

## REFERENCES

- Anney, Vicent N. 2014. *Ensuring the Quality of the Findings of the Qualitative Research: Looking at Trustworthiness Criteria*. Journal of Emerging Trends in Educational Research and Policy Studies. Vol. 5, No. 2. p. 272-281.
- Anuradha, RV, Raman, G, & Hemamalini, HC. (2014). *Methods of Teaching English*.  
Hyderabad: Neelkamal Publications.
- Ary, et.al. 2010. *Introduction in Research in Education*. Canada: Wadsworth Cengage Learning.
- Armstrong, K. (2003). *Applications of Role-Playing in Tourism Management Teaching: An Evaluation of a Learning Method*. Journal of Hospitality, Leisure, Sport and Tourism Education, Vol. 2, No. 1. University of Canberra, Canberra, Australia.
- Bahrani, T., et al. (2012). *How to Teach Speaking Skill?*. Journal of Education and Practice, 3: 25.
- Bashir, M., et al. (2011). *Factor Affecting students' English Speaking skills*. British Journal of Art and Social Sciences, 2:39-40. Retrieved from:  
[http://www.bjournal.co.uk/paper/bjass\\_2\\_1/bjass\\_02\\_01\\_04.pdf](http://www.bjournal.co.uk/paper/bjass_2_1/bjass_02_01_04.pdf)  
(downloaded on December 12, 2016)
- Basturkmen, H, (2008). *Ideas and Options in English for Specific Purposes*. The University of Auckland.
- Blue, G. M., & Harun, M. (2003). Hospitality language as a professional skill. English for Specific Purpose, 22,73-91. [https://doi.org/10.1016/S0889-4906\(01\)00031-X](https://doi.org/10.1016/S0889-4906(01)00031-X)
- Blue, G. M., & Harun, M. (2003). Hospitality language as a professional skill. *English for Specific Purpose*, 22, 73-91.

Bobanovic, K. M., & Grzinic, J. (2011). The importance of English language skills in the tourism sector: A comparative study of students / employees perceptions in Croatia. *AlmaTourism* 2.4, 10-23

Bogdan, R. and Steven J. T. (1993). *Kualitatif (Dasar-dasar Penelitian)*. Terj. Akhozin Afandi.

Surabaya: Usaha Nasional.

Bowen, G. A. (2009). Document analysis as a qualitative research method.

Brown, H.D. (2000). *Principles of Language Learning and Teaching*. Longman.

Brown, H.D. (2001). *Teaching by Principles An Interactive Approach to Language Pedagogy*

Second Edition.San Francisco State University.

Brown, H.D. (2003). *Language Assessment Principles and Classroom Practices*. Longman. Brown, H.D. (2004). *Language Assessment Principles and Classroom Practices*. New York:

Pearson Education,Inc.

Burns M. (2011). *Distance Education for Teacher Training: Modes, Models, and Methods*.

Education Development Center, Inc. Washington, DC.

Carroll, L. (2007). *Word Chains-the game of subtle changes*. Retrieved on March 20th 2010 at 09; 45 pm from: [www.wordchains.com/faq.php](http://www.wordchains.com/faq.php)

Chang, W. Y. (2009). *A Needs Analysis of Applying an ESP Program for Hotel Employees*.

Yu Da Academic Journal, 21, 1-16.

Corbin, J. M., and Strauss, A. C. (2008). *Basics of qualitative research: Techniques and procedures for developing grounded theory (3rd ed)*.

Thousand Oaks, CA: Sage.

- Creswell, J. W. (2009). *Research Design Qualitative, Quantitative, and Mixed Method Approaches* (3<sup>th</sup> edition). SAGE: University of Nebraska Lincoln.
- Cullen T, A. (2012). *50 Wonderful Word Games Easy and Entertaining Activities that Build Essential Language-Arts Skills*. New York - London: Professional Books.
- Day, J. et al. (2011). *Teaching English for Specific Purposes: An Introduction*. Cambridge University Press.
- Elnasr E, Abu et al. (2016). *Speaking the Same Language: The Value of Social Networking Sites for Hospitality and Tourism Higher Education in Egypt*. Posted in Journal of Hospitality & Tourism Education, Volume 28.
- Hadfield, J. (1999). *Intermediated Vocabulary Games*. Harlow: Longman.
- Hadisantoso, A. (2011). *A Study on Teaching English Speaking for the Tenth Grade Students of Tourism Vocational High School Pariwisata Bhakti Wiyata Kediri in the Academic Year 2010/2011*. Kediri: University of Nusantara PGRI.
- Harmer, J. (2001). *How to Teach English*, new addition. Cambridge, UK.
- Harmer, J. (2001). *Practice of English Language Teaching*. Edinburgh Gate: Longman. Harmer, J. (2007). *The Practice of English Language Teaching* (4th ed.). London: Pearson
- Harris, D. (1974). *Testing English as a Second Language*. New York: Mc. Graw. Hill Book Company.
- Hemscott. (2007). *Word Chains*. Retrieved on March 20th 2010 at 09; 45 pm from: [www.spelling.hemscott.net/puzzles12.html](http://www.spelling.hemscott.net/puzzles12.html)
- <https://nasional.kompas.com/read/2019/02/11/23305821/kepada-jokowi-pengusaha-hotel-keluhkan-kamar-sepi-karena-harga-tiket-pesawat>
- Jacobs, M., Gawe, N. & Vakalisa, N.C.G. (2002). *Teaching-learning dynamics: a participative approach for OBE*. 2nd edition. Johannesburg: Heinemann. 362 p.

- Jill, C. 2008. *Introduction to Teaching English*. New York: Oxford University Press
- Kapur, R. (2018, March). *Hospitality Management*. University of Delhi. Published in [https://www.researchgate.net/publication/323746450\\_Hospitality\\_Management](https://www.researchgate.net/publication/323746450_Hospitality_Management)
- Kelly, A. V. (2004). *The curriculum: Theory and practice* (5th ed.). London & Thousand Oaks, CA: Sage Publications.
- Kay, M., & Kienig, A. (2013). *International perspective on transition to school, reconceptualising beliefs, policy and practice*. New York: Routledge.
- Kokt, D. (2015). *Hospitality Management: A practical introduction*. Africa: SUN MeDIA BLOEMFONTEIN
- Koran, S. (2015). *The Role of Teachers in Developing Learners' Speaking Skill*. 6th International Visible Conference on Educational Studies and Applied Linguistics
- Latief, A. (2017). *Research Methods on Language Learning an Introduction*. 6th Universitas Negeri Malang
- Leu, E. (2005). *The role of teachers, schools and Communities in Quality of Education: A review of the Literature*. Washington, DC: Global Education Center.
- Lindsay, C. and Knight, P. (2006). *Learning and Teaching English*. New York: Oxford University Press.
- Maldin, S. A. (2017). *Stepping Up the English Speaking Proficiency of Hospitality Students through Video Blogs (Vlogs)*. Posted in *Advances in Social Science, Education and Humanities Research (ASSEHR)*, Volume 148.
- Margono. (2007). *Metodologi Penelitian Pendidikan*. Jakarta: Rineka Cipta.
- Maxom, M. (2009). *Teaching English as a Foreign Language for Dummies*. London: Wiley.  
A John Wiley and Sons, Ltd, Publication.

- Mustapha, S. M., & Abd Rahman, N. S. (2011). Classroom participation patterns: A case study of Malaysian undergraduate students. *International Journal for Educational Studies*, III (2), 145-158.
- Nimehchisalem, V. (2013, September). The talk show method in ESL classroom. *Voices in Asia Journal* 2013, 1(1), 58-71.
- Nurhayati, D, A, W. (2008, March). *Improving Students' English Vocabulary Mastery through Games (A Classroom Action Research in the Islam Kindergarten of A-Irsyad Madiun in the Academic Year 2007/2008)*. Surakarta: English Education Department Graduate School University Sebelas Maret.
- Nurhayati, D, A, W. (2012). *Improving Students' English Spelling Ability Through Concentration Game and Tell A Story Game*. *Teylin 2: from Policy to Classroom*.
- Nurhayati, D, A, W. (2014, October). *Redesigning Instructional Media in Teaching English of Elementary School's Students: Developing Minimum Curriculum*. Surakarta: teflin.
- Nurhayati, D, A, W. (2015). *Improving Students' English Pronunciation Ability through Go Fish Game and Maze Game*. Posted in *Dinamika Ilmu*, Volume 15.
- Nurhayati, D, A, W. (2016). *Using Local Drama in Writing and Speaking: EFL Learners "Creative Expression"*. Posted in *Journal of English Language Teaching and Linguistic*, Volume 1.
- Nurhayati, D, A, W. (2018). *Investigating Self Professional Development in Teaching English: The Case of English College Teachers' Role as a Models*. Posted in *Dinamika Ilmu*, Volume 18.
- Nurhayati, D, A, W. (2020, November). *Metodologi Penelitian*. Tulungagung: Akademia Pustaka.
- Ormrod, J. E. (2015). *Essentials of Education Psychology in Cognitive Development* (pp. 291). New Jersey: Pearson Education.

- Patel, M, F. Jain, P, M. (2008). *English Language Teaching (Methods, Tools, And Techniques)*. Gujrat: Sunrise.
- Peredaryenko, M. S., & Krauss, S. E. (2013). Calibrating the human instrument: Understanding the interviewing experience of novice qualitative researchers. *The Qualitative Report*, 18(85), 1-17. Retrieved from <http://www.nova.edu/ssss/QR/QR18/peredaryenko85.pdf>
- Rabbinic, Roberto. (2002). *An Introduction to Syllabus Design an Evaluation*.  
The Internet TESL Journal
- Richard, J. (2008). *Teaching Listening and Speaking*. New York: Cambridge University Press.
- Richard, Jack. C. 2008. *Teaching listening and speaking from theory to practice*. Cambridge university press.
- Saad, Chung , and Dawson. (2010). *The Development of Lesson Planning System Based on Case Based Reasoning (CBR) Concept: The methodology*. IADIS International Conferences Informatics.
- Sad, Suleyman N. (2008). *Using Mobile Phone Technology in EFL classes*.  
Posted in English Teaching Forum, Volume 4.
- Schwartz, M. (2006). *For whom do we write the curriculum?* *Journal of Curriculum Studies*, 38(4), 449-457.
- Scott, D. (2008). *Critical Essays on Major Curriculum Theorist*. London: Routledge.
- Skinner, B.F (2014). *Science and Human Behavior*, n. pl: The B.F Skinner Foundation.
- Smaldino, S.E, Lowther, D.L., and Russell, J.D. (2007). *Instructional Technology and Media for Learning*. (9<sup>th</sup> Edition). New Jersey: Prentice Hall.
- Spratt, M., Pulverness, A., & Williams, M. (2005). *The TKT Course*. Cambridge: Cambridge University Press.
- Tsao, C. H. (2008). *English-learning motivation and needs analysis: a case study of technological university students in Taiwan*. Paper presented at the Basic Research Conference of Chinese Military Academy on its 84th

school anniversary. May 6, 2008. Fong shang, Taiwan.

Turk, C. (2003). *Effective Speaking: Communicating in Speech*. London: Spon Press. Ukpong, D. E., and I. N. George. (2013). *Length of Study-Time Behaviour and Academic*

*Achievement of Social Studies Education Students in the University of Uyo*. International Education Studies 6, no. 3 (February 16, 2013): p172. <https://doi.org/10.5539/ies.v6n3p172>.

Vilar, E. (2003). *Roles of teachers a case study based on: Diary of a language teacher*.

Retrieved from <http://www.uji.es/bin/publ/edicions/jfi6/teachers.pdf>

Wahyuni, D, N. (2017, July). *Teacher's Practices in Teaching Speaking at MAN 3 Blitar*. Tulungagung: English Education Department Faculty of Tarbiyah and Teacher Trainingstate Islamic Institute (Iain)Of Tulungagung.

Wallace, Stariha and Walberg. (2004). *International Academi of International Bereau of Education Teaching Speaking, Listening and Writing*. Switzerland: The international Academy of Education (IAE) Palaisdes Academies, I, rue ducale, 1000 Brussels, Belgium and the International Bereau of Education.

Westbury, I. (2008). *Making curricula: Why do states make curricula and how?* F.M. Connelly, M.F. He & J. Phillion, (Eds.), The Sage handbook of curriculum and instruction (pp. 45-65). Thousand Oaks, CA: Sage.

Yanti, M. (2017). *Improving Students' Speaking Skills Through Think-Pair-Share Technique*.

Pontianak: Tanjungpura University.

Xu, X. (2008). *Influence of Instrumental Motivation on EFL Learners in China*

*and its Implication on TEFL Instructional Design*. Educational Communications and Technology, University of Saskatchewan. Retrieved July 24, 2012 from <http://www.usask.ca/education/coursework/802papers/xu/index.htm>