but also the household. You need someone who can take objectives and systematically meet them using creative approaches.

In my previous post with the Sheraton, I've proven my ability to work with people and to handle a big responsibility with minimum supervision. My employer has been satisfied with my achievement and my customers have always been pleased with the follow-up and service I offer.

The customer contact and public relation experience I gained from my previous post will help me deal with the many different personalities that I'll encounter daily.

Finally my educational background in Hotel school makes me confident to take the post offered.

Activity 6

Work in pairs to practice interviewing, one becomes an interviewee and the other is the interviewer. You may go back to the previous ques-

tions and continue to the following questions adopted from Daily Muse (2016).

1. Can you tell me a little about yourself?
2. How did you hear about the position?
3. What do you know about the company?
4. Why do you want this job?
5. Why should we hire you?
6. What are your greatest professional strengths?
7. What do you consider to be your weaknesses?
8. What is your greatest professional achievement?
9. Tell me about a challenge or conflict you've faced at work, and how you dealt with it.
10. Where do you see yourself in five years?
11. What's your dream job?
12. What other companies are you interviewing with?
13. Why are you leaving your current job?
14. Why were you fired?
15. What are you looking for in a new position?
16. What type of work environment do you prefer?
17. What's your management style?
18. What's a time you exercised leadership?
19. What's a time you disagreed with a decision that was made at work?
20. How would your boss and co-workers describe you?
21. Why was there a gap in your employment?
22. Can you explain why you changed career paths?
23. How do you deal with pressure or stressful situations?
24. What would your first 30, 60, or 90 days look like in this role?
25. What are your salary requirements?
26. What do you like to do outside of work?
27. If you were an animal, which one would you want to be?
28. How many tennis balls can you fit into a limousine?

29. Are you planning on having children?
30. What do you think we could do better or differently?
31. Do you have any questions for us?

Activity 7

Class interview. The classroom is arranged for running an interview. If there are 25 students in the class, having 4 (four) tables set for interview is about enough. The four tables are for the interviewers. It means that each interviewer will have five or six interviewees.

Each interviewer is given five application letters including the curriculum vitae from the previous activity. The interview will take around 15 to 20 minutes for each interviewee. The interviewers select 12 to 15 questions from the list of interview questions in *Activity 6*

ANSWER KEYS

Unit 1

Activity 9

a. Hawaii airport greetings	g. Germany greeting
b. Hongi Maori greeting, New Zealand	h. Pakistani greeting
c. Arabic greeting	i. Hand kiss greeting
d. Chinese greeting	j. A traditional Thai greeting
e. Japanese greeting	k. Indonesia Army greeting
f. Russian kiss greeting	l. Fist bump greeting

Unit 2

Activity 5

Tourist : I am flying in next Sunday and was wondering if you might be able to pick me up at the airport.

Agent officer : I can pick you up. What time does your flight arrive?

Tourist : My flight arrives at 17.00 in the afternoon.

Agent officer : I think if I am just outside of the exit arrival door at 17.30, that would allow you time to pick up your luggage. How does that sound?

Tourist : I think that would work out well, but what if the plane is late?

Agent officer : I can call the airline, and they will tell me if the flight is delayed.

Tourist : I am going to carry my cell phone so I can call you.

Agent officer : Yes, that would help us find each other at the airport.

Tourist : If I can not find you at the airport, I can take a taxi.

Agent officer : You don't have to take a taxi. I'll be there.

Tourist : Oh that's great. Thank you.

Unit 2

Activity 6

- a. When is your flight arriving?
- b. I should meet you at the curb at 15.00.
- c. I can track your flight on my iPhone browser.
- d. my cell phone with me and turned on.
- e. Just keep in touch and look for me!

Unit 2

Activity 7

- a. The city
- b. Indonesia
- c. Bandung
- d. I
- e. It
- f. This
- g. You
- h. You
- i. This

Unit 2

Activity 9

- a. has
- b. is made up
- c. shakes or strikes
- d. contributes
- e. incorporates
- f. begins
- g. is operated
- h. strives
- i. attend
- j. offers
- k. is located

Unit 4

Activity 6

- a. I hope you
- b. experienced driver
- c. for our company
- d. our co-driver
- e. please do not litter
- f. I told you
- g. take an hour
- h. to cure skin diseases
- i. the most popular jeans shopping
- j. Sundanese musical instruments
- k. music performance
- l. still in the toilet

Unit 5

Activity 4a

a. from	i. for
b. at	j. of
c. to	k. with
d. down	l. around
e. on.	m. for
f. on	n. of
g. with	o. of
h. for	p. in

Unit 5

Activity 4b

a. will be	i. sells
b. are provided	j. come
c. has	k. have
d. is	l. was
e. are turning	m. is
f. 'll still go	n. is
g. 're entering	o. turn
h. is	p. are

Unit 5

Activity 4c

a. This school,	h. the traffic
b. you	i. it
c. This building	j. we
d. <i>Villa Isola or BumiSiliwangi</i>	k. You
e. this historical building	l. we
f. the building	m. we
g. the road to TangkubanPerahu	n. we

Unit 6

Activity 3

- a. city dwellers
- b. the clientele
- c. awnings
- d. food stalls
- e. feature
- f. a local (illegal) officer.
- g. stiff
- h. snack
- i. wafer-thin

Unit 6

Activity 6

- 1. scoop up
- 2. flakes
- 3. ingredient
- 4. mashed

5. pulp
6. vat
7. to curdle
8. siphoned off

Unit 6

Activity 8

1. predominantly
2. wheel along
3. portable kerosene stoves
4. slung at either end
5. cluster together
6. five legs
7. paddling their wares

Unit 7

Activity 1

Across

1. waterfall
5. fairy
7. palace
11. task
15. aged
16. or
17. scar
18. rage
20. hit
22. mist
23. wound

24. boat
26. love
27. rooster

Down

2. trick
3. lap
4. kick
6. young
9. wandering
10. near
12. son
13. chase
14. horison
15. amidst
19. at
21. crows
22. meal
25. to

Unit 7

Activity 5

- a. MalinKundang, West Sumatra
- b. RoroJonggrang, Central Java
- c. NyiRoroKidul, Java
- d. Banyu Wangi, East Java
- e. Danau Toba, North Sumatra
- f. Golden Shell, Java
- g. Crying Stone, West Sumatra
- h. Bromo Mountain Legend, East Java
- i. Golden Water Melon, West Borneo

- j. Miracle Snake, Belitung
- k. Splitted Stone, North Moluccas
- l. Foot Print, Aceh

Unit 8

Activity 1

- a. Raja Ampat, Papua
- b. Derawan Island, East Kalimantan
- c. WatuDodol, Banyuwangi, East Java
- d. Weh Island, Sabang, Aceh
- e. Belitung Island, Sumatra
- f. Ampera Bridge, Palembang Sumatra
- g. North of Seram Island in Maluku
- h. KedungKayang Waterfall, Boyolali, East Jawa
- i. Widodaren Cave, Bromo Mountain, East Java
- j. Green Canyon, Pangandaran, West Java
- k. Kelimutu Lakes, East Nusa Tenggara
- l. Samalona Island, South Sulawesi
- m. Bunaken, North Sulawesi
- n. Grajagan Bay/G-Land in East Java

Unit 9

Activity 1

- a. Air Motion Sickness
- b. A tourist crosses flooded carrying a suitcase
- c. A tourist spot in Pakistan earthquake
- d. Tourist bus caught fire in China
- e. Massive flight cancellations
- f. Road damaged - landslide

- g. The fire blocked the way
- h. Bus road accident
- i. A tourist fell of a cliff
- j. Injured tourist is taken to an ambulance.
- k. Tourists killed as tourist boat capsizes, Nicaragua
- l. Polar bear attacks a visitor

Unit 10

Activity 6a

- a. to help
- b. to be
- c. to understand
- d. to solve
- e. to your
- f. to give
- g. to provide
- h. to each

Activity 6b

- a. important
- b. verbal
- c. sure
- d. careful
- e. wrong
- f. proper
- g. polite
- h. professional

Unit 10

Activity 6c

- a. of
- b. you
- c. to
- d. on
- e. big
- f. complaining
- g. will
- h. guest
- i. complaint
- j. finishing

Unit 10

Activity 6d

1. It is not hard to remain calm when handling complaint. (F)
2. We don't have to be nervous of handling complaint. (T)
3. You make guest become frustrated. (F)
4. The situation does not make guest mad. (F)
5. Guests spend much money for having excellent services. (T)
6. Complaint does not happen when guests are satisfied. (T)
7. Being professional is very important to handle guest's complaint. (T)
8. When guest is aggressive, security can not do anything. (F)

Unit 10

Activity 6e

- a. is
- b. will
- c. are

- d. and
- e. should
- f. does
- g. means
- h. with
- i. but

Unit 10

Activity 6f

- a. to find fault with = blame
- b. a group of people who work together = team
- c. that can happen = possible
- d. a position or state at a particular time = situation
- e. to forgive someone for a small fault = excuse
- f. found or happening often and in many places = common
- g. full thought and consideration = attention
- h. sensitivity to and understanding of the suffering of other people = sympathy
- i. to find an answer to a problem = solve
- j. the condition of quality and trustworthiness = responsibility

Unit 11

Activity 1

Words	Meanings
a. adhere	(.e.) a <u>route</u> or <u>track</u> between one <u>place</u> and another, or the <u>direction</u> in which something is <u>moving</u>

b. customary	(.f.) an <u>action</u> that is done to <u>prevent</u> something <u>unpleasant</u> or <u>dangerous</u> happening
c. designate	(.i.) an <u>official</u> <u>rule</u> or the <u>act</u> of <u>controlling</u> something
d. disrespectful	(.d.) <u>lack</u> of <u>respect</u>
e. path	(.g.) the <u>system</u> of <u>rules</u> and <u>acceptable</u> <u>behaviour</u> used at <u>official</u> <u>ceremonies</u> and <u>occasions</u>
f. precaution	(.l.) the way you <u>deal</u> with or <u>behave</u> towards someone or something
g. protocols	(.h.) to <u>avoid</u> doing or <u>stop</u> yourself from doing something
h. refrain	(.a.) to <u>stick</u> <u>firmly</u>
i. regulation	(.k.) to say <u>exactly</u> how something must be or must be done
j. scripted	(.c.) to say <u>officially</u> that a <u>place</u> or thing has a <u>particular</u> <u>character</u> or <u>purpose</u>
k. stipulated	(.b.) traditional
l. treatment	(.j.) written before it is <u>read</u> or <u>performed</u>

Unit 15

Activity 3

- a. advertise and produce
- b. would be a flight
- c. are responsible for
- d. would be a big
- e. holidays to sell
- f. evaluating and responding
- g. to clients via travel agents

- h. **also** depends on
- i. may also be beneficial
- j. require to have

Unit 16

Activity 6

- a. apply
- b. applicant
- c. curriculum vitae
- d. have worked
- e. employed
- f. challenges
- g. welcome
- h. qualifications
- i. understand
- j. convenience

Unit 16

Activity 7

- 1. apply
- 2. advertised
- 3. hold
- 4. reservationist
- 5. believe
- 6. progress
- 7. suitable
- 8. for
- 9. consider
- 10. attend

GLOSSARY

[The definitions of each word or phrase in the glossary are taken from Longman (2015).]

abandoned: having been deserted or left

abbreviated: shortened; cut short

abundance: a very large quantity of something

accessories: something such as a bag, belt, or jewellery that you wear or carry because it is attractive

accident: in a way that is not planned or intended (on purpose, deliberately); a crash involving cars, trains, planes etc.

accomplish: to succeed in doing something, especially after trying very hard

accurate: correct and true in every detail

adequate: enough in quantity or of a good enough quality for a particular purpose

advantage: something that helps you to be more successful than others, or the state of having this

adventure: an exciting experience in which dangerous or unusual things happen

affiliate: if a group or organization affiliates to or with another larger one, it forms a loose connection with it

affordable: able to have enough money to buy or pay for something

alternative: an alternative idea, plan etc. is different from the one you have and can be used instead

amenable: willing to accept what someone says or does without arguing

amenities: something that makes a place comfortable or easy to live in

amphitheater: a large circular building without a roof and with many rows of seats

amusing: funny and entertaining

ancient: belonging to a time long ago in history, especially thousands of years ago; people who lived long ago, especially the Greeks and Romans

anecdote: a short story based on your personal experience

apology: something that you say or write to show that you are sorry for doing something wrong

appealing: attractive or interesting

appearance: the way someone or something looks to other people

applicable: if something is applicable to a particular person, group, or situation, it affects them or is related to them

appreciate: to understand how serious or important a situation or problem is or what someone's feelings are

approval: when a plan, decision, or person is officially accepted

archipelago: a group of small islands

architecture: the style and design of a building or buildings

aristocrat: someone who belongs to the highest social class

aroma: a strong pleasant smell:

arrangement: plans and preparations that you must make so that something can happen

arrogant: behaving in an unpleasant or rude way because you think you are more important than other people

assertive(ly): behaving in a confident way, so that people notice you

assess: to make a judgment about a person or situation after thinking carefully about it

assumption: something that you think is true although you have no definite proof

atmosphere: the feeling that an event or place gives you

attuned: to be or become familiar with the way someone thinks or behaves so that you can react to them in a suitable way

audience: a group of people who come to watch and listen to someone speaking or performing in public

aura: a quality or feeling that seems to surround or come from a person or a place
authenticity: the quality of being real or true

authority: the power you have because of your official position

available: something that is available is able to be used or can easily be bought or found

award: something such as a prize or money given to someone to reward them for something they have done

awning: a sheet of material outside a shop, tent etc. to keep off the sun or the rain

balancing: to be equal in importance, amount, value, or effect to something that has the opposite effect

bandage: a narrow piece of cloth that you tie around a wound or around a part of the body that has been injured

belch: to let air from your stomach come out loudly through your mouth [= burp]; to send out a large amount of smoke, flames etc., or to come out of something in large amounts

belonging: the things you own, especially things that you can carry with you

blaming: to say or think that someone or something is responsible for something bad

bone: one of the hard parts that together form the frame of a human, animal, or fish body

botanic: relating to plants or the scientific study of plants

breast: one of the two round raised parts on a woman's chest that produce milk when she has a baby

briefing: information or instructions that you get before you have to do something

brilliant: extremely clever or skillful

brochure: a thin book giving information or advertising something

browse: to look through the pages of a book, magazine etc. without a particular purpose, just looking at the most interesting parts

buffalo: an African animal similar to a large cow with long curved horns

calories: a unit for measuring the amount of energy that food will produce

candid: telling the truth, even when the truth may be unpleasant or embarrassing

candidate: someone who is being considered for a job or is competing in an election

captions: words printed above or below a picture in a book or newspaper or on a television screen to explain what the picture is showing

carcass: the body of a dead animal; the decaying outer structure of a building, vehicle, or other object

catchy: a catchy tune or phrase is easy to remember

cave: a large natural hole in the side of a cliff or hill, or under the ground

celebrity: a famous living person

challenging: difficult in an interesting or enjoyable way:

characterize: to describe the qualities of someone or something in a particular way

charisma: a natural ability to attract and interest other people and make them admire you

cheeks: the soft round part of your face below each of your eyes

chewing gum: a type of sweet that you chew for a long time but do not swallow

circuits: a path that forms a circle around an area, or a journey along this path

circular: shaped like a circle; moving around in a circle

clasp: a small metal object for fastening a bag, belt, piece of jewellery etc.; a tight hold

classification: a process in which you put something into the group or class it belongs to, or the group that it belongs to

claws: a sharp curved nail on an animal, bird, or some insects

client: someone who gets services or advice from a professional person, company, or organization (= customer)

clientele: all the people who regularly use a shop, restaurant etc.

climate: the typical weather conditions in a particular area

clouded: (n) a white or grey mass in the sky that forms from very small drops of water; (v) to make someone less able to think clearly or make sensible decisions

cluster: a group of things of the same kind that are very close together; a group of people all in the same place

co-driver: doing something with a driver as an equal or with less responsibility

cohesive: connected or related in a reasonable way to form a whole

collaborate: to work together with a person or group in order to achieve something, especially in science or art

colonial: relating to a country that controls and rules other countries, usually ones that are far away

commentary: a spoken description of an event, given while the event is happening, especially on the television or radio

commercial: related to business and the buying and selling of goods and services

commission: a group of people who have been given the official job of finding out about something or controlling something

commitment: a promise to do something or to behave in a particular way

compassionate: feeling sympathy for people who are suffering

competent: having enough skill or knowledge to do something to a satisfactory standard

complaint: a statement in which someone complains about something:

comprehensive: including all the necessary facts, details, or problems that need to be dealt with [= thorough]:

conceive: to imagine a particular situation or to think about something in a particular way

concise: short, with no unnecessary words (= brief)

conduct: to carry out a particular activity or process, especially in order to get information or prove facts

conductive: able to conduct electricity, heat etc.

conductor: someone who stands in front of a group of musicians or singers and directs their playing or singing

conform: to behave in the way that most other people in your group or society behave

consistency: the quality of always being the same, doing things in the same way, having the same standards etc. - used to show approval

consistent: always behaving in the same way or having the same attitudes, standards etc. usually used to show approval

constructive: useful and helpful, or likely to produce good results:

consumer: someone who buys and uses products and services

contribute: to give money, help, ideas etc. to something that a lot of other people are also involved in

conversely: used when one situation is the opposite of another

cosmopolitan: a cosmopolitan place has people from many different parts of the world – use this to show approval

council: a group of people that are chosen to make rules, laws, or decisions, or to give advice

courteous: polite and showing respect for other people

courtesy: polite behaviour and respect for other people

craft: a job or activity in which you make things with your hands, and that you usually need skill to do

critical: something that is critical is very important because what happens in the future depends on it

crop: a plant such as wheat, rice, or fruit that is grown by farmers and used as food

crowds: a large group of people who have gathered together to do something, for example to watch something or protest about something

crush: (v) to press something so hard that it breaks or is damaged; (n) a crowd of people pressed so close together that it is difficult for them to move:

cube: a solid object with six equal square sides

culinary: *formal* relating to cooking:

cultivate: to prepare and use land for growing crops and plants

curds: the thick substance that forms in milk when it becomes sour

cure: (n) a medicine or medical treatment that makes an illness go away

curiosity: the desire to know about something

curious: wanting to know about something

currency: the system or type of money that a country uses

cursor: a mark that can be moved around a computer screen to show where you are working

custom: something that is done by people in a particular society because it is traditional

customary: something that is customary is normal because it is the way something is usually done

customizable: able to be changed in order to be suitable for a particular object or

damp: slightly wet, often in an unpleasant way

daunting: frightening in a way that makes you feel less confident

decease: death

decisive: an action, event etc. that is decisive has a big effect on the way that something develops

declare: to state officially and publicly that a particular situation exists or that something is true

definitely: without any doubt (= certainly)

delicious: very pleasant to taste or smell; extremely pleasant or enjoyable

demand: the need or desire that people have for particular goods and services:

demonstrate: to show or prove something clearly

designate: to choose someone or something for a particular job or purpose

destination: the place that someone or something is going to

determine: to find out the facts about something (= establish)

diminish: to become or make something become smaller or less

disability: a physical or mental condition that makes it difficult for someone to use a part of their body properly, or to learn normally

disadvantage: something that causes problems, or that makes someone or something less likely to be successful or effective

disaster: a sudden event such as a flood, storm, or accident which causes great damage or suffering

discover: to find someone or something, either by accident or because you were looking for them

dishes: all the plates, cups, bowls etc. that have been used to eat a meal and need to be washed; good cooked or prepared in a particular way as a meal

dishonesty: behaviour in which you deceive or cheat people

dispense: to give something to people, especially in fixed amounts [= give out]

display: (n) an arrangement of things for people to look at or buy; (v) to show something to people, or put it in a place where people can see it easily:

dissatisfaction: a feeling of not being satisfied

distinguish: to recognize and understand the difference between two or more things or people (= differentiate)

distributor: a company or person that supplies shops and companies with goods

diversity: the fact of including many different types of people or things

doubtful: probably not true or not likely to happen

dough: a mixture of flour and water ready to be baked into bread, pastry etc.

dream: (n) a series of thoughts, images, and feelings that you experience when you are asleep; (v) to think about something that you would like to happen or have

duration: the length of time that something continues

dweller: a person or animal that lives in a particular place

earthquake: a sudden shaking of the earth's surface that often causes a lot of damage

eatery: *informal especially American English* a restaurant or other place to eat

eliminate: to completely get rid of something that is unnecessary or unwanted; to defeat a team or person in a competition, so that they no longer take part in it

emergency: an unexpected and dangerous situation that must be dealt with immediately

empathy: the ability to understand other people's feelings and problems

employment: the condition of having a paid job

encompassing: to include a wide range of ideas, subjects, etc.; to completely cover or surround something

encounter: to experience something, especially problems or opposition; to meet someone without planning to

encroach: to gradually take more of someone's time, possessions, rights etc. than you should; to gradually cover more and more land

engage: to be doing or to become involved in an activity

enormous: very big in size or in amount (= huge)

entertain: to amuse or interest people in a way that gives them pleasure; to invite people to your home for a meal, party etc., or to take your company's customers somewhere to have a meal, drinks etc.

entertainment: things such as films, television, performances etc. that are intended to amuse or interest people:

enthusiastic: feeling or showing a lot of interest and excitement about something

entrance: a door, gate etc. that you go through to enter a place; the act of entering a place or room, especially in a way that people notice; a written or printed statement that gives information or a warning to people

equivalent: (adj) having the same value, purpose, job etc. as a person or thing of a different kind; (n) something that has the same value, purpose, job etc. as something else

escort: to take someone somewhere, especially when you are protecting or guarding them

essential: extremely important and necessary

estimate: a calculation of the value, size, amount etc. of something

exceptionally: extremely [= outstandingly]

exchanging: the act of giving someone something and receiving something else from them

excursion: a short journey arranged so that a group of people can visit a place, especially while they are on holiday

excuse: used to say that you are sorry for doing something rude or embarrassing; used when you want to get someone's attention politely, especially when you want to ask a question

executive: a manager in an organization or company who helps make important decisions; the part of a government that makes sure decisions and laws work well

exhibition: a show of paintings, photographs, or other objects that people can go to see

exotic: something that is exotic seems unusual and interesting because it is related to a foreign country - use this to show approval

exterior: the outside of something, especially a building

eye-catching: something eye-catching is unusual or attractive in a way that makes you notice it

failure: a lack of success in achieving or doing something

familiarize: to learn about something so that you understand it, or to teach someone else about something so that they understand it

fantastic: extremely good, attractive, enjoyable etc.

farsightedness [= excellent, wonderful]

fashion: something that is popular or thought to be good at a particular time; a style of clothes, hair etc. that is popular at a particular time

feature: a part of something that you notice because it seems important, interesting, or typical

feet: the length, height etc. of something; the plural of foot

ferment: if fruit, beer, wine etc. ferments, or if it is fermented, the sugar in it changes to alcohol

fidget: to keep moving your hands or feet, especially because you are bored or nervous

foggy: if the weather is foggy, there is fog; if your mind is foggy, you cannot think or remember things clearly

forehead: the part of your face above your eyes and below your hair

fossilize: if people, ideas, systems etc. fossilize or are fossilized, they never change or develop, even when there are good reasons why they should change

foundation: the solid layer of cement, bricks, stones etc. that is put under a building to support it

freshman: a student in the first year of high school or university

friction: disagreement, angry feelings, or unfriendliness between people (= tension)

funeral: a religious ceremony for burying or cremating (=burning) someone who has died (burial, cremation)

gallery: a large building where people can see famous pieces of art.; a small privately owned shop or STUDIO where you can see and buy pieces of art

garment: *formal* a piece of clothing:

genuine: a genuine feeling, desire etc. is one that you really feel, not one you pretend to feel [= sincere]; someone who is genuine is honest and friendly and you feel you can trust them

gesture: a movement of part of your body, especially your hands or head, to show what you mean or how you feel

gibbons: a small animal like a monkey, with long arms and no tail, that lives in trees in Asia

grab: (v) to take hold of someone or something with a sudden or violent movement; to suddenly try to take hold of something

grades: a particular level of quality that a product, material etc. has

graffiti: rude, humorous, or political writing and pictures on the walls of buildings, trains etc.

gratuities: a small gift of money given to someone for a service they provided (= tip); *especially British English* a large gift of money given to someone when they leave their job, especially in the army, navy etc.

greed: a strong desire for more food, money, power, possessions etc. than you need:

greeting: something you say or do when you meet someone; a message saying that you hope someone will be happy and healthy on their birthday, at Christmas etc.

gruesome: very unpleasant or shocking, and involving someone being killed or badly injured

guarantee: (v) to promise to do something or to promise that something will happen; a formal written promise to repair or replace a product if it breaks within a specific period of time [= warranty]

guide: someone who is licensed and employed to take tourist on local sightseeing excursions.

handicraft: an activity such as sewing or making baskets, in which you use your hands in a skilful way to make things; something that someone has made in a skilful way using their hands:

handmade: made by people using their hands, not by a machine

handshake: the act of taking someone's right hand and shaking it, which people do when they meet or leave each other or when they have made an agreement:

harvest: the time when crops are gathered from the fields, or the act of gathering them; the crops that have been gathered, or the amount and quality of the crops gathered

hawker: someone who carries goods from place to place and tries to sell them

headquarters: the main building or offices used by a large company or organization

height: how tall someone or something is:

hesitate: to pause before saying or doing something because you are nervous or not sure:

highlight: to make a problem or subject easy to notice so that people pay attention to it; to mark written words with a special coloured pen, or in a different colour on a computer

hilly: having a lot of hills

huge: extremely large in size, amount, or degree (= enormous)

illegal: not allowed by the law (= unlawful; ≠ legal)

imaginary: not real, but produced from pictures or ideas in your mind

immense: not real, but produced from pictures or ideas in your mind

impression: the opinion or feeling you have about someone or something because of the way they seem

impurity: a substance of a low quality that is contained in or mixed with something else making it less pure

inconvenience: problems caused by something which annoy or affect you

incorporate: to include something as part of a group, system, plan etc.

ingredient: one of the foods that you use to make a particular food or dish

inhabit: if animals or people inhabit an area or place, they live there

injury: a wound or damage to part of your body caused by an accident or attack

insight: a sudden clear understanding of something or part of something, especially a complicated situation or idea; the ability to understand and realize what people or situations are really like

instinctive: based on instinct and not involving thought

instrument: a small tool used in work such as science or medicine

internship: a job that lasts for a short time, that someone, especially a student, does in order to gain experience; a job that someone who has nearly finished training as a doctor does in a hospital

inventory: a list of all the things in a place

itinerary: a plan or list of the places you will visit on a journey

jogging: the activity of running slowly and steadily as a way of exercising

kerosene: a clear oil that is burnt to provide heat or light

landmarks: something that is easy to recognize, such as a tall tree or building, and that helps you know where you are

last: to continue for a particular length of time; to continue to exist, be effective, or remain in good condition for a long time:

leadership: the position of being the leader of a group, organization, country etc.

leaf: one of the flat green parts of a plant that are joined to its stem or branches:

leaflet: a small book or piece of paper advertising something or giving information on a particular subject

leave: to go away from a place or a person

legend: an old, well-known story, often about brave people, adventures, or magical events

limp: not firm or strong

linear: consisting of lines, or in the form of a straight line

linkage: a system of links or connections

litter: to leave waste paper, cans etc. on the ground in a public; if things litter an area, there are a lot of them in that place, scattered in an untidy way

lodging: a place to stay

loopholes: a small mistake in a law that makes it possible to avoid doing something that the law is supposed to make you do

loyalty: the quality of remaining faithful to your friends, principles, country etc.

luggage: the cases, bags etc. that you carry when you are travelling

lust: (n) very strong sexual desire, especially when it does not include love; (v) to be strongly sexually attracted to someone, and think about having sex with them; to want something very much, especially something that you do not really need

macaw: a large brightly coloured bird like a parrot, with a long tail

magnificent: very good or beautiful, and very impressive

maintenance: the repairs, painting etc. that are necessary to keep something in good condition

mammal: a type of animal that drinks milk from its mother's body when it is young humans, dogs, and whales are mammals

manipulator: someone who is skilful at getting what they want by cleverly controlling or deceiving other people

manufacture: (n) the process of making goods or materials using machines, usually in large numbers or amounts: (v) to use machines to make goods or materials, usually in large numbers or amounts

marine: relating to the sea and the creatures that live there; relating to ships or the navy

massif: a group of mountains forming one large solid shape

massive: very large, solid, and heavy

measles: an infectious illness in which you have a fever and small red spots on your face and body, people often have measles when they are children.

mechanical: affecting or involving a machine

memorandum: a memo ; a short legal document that contains the important details of an agreement

merchandise: goods that are being sold

message: a spoken or written piece of information that you send to another person or leave for them

meteor: a piece of rock or metal that travels through space, and makes a bright line in the night sky when it falls down towards the earth

minimize: to reduce something that is difficult, dangerous, or unpleasant to the smallest possible amount or degree

missing: something that is missing is not in its usual place, so that you cannot find it

misunderstanding: a problem caused by someone not understanding a question, situation, or instruction correctly

mobile: not fixed in one position, and easy to move and use in different places

mode: a particular way or style of behaving, living or doing something

moisture: small amounts of water that are present in the air, in a substance, or on a surface

mouthwash: a liquid used to make your mouth smell fresh or to get rid of infection in your mouth

mumble: to say something too quietly or not clearly enough, so that other people cannot understand you

mystery: an event, situation etc. that people do not understand or cannot explain because they do not know enough about it

narrative: a description of events in a story, especially in a novel (uncountable) the process or skill of telling a story

negotiable: an offer, price, contract etc. that is negotiable can be discussed and changed before being agreed on

nervous: worried or frightened about something, and unable to relax

nodding: to move your head up and down, especially in order to show agreement or understanding

numerous: many

observant: good or quick at noticing things

occurrence: something that happens

opportunity: a chance to do something or an occasion when it is easy for you to do something

opt: to choose one thing or do one thing instead of another

orientation: the type of activity or subject that a person or organization seems most interested in and gives most attention to

orthodox: believing in all the traditional beliefs, laws, and practices of a religion

overdressed: dressed in clothes that are too formal for the occasion

overnight: happening during the night or for the night

overturned: if you overturn something, or if it overturns, it turns upside down or falls over on its side

oxidize: to combine with oxygen, or make something combine with oxygen, especially in a way that causes

package: something wrapped in paper, packed in a box and then sent by mail or delivered

padding: soft material used to fill or cover something; unnecessary and uninteresting details or words that are added to make a sentence, speech etc. longer - used to show disapproval

palm: the inside surface of your hand, in which you hold things; a tropical tree which grows near beaches or in deserts, with a long straight trunk and large pointed leaves at the top

participation: the act of taking part in an activity or event

particular: a particular thing or person is the one that you are talking about, and not any other

paste: (n) a soft smooth food, made by crushing meat, fish etc.; (v) to stick something to something else using glue

patience: the ability to continue waiting or doing something for a long time without becoming angry or anxious

paramount: more important than anything else

pavement: a hard level surface or path at the side of a road for people to walk on

peak: **(n)** the time when something or someone is best, greatest, highest, most successful etc.; **(v)** to reach the highest point or level; **(adj)** the peak time or period is when the greatest number of people are doing the same thing, using the same service etc.

perch: **(v)** to be in a position on top of something or on the edge of something; **(n)** a branch or stick where a bird sits

perform: to do something to entertain people, for example by acting a play or playing a piece of music

performance: when someone performs a play or a piece of music

perspective: a way of thinking about something, especially one which is influenced by the type of person you are or by your experiences

phoney or phony: *American English informal*, false or not real, and intended to deceive someone (= fake); someone who is phoney is insincere and pretends to be something they are not; (phoniness uncountable *noun*)

phrases: a group of words that together have a particular meaning, especially when they express the meaning well in a few words

pick: to choose a person or thing, for example because they are the best or most suitable: having the right qualities for a particular person, purpose, or situation

placeholder:

plantation: a large area of land in a hot country, where crops such as tea, cotton, and sugar are grown

pleasure: the feeling of happiness, enjoyment, or satisfaction that you get from an experience

pliable: able to bend without breaking or cracking; easily influenced and controlled by other people

podium: a small raised area for a performer, speaker, or musical conductor to stand on

population: the number of people living in a particular area, country etc.

porridge: that are cooked with milk or water and served hot for breakfast

portfolio: a large flat case used especially for carrying pictures, documents etc.; a set of pictures or other pieces of work that an artist, photographer etc. has done:

precaution: something you do in order to prevent something dangerous or unpleasant from happening

precious: something that is precious is valuable and important and should not be wasted or used without care

predominantly: mostly or mainly

prehistoric: relating to the time in history before anything was written down

presence: when someone or something is present in a particular place

prestigious: admired as one of the best and most important

prevention: when something bad is stopped from happening

preview: (v) to see or describe something before it is shown to the public; (n) an occasion when you can see a film, play, painting etc. before it is shown to the public

prior: existing or arranged before something else or before the present situation

prize: something that is given to someone who is successful in a competition, race, game of chance etc.

professionalism: the skill and high standards of behaviour expected of a professional person

prohibit: to say that an action is illegal or not allowed [= ban, forbid]; *formal* to make something impossible or prevent it from happening

pronounce: (v) to make the sound of a letter, word etc., especially in the correct way

pronunciation: the way in which a language or a particular word is pronounced

property: the thing or things that someone owns; [uncountable and countable] a building, a piece of land, or both together

propriety: correctness of social or moral behaviour

protocol: a system of rules about the correct way to behave on an official occasion

pulp: a very soft substance that is almost liquid, made by crushing plants, wood, vegetables etc.

puppet: a model of a person or animal that you move by pulling wires or strings, or by putting your hand inside it

purchasing: buying something

python: a large tropical snake that kills animals for food by winding itself around them and crushing them

radial: arranged in a circular shape with bars or lines coming from the centre

rafting: the activity of travelling on a raft, especially as a sport

reap: to get something, especially something good, as a result of what you have done

reasonable: fair and sensible

reassure: to make someone feel calmer and less worried or frightened about a problem or situation

recommend: to advise someone to do something, especially because you have special knowledge of a situation or subject

rectory: a house where the priest of the local church lives

references: part of something you say or write in which you mention a person or thing

refrain: (v) to not do something that you want to do; (n) part of a song or poem that is repeated, especially at the end of each verse [chorus]

reggae: a kind of popular music originally from Jamaica, with a strong regular beat

release: to let someone go free, after having kept them; to let news or official information be known and printed

remuneration: the pay you give someone for something they have done for you

reptile: a type of animal, such as a snake or lizard, whose body temperature changes according to the temperature around it, and that usually lay eggs to have babies; *informal* someone who is unpleasant or cannot be trusted

resource: something such as useful land, or minerals such as oil or coal, that exists in a country and can be used to increase its wealth

resume: (*American English*) a short written account of your education and your previous jobs that you send to an employer when you are looking for a new job (= **cv** *British English*)

retailer: a person or business that sells goods to customers in a shop

rhinoceros: a large heavy african or asian animal with thick skin and either one or two horns on its nose

riot: a situation in which a large crowd of people are behaving in a violent and uncontrolled way, especially when they are protesting about

rite: a ceremony that is always performed in the same way, usually for religious purposes

roaring: making a deep, very loud, continuous noise

safety belt–seat belt: a belt attached to the seat of a car or plane which you fasten around yourself for protection in an accident

sap: (n) the watery substance that carries food through a plant; (v) to make something weaker or destroy it, especially someone's strength or their determination to do something

satisfactory: something that is satisfactory seems good enough for you, or good enough for a particular situation or purpose

scoop: (n) a round deep spoon for serving food, for example ice; (v) to pick something up or remove it using a scoop or a spoon, or your curved hand

shake: (v) to move suddenly from side to side or up and down, usually with a lot of force, or to make something or someone do this; (n) if you give something a shake, you move it up and down or from side to side

shape: (n) the form that something has, for example round, square, triangular etc.; (v) to make something have a particular shape, especially by pressing it; shape

shortcoming: a fault or weakness that makes someone or something less successful or effective than they should be

significant: having an important effect or influence, especially on what will happen in the future

siphon: a bent tube used for getting liquid out of a container, used by holding one end of the tube at a lower level than the end in the container

skeleton: the structure consisting of all the bones in a human or animal body

slogan: a short phrase that is easy to remember and is used in advertisements, or by politicians, organizations etc.

sling- slung: to throw or put something somewhere with a careless movement and some force

snorkeling: when you swim under water using a snorkel

solution: a way of solving a problem or dealing with a difficult situation

soya beans: the bean of an Asian plant from which oil and food containing a lot of protein is produced

spectacular: very impressive; very sudden, unexpected, or extreme:

stall: a table or a small shop with an open front, especially outdoors, where goods are sold

stiff: if someone or a part of their body is stiff, their muscles hurt and it is difficult for them to move

stove: a piece of kitchen equipment on which you cook food in pots and pans, and that contains an oven

strive: to make a great effort to achieve something

stunning: extremely attractive or beautiful; very surprising or shocking

subsidiary: a company that is owned or controlled by another larger company

substance: a particular type of solid, liquid, or gas; the most important ideas contained in an argument or piece of writing

sufficient: as much as is needed for a particular purpose (= enough)

supplier: a company or person that provides a particular product

supply: to provide people with something that they need or want, especially regularly over a long period of time

surrounding: near or around a particular place (= nearby)

suspend: to officially stop something from continuing, especially for a short time

sustainable: able to continue without causing damage to the environment

swap: to give something to someone and get something in return (= exchange)

sympathy: the feeling of being sorry for someone who is in a bad situation

tactful: not likely to upset or embarrass other people

tariff: a tax on goods coming into a country or going out of a country

temper: a tendency to become angry suddenly or easily

tent: a shelter consisting of a sheet of cloth supported by poles and ropes, used especially for camping

terrace: a row of houses that are joined to each other, or a street with one of these rows in it; the wide steps that the people watching a football match can stand on

theatre: a building or place with a stage where plays and shows are performed:

theme: the main subject or idea in a piece of writing, speech, film etc.

thereby: with the result that something else happens

threaten: to say that you will cause someone harm or trouble if they do not do what you want

throat: the passage from the back of your mouth to the top of the tubes that go down to your lungs and stomach

toss: (v) to throw something, especially something light, with a quick gentle movement of your hand; (n) the act of throwing a coin in the air to decide something, especially who will do something first in a game

tour guide: a person who leads groups and provides commentary for them.

tour leader: a person who is responsible for leading a group and attends to the scheduling and logistical details.

tour manager: (a tour conductor or a tour escort) an individual hired to accompany a group from beginning to end manage all aspects of tour including meeting a group at their arrival point and coordinating all details of dining, accommodation, and sightseeing throughout the tour.

tour operator: tour employee who plans, packages and oversees pre-paid tours usually for groups and sells those tours to travel agents, other retailers or consumers

tour organizer: a person who locates and creates groups and is often compensated with a free trip

transfer: to move from one place, school, job etc. to another, or to make someone do this, especially within the same organization

trash can: a large container with a lid into which you put empty bottles, used papers, food that has gone bad etc.

travel agent: an individual or firm authorized to sell travel services to the general public.

treat: to behave towards someone or something in a particular way

trigger: to make something happen very quickly, especially a series of events

trunks: the thick central woody stem of a tree

trustworthy: someone who is trustworthy can be trusted and depended on

truthful: someone who is truthful does not usually tell lies (= honest)

unattended: left alone without anyone in charge

undertake: to accept that you are responsible for a piece of work, and start to do it

unearthly: very strange and unnatural, and probably frightening; *informal* very early or very late and therefore extremely inconvenient

unpleasant: not pleasant or enjoyable:

unpredictable: changing a lot so it is impossible to know what will happen

unwieldy: an unwieldy object is big, heavy, and difficult to carry or use; an unwieldy system, argument, or organization is difficult to control or manage because it is too complicated

variety: a lot of things of the same type that are different from each other in some way

vat: a very large container for storing liquids in

VAT: value added tax, a tax added to the price of goods and services

vegetable: a plant that is eaten raw or cooked, such as a cabbage, a carrot, or peas

vegetarian: someone who does not eat meat or fish

vendor: someone who sells things, especially on the street

venue: a place where an organized meeting, concert etc. takes place

volcano: a mountain with a large hole at the top, through which lava (= very hot liquid rock) is sometimes forced out

voucher: a ticket that can be used instead of money for a particular purpose:

wafer-thin: extremely thin

wander: to walk slowly across or around an area, usually without a clear direction or purpose

wardrobe: a piece of furniture like a large cupboard that you hang clothes in

wares: things that are for sale, usually not in a shop

washbasin: a container like a small sink used for washing your hands and face

waterfall: a place where water from a river or stream falls down over a cliff or rock

welcoming: someone who is welcoming is friendly when you arrive in a place; a welcoming place is pleasant and makes you feel relaxed

wheel: one of the round things under a car, bus, bicycle etc. that turns when it moves

whitewater: a part of a river that looks white because the water is running very quickly over rocks

windy: if it is windy, there is a lot of wind

wonderful: making you feel very happy (= great); making you admire someone or something very much (= amazing)

wonder: to think about something that you are not sure about and try to guess what is true, what will happen etc.

youth: the period of time when someone is young, especially the period when someone is a teenager

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Sutanto Leo graduated from IKIP Bandung majoring in English Language in 1985. He did his Diploma in Teaching English as a second Language (Dipl. TESL) at Victoria University, New Zealand in 1988. His master degree in Teaching English to Speakers of Other Languages (M.Ed. in TESOL) was gained in 1995 at Leeds University, UK. He earned his doctoral degree in 2015 from Indonesia University of Education. He is a lecturer, writer, book writing trainer and book publishing consultant.



Experience

A. Presenting Seminar & Workshop on Book Writing and Publishing

- 1) USU Medan, 2) UNTAN Pontianak, 3) UNG Gorontalo, 4) RELC Singapore, 5) STP Bali, 6) Univ. Widya Mandala Surabaya, 7) Univ. Pelita Harapan Jakarta, 8) Univ. Paramadina Jakarta, 9) Univ. Satya Wacana

Salatiga, 10) Univ. Nommensen Medan, 11) AKPAR Medan, 12) STAIN Surakarta, 13) AKPAR Satyawidya Surabaya, 14) UNY Yogyakarta, 15) Univ. Bengkulu, 16) MGMP Kodya Bandung, 17) IAIN Lampung, 18) STT Telkom Bandung, 19) STBA Bandung, 20) STP Bandung, 21) Univ. Maranatha Bandung, 22) Univ. Widyatama Bandung, 23) LLB Bandung, 24) Akademi Kebidanan Purwokerto, 25) Univ. Sriwijaya Palembang, 26) Univ. Sahid Surakarta, 27) UNISRI Surakarta, 28) STT SAPPI Cianjur, 29) MGMP Banyumas, 30) Univ. Soedirman Purwokerto, 31) Aptikes Semarang, 32) SMA 10 Pontianak, 33) Univ. Riau Pekanbaru, 34) UNILA Lampung, 35) Politeknik Manado, 36) STBI Semarang, 37) Univ. Andalas Padang, 38) UPN Surabaya, 39) Universitas Negeri Jember, 40) Sirikit Writing School, Surabaya, 41) MIPA Unpad, 42) STTB Medan, 43) Keperawatan Unpad, 44) IAIN Bengkulu, 45) Univ. PGRI Palembang, 46. IHS Surakarta, 47) STIE IBBI Medan, 48) Akper Muhammadiyah, Makassar, 49) Unkhair Ternate, 50) GBI Kupang, 51) Global Prestasi School, Bekasi, 52) Telkom University, Bandung, 53) SMA Yos Sudarso Batam, 54) Perpustakaan Kab. Bondowoso, 55) MGMP MIPA SMA Kab. Karimun, 56) STKIP Tuanku Tambusai, Riau, 57) SMK Wakatobi, SULTRA, 58) Fakultas Informatika, Telkom University, Bandung, 59) BPN GGBI Semarang, 60) SMK 1 Pangkalan Bun, Kalteng. etc.

B. Presenting Seminar on Writing *Skripsi*, Thesis & Dissertation

1) STP Bandung, 2) STTB Medan, 3) IAIN Bengkulu, 4) Univ. PGRI Palembang, 5) Univ. HKBP Nommensen Medan, 6) AKPAR Medan, 7) Univ. PGRI Semarang, 8) Akper Muhammadiyah, Makassar, 9) Unkhair Ternate, 10) UMB Bengkulu, 11) UPN Surabaya, 12) Univ. Al Azhar, Jakarta, 13) STTI Tanjungpinang, 14) Univ. Pakuan Bogor, etc.

C. Giving Seminar & Workshop on Writing Popular Articles

1) SMA Santa Maria Bandung, 2) Univ. Paramadina Jakarta, 3) STP Bandung, 4) GBBZ Bandung, etc.

D. English Training

1) Grand Aquila Hotel, 2) Novotel Hotel, 3) SwissBell Hotel, 4) Preanger Hotel, 5) Papandayan Hotel, 6) Merdeka Hotel (Pekanbaru), 7) Majesty Hotel, 8) Grand Setiabudhi Hotel, 9) Permata Hotel, 10) Galery Ciumbeulit Hotel & Apartment, 11) Grand Pasundan Hotel, 12) Teachers of SMP 5 Bandung, 13) Lecturers of STP Bandung, dsb.

E. Sunday School Teaching

1) GBBZ Bandung, 2) GBI Tangerang, 3) GKJ Cianjur, 4) GB Kalam Purwokerto, 5) Radio Maestro Bandung, 6) Toko Buku Gramedia Bandung, 7) GKI Bandung, 8) BPD Jawa Barat, 9) Mission Care Bandung, 10) GBI Baitlahim, 11) Bimas Kristen DEPAG Jabar, etc.

F. International Seminar Presentation

1. Making your course notes worth publishing, RELC Singapore (2007)
2. ELT Materials for Hotel and Food & Beverages Services, 55th TEFLIN International Conference, UIN Jakarta (4-6 Desember 2007)
3. Preventing plagiarism around your campus, 57th TEFLIN International Conference, UPI Bandung (1-3 November 2010)
4. Thesis Writing Supervision for Tourism and Hospitality School of Higher Education, Asian Tourism Forum International, STP Bandung (8-10 Mei 2012)
5. Feedback Strategies and Contents in Writing Supervision: Global Tourism & Hospitality Conference: Hongkong (18-20 May 2014)
6. Book writing and publishing for Tourism Educators, ATF Bandung (7-9 May 2016).

G. Books and Articles Published

1. *English for Professional Waiters*, 2013, 5th Print, Gramedia, Jakarta
2. *English for Professional Accommodation Services*, 2013, 3rd Print, Gramedia, Jakarta

3. *English for Professional Hotel Communication* 2013, 3rd Print, Gramedia, Jakarta
4. *English for Leisure Time Speaking*, 2007, 2nd Print, Gramedia, Jakarta
5. Menyikapi Penutupan Tempat Ibadah, *Majalah Suara Baptis*, No.5/ Tahun 48, 2005
6. Menggali Potensi Penulis yang Terkubur, 2005, *Jurnal Pariwisata*, Vol. 4 No. 4 Desember 2005
7. Sertifikasi Kompetensi Dosen: Sebuah Penghargaan atau Ancaman, 2005, *Jurnal Pariwisata* Vol. 4 No. 4, Desember 2005
8. Mendongkrak Gairah KPW, *Majalah Suara Baptis*, No.3/Tahun 49, 2006
9. Publishing Your Teaching Materials' 2006, *Jurnal Pariwisata* Vol. 5 No. 5, Desember 2006
10. *English for Academic Purposes: Essay Writing*. (2007) Team Writers, Andi Offset, Yogyakarta
11. Drama Musik GB Baitlahim Layak Go International, *Majalah Suara Baptis*, No.3/Tahun 2007
12. *Kiat Sukses Mengelola dan Mengajar Sekolah Minggu*, 2008, Andipmbr, Yogya
13. *Kiat Jitu Menulis dan Menerbitkan Buku*, 2010, Erlangga, Jakarta
14. Mengusik Penerbitan Umat Baptis, *Suara Baptis*, 2013
15. *English for Hotel Supervisory and Managerial Communication*, 2013, DC, Bandung
16. *A Challenging Book to Practice Teaching in English*, 2013, AndiOffset, Yogyakarta
17. *Kiat Jitu Menulis Skripsi, Tesis, dan Disertasi*, 2013, Erlangga, Jakarta
18. The Implementation of Competence-based Curriculum (A case study at Bandung Tourism School), *Journal of Tourism, Hospitality and Travel*, Vol. 1. No.1, Dec 2013
19. Preventing Plagiarism around Our Campus in Indonesia, *Journal of Tourism, Hospitality and Travel*, Vol. 1. No.1, Dec 2013

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22. Pertumbuhan Gereja Melempem, *Majalah Suara Baptis*, No. 2 Juli 2015
23. Membicu Buku SM, *Majalah Suara Baptis*, No. 3 November 2015