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|  | **SEKOLAH TINGGI ILMU KOMUNKASI DAN SEKRETARI**  **TARAKANITA** | | | | |
| **RENCANA PEMBELAJARAN SEMESTER (RPS)** | | | | | |
| **Subject** | **:** | **Business Speaking 1** | **Semester** | **:** | **1** |
| **Study Program** | **:** | **D3 Secretarial Study** | **Kode MK** | **:** |  |
| **Lecturer** | **:** | **English Lecturer Team** | **SKS** | **:** | **2** |
| **Pre-requisite** | **:** | **-** | **Revision** | **:** | **May 2023** |
| **Learning Outcome (Capaian Pembelajaran/ CP)** | **Study Program Learning Outcome** | | | | |
| S5 | Menghargai keanekaragaman budaya, pandangan, agama, dan kepercayaan, serta pendapat atau temuan orisinal orang lain (C3, C5) | | | |
| S9 | Menunjukkan sikap bertanggungjawab atas pekerjaan di bidang keahliannya secara mandiri (C4) | | | |
| S17 | Memiliki sikap empati, keramahan, rela berkorban, siap sedia, murah hati, penuh perhatian, tenggang rasa, dan terbuka (C) | | | |
| P5 | Menguasasi prinsip dan teknik komunikasi baik lisan maupun tulisan dengan Bahasa Inggris | | | |
| KU5 | Mampu bekerja sama, berkomunikasi dan berinovatif dalam pekerjaannya | | | |
| KK1 | Mampu membuat berbagai jenis surat bisnis atau dinas secara ringkas, tepat, lengkap, dan menggunakan bahasa yang santun sesuai dengan kebutuhan organisasi bisnis maupun pemerintahan; | | | |
| KK8 | Mampu berkomunikasi secara lisan dan tulisan dalam pekerjaan administrasi perkantoran dengan menggunakan bahasa Inggris dengan kemampuan pada tingkat menengah (intermediate) | | | |
| **Subject Learning Outcome** | | | | |
| M1 | Students are expected to be capable of handling managerial activities as Office Support Assistant (Clerk) reporting to Supervisor / Coordinator. | | | |
| M2 | Students are able to exchange business conversation relevant to lower office managerial function in making and receiving calls, taking and leaving messages, scheduling an appointment, reserving restaurant, hotel and flight. | | | |

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| **WEEK** | **LEARNING OUTCOME** | **DISCUSSION SUBJECT** | **METHOD** | **TIME** | **LEARNERS’ ACTIVITY** | **SCORING CRITERIA** | **SCORE** |
| **(1)** | **(2)** | **(3)** | **(4)** | **(5)** | **(6)** | **(7)** | **(8)** |
| 1 | Have a brief introduction on the subject Business Speaking 1 | Introduction to Business Speaking 1 topic discussions | Lecturing and discussion | 100’ | 1. The students talk about the rules and agreements for the whole semester with the lecturer. 2. The students get the list of topics and handouts for the whole semester. 3. The students read the scoring criteria. | - | 5 |
| 2-3 | Exchange business conversation relevant to lower office managerial functions:   1. Making & Receiving Calls 2. Taking and leaving message 3. Scheduling an appointment | Making & Receiving Calls | 1. Lecturing 2. Collaborative learning 3. Self-directed learning | 200’ | 1. The students learn the expression and the English function based on the topic 2. The students make the dialogue with a partner based on the given situation. 3. The students practice the dialogue they make in pair. | See ‘Oral Test  Rating Criteria’  below | 15 |
| 4-5 | Absence & Non-availability | 200’ | 15 |
| 6-7 | Appointment | 200’ | 15 |
|  | | | | | | | |
| 8-9 | Exchange business conversation relevant to lower office managerial functions in making restaurant, hotel and flight reservation. | Restaurant Reservation | 1. Lecturing 2. Collaborative learning 3. Self-directed learning | 200’ | 1. The students learn the information needed to reserve restaurant, hotel and flight from online booking application and other media. 2. The students learn the expression and the English function based on the topic 3. The students make the dialogue with a partner based on the given situation. 4. The students practice the dialogue they make in pair. | See ‘Oral Test  Rating Criteria’  below | 15 |
| 10-11 | Hotel Reservation | 200’ | 15 |
| 12-13 | Flight Reservation | 200’ | 15 |
| 14 | Extended Exercise |  |  |  |  | 5 |
| **FINAL TEST** | | | | | | | |

References:

Brieger, Nick. 1989. Secretarial Contacts. Prentice Hall

Smith, David Gordon. 2007. English for Telephoning. Oxford: Oxford University Press.

Sweeney, Simon. English for Business Communication 2nd Edition. Cambridge: Cambridge University Press.

Toselli, Marisela & Ana Mariá Millán. 2008. English for Secretaries and Administrative Personnel. Singapore: Mc Graw Hill.

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| May 2023 | Curriculum Designer | English Lecturers Coordinator | Head of Study Program |
| AUTHORIZATION | Fredericka Krisma Setyatami, M.Pd. | FA. Wisnu Wirawan, S.Pd., M.Si. | Maria Estri Wahyuningsih, M.Pd. |

Oral Test Rating Criteria

1. Fluency

a. Score 20 : Her speech is as fluent and effortless as that of a native speaker

b. Score 16 : The speed seems to be slightly affected by language problems

c. Score 12 : The speed and fluency are rather strongly affected by linguistics problems

d. Score 08 : She is usually rather hesitant, often forced into silence by language limitations. Her speech is halting and fragmentary.

2. Pronunciation

a. Score 20: Her speech shows only a few traces of local accent, almost like native

b. Score 16 : Her speech is highly intelligible despite her local accent

c. Score 12 : Pronunciation problems necessitates concentrated listening often lead to misunderstanding

d. Score 08 : Her speech is hard to understand and must be frequently asked to repeat

Grammar

a. Score 20 : She makes only a few noticeable grammatical errors in her speech

b. Score 16 : She occasionally makes grammatical errors which do not obscure Meaning

c. Score 12 : She makes frequent grammatical errors affecting meaning

d. Score 08 : Grammatical errors make comprehension difficult. Her sentences are restricted to basic patterns

Vocabulary

a. Score 20 : Her use of vocabulary and idioms is virtually that of a native speaker

b. Score 16 : She often uses inappropriate terms because of lexical inadequacies

c. Score 12 : She frequently uses wrong words. Her conversation is rather limited

d. Score 08 : She misuses words, showing very limited acquisition of vocabulary

Comprehension

a. Score 20 : She appears to understand everything without a slight difficulty

b. Score 16 : She understands nearly everything at normal speed with little trouble

c. Score 12 : She understand almost everything said at slower than normal speed

d. Score 08 : She has great difficulty following what is said and can comprehend only social conversation spoken slowly