



Prof. Dr. Erna Iftanti, S.S., M.Pd.

ENGLISH FOR FRONT OFFICERS

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Editor:
Puspita Mayaratri, M.Pd.



English for Front Officers

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PREFACE

This book, entitled English for Front Officers, was developed to help readers build basic communication skills in practical workplace situations, particularly for front officers. It consists of eight chapters covering greeting and welcoming guests, giving directions, explaining study programs, handling phone calls, explaining scholarships, making small talk, writing simple messages and emails, and reading simple documents. Each chapter provides authentic activities related to Front Office communication, including learning objectives, key expressions, dialogues, practice activities, role plays, and reflections. In addition, this book is supported by audio resources to create a more enjoyable reading and learning atmosphere. Through reading and practicing the activities in this book, readers are expected to communicate more politely, clearly, and confidently in English.

TABLE OF CONTENTS

Chapter 1 — Greeting and Welcoming Guests.....	1
Chapter 2 — Asking and Giving Directions.....	7
Chapter 3 — Explaining Study Programs, Schedule, Agenda, and Enrollment....	12
Chapter 4 — Accepting and Extending Phone Calls.....	19
Chapter 5 — Explaining Scholarships.....	25
Chapter 6 — Small Talk with Guests.....	31
Chapter 7 — Writing Simple Notes, Messages, and Emails.....	38
Chapter 8 — Reading Simple Documents.....	46
Exercises.....	54



Chapter 1



CHAPTER 1

GREETING AND WELCOMING GUESTS

Learning Objectives

By the end of this chapter, participants will be able to:

- Greet visitors according to the time of day politely and professionally.
- Introduce themselves and offer help.
- Welcome guests and invite them to sit.
- Perform simple welcoming conversations with confidence.

SESSION 1 (90 minutes)

1. Warm-up (8–10 minutes)

- Seat participants in a semi-circle for a relaxed atmosphere, then ask:
 - o “How do you usually greet visitors in Indonesian?”
 - o “Why is a good greeting important for Front Office staff?”
- Link to the lesson: “Today we will learn how to greet and welcome guests in English so they feel valued and comfortable.”
- Watch this video

<https://youtu.be/g9ObKe1BrLQ?si=OYcnHKNNuRGeotMI>



2. Presentation & Drilling (25 minutes)

Key Expressions:

No	Expression	Meaning / Use
1	Good morning	Morning (until 12 PM)
2	Good afternoon	Afternoon (12 PM – 5 PM)
3	Good evening	Evening (after 5 PM)
4	Welcome to [UIN SATU, Faculty of..., Post Graduate Program]	Welcoming guests
5	What can I help you?	Offering assistance
6	What can I do for you today?	Offering help (polite)
7	Please have a seat.	Inviting to sit
8	Please wait a moment.	Asking to wait
9	Nice to meet you.	After introduction
10	My name is Rina. I work at the Front Office.	Self-introduction

Drilling Steps:

1. Choral drilling (whole class) – 2 times
2. Group drilling (left/right) – 2 times
3. Individual drilling (call 5–6 participants) – focus on friendly intonation and smile

Sample Dialogue 1 (Basic Greeting)

Front Office : Good morning. Welcome to UIN Sayyid Ali Rahmatullah Tulungagung.
Visitor : Good morning.
Front Office : My name is Budi. What can I help you?
Visitor : I have an appointment with Mr. Ahmad.
Front Office : Please have a seat. I will inform Mr. Ahmad. Thank you.

Sample Dialogue 2 (Slightly Longer)

Front Office : Good afternoon. Welcome to our campus.
Visitor : Good afternoon.
Front Office : My name is Nina. What can I do for you?
Visitor : I'd like to meet the Head of Admissions.
Front Office : Sure. Please have a seat. I'll call him for you.

3. Controlled Practice (20 minutes)

Activity 1: Matching – Match greetings with the correct time of day (10 minutes)

Instruction: Match the greetings on the left with the correct time on the right. Do the first one together as an example.

Match the greetings with the correct time of day.

Greetings	Time of Day
1. Good morning	A. After 5:00 PM
2. Good afternoon	B. 12:00 PM – 5:00 PM
3. Good evening	C. Before 12:00 PM
4. Welcome to our campus.	D. Any time (general)
5. Good night	E. When leaving at night

Follow-up Questions:

- When do we use “Good afternoon”?
- Is “Good night” used for greeting or saying goodbye?

Activity 2: Pair Work – Practice the full scripted dialogues (15 minutes)

Instruction: Work in pairs to practice the dialogues below. Practice **twice** and switch roles each time.

Dialogue 1 – Basic Welcome

Front Office : Good morning. Welcome to UIN SATU Tulungagung.
Visitor : Good morning.
Front Office : My name is _____. What can I help you?
Visitor : I have an appointment with Mr. Ahmad.
Front Office : Please have a seat. I will inform him. Thank you.

Dialogue 2 – Polite and Professional

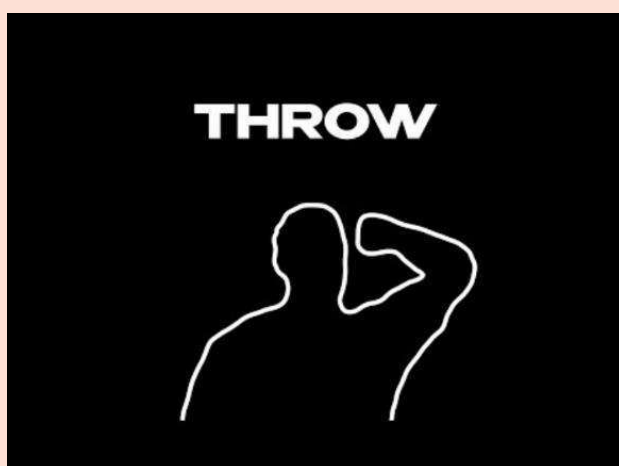
Front Office : Good afternoon. Welcome to our campus.
Visitor : Good afternoon.
Front Office : My name is _____. What can I do for you today?
Visitor : I'd like to meet the Head of Admissions.
Front Office : Certainly. Please have a seat. I'll call him for you right away.

Dialogue 3 – Helping a First-time Visitor

Front Office : Good evening. Welcome to our campus.
Visitor : Good evening. This is my first time here.
Front Office : Nice to meet you. My name is _____. What can I help you?
Visitor : I want to ask about scholarship programs.
Front Office : Please have a seat. I will explain it to you.

Ice breaking watching funny Video

<https://youtu.be/mWpFwlH3338?si=-71ol26nsEjFMaxE>



Note: Fill in your real name in the blanks.

Activity 3: Substitution Drill – Personalization (10–12 minutes)

Change the underlined parts to match your real workplace and name.

Example:

FO : Good morning. Welcome to UIN SATU Tulungagung.
Your version : Good morning. Welcome to SMK Nusantara.

1. Good afternoon. Welcome to UIN SATU Tulungagung.

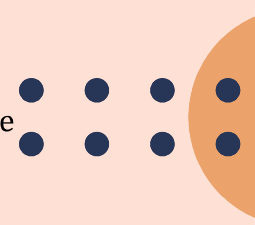
→ Your version: _____

2. My name is Budi. What can I help you?

→ Your version: _____

3. Please have a seat. I will inform Mr. Ahmad.

→ Your version: _____



Challenge: Create your own short greeting (2–3 sentences) using your real name and institution name.

4. Freer Practice – Role Play (25 minutes)

Role Play Situations:

1. A visitor arrives in the morning for the first time.
2. A visitor comes in the afternoon with an appointment.
3. A visitor arrives in the evening and looks a bit tired.

Instructions:

- Work in pairs (Front Office ↔ Visitor).
- Switch roles after each round.
- Use name tags.
- Trainer and other participants observe and give applause.

5. Wrap-up & Reflection (10 minutes)

- Ask 2–3 participants: “Which expression was easiest for you? Which one is still difficult?”
- Summarize key expressions on the whiteboard.
- Closing message: “Remember, a warm smile and friendly tone are more important than perfect grammar.”

Homework: Memorize the 10 key expressions and record yourself greeting (send audio via group chat).



Chapter 2



CHAPTER 2

ASKING AND GIVING DIRECTIONS

Learning Objectives

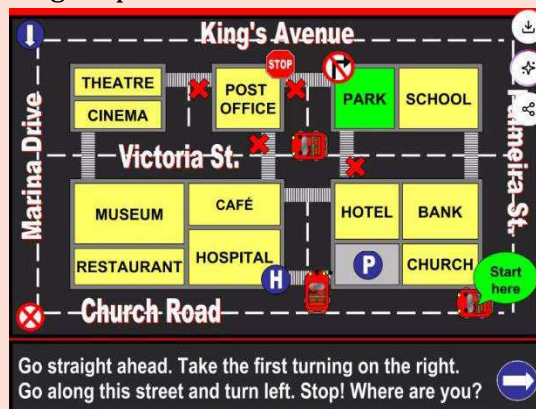
By the end of this chapter, participants will be able to:

- Ask for directions politely.
- Give clear and simple directions inside the campus or office building.
- Use basic prepositions of place and direction correctly.

SESSION 1 (90 minutes)

1. Warm-up (8-10 minutes)

- Show a simple building map on the slide.



- Asking questions:
 - o “What are the most common questions visitors ask about directions?”
 - o “What difficulties do you face when giving directions in English?”
- Link to lesson: “Today we will learn clear and polite ways to ask for and give directions so visitors don’t get lost.”

<https://youtu.be/DPYJQSA-x50?si=Bx1PsUOW6LFB0j2A>



2. Presentation & Drilling (25 minutes)

Key Vocabulary & Expressions

No	Expression	Meaning / Use
1	Excuse me, where is the ...?	Menanyakan lokasi
2	How do I get to ...?	Menanyakan arah
3	Go straight ahead.	Maju lurus
4	Turn left / Turn right	Belok kiri / Belok kanan
5	It's on the second floor.	Di lantai dua
6	Next to the library.	Di sebelah perpustakaan
7	Opposite the cafeteria.	Di depan kantin
8	At the end of the corridor.	Di ujung koridor
9	You will see a sign that says...	Anda akan melihat tanda.....
10	I can take you there.	Saya bisa antar Anda ke sana

Important Prepositions:

in front of	behind	next to	opposite	near
on the left	on the right	upstairs	downstairs	between

Drilling Steps:

1. Choral drilling (whole class)
2. Group drilling
3. Individual drilling (focus on clear pronunciation and natural speed)

Dialogue 1 (Basic)

Visitor : Excuse me, where is the Admission Office?
Front Office : Go straight ahead and turn right. It's on the first floor, next to Room 105.
Visitor : Thank you.
Front Office : You're welcome.

Dialogue 2 (More Helpful)

Visitor : How do I get to the Meeting Room?
Front Office : Go upstairs to the second floor. Turn left at the end of the corridor. The Meeting Room is opposite the Director's office. You will see a big blue door.
Visitor : Thank you very much.
Front Office : My pleasure. I can take you there if you want.

3. Controlled Practice (20 minutes)

Activity 1: Matching

Instruction: Match the direction phrase with the correct meaning or picture (use simple drawings on handout).

Activity 2: Pair Work – Guided Dialogues

Instruction: Practice the two sample dialogues above (switch roles).

Activity 3: Substitution & Map Practice

Instruction: Use the campus/building map, then practice giving directions by changing locations (e.g., Library, Finance Office, Meeting Room, Restroom, etc.).

4. Freer Practice – Role Play (25 minutes)

Role Play Situations:

1. Visitor asks for the Restroom.
2. Visitor wants to go to the Library.
3. Visitor is looking for a specific lecturer's room.
4. Visitor wants to go to the Scholarship Office.

Instructions:

- Work in pairs (Front Office ↔ Visitor).
- Switch roles.
- Use the real building map.
- Focus on clarity and politeness.

5. Wrap-up & Reflection (10 minutes)

- Ask : “What is the most useful phrase you learned today?”
- Review common mistakes gently.
- Reminder : “Speak slowly and clearly when giving directions.”

Homework: Practice giving directions to 3 different rooms using the real campus map. Record one example.

SESSION 2 (90 minutes) – Review & Reinforcement

1. Warm-up (10 minutes) Quick map game: Point to different places on the map
→ participants give directions.



2. Quick Review & Drilling (10 minutes) Review all key expressions with audio support.

<https://drive.google.com/file/d/1ENfpNY97CCLhLOEujKx2LTa8r3pf017y/view?usp=sharing>



3. Controlled Practice (15 minutes)

- Listening exercise: Listen to audio and mark the route on the map.
- Fill-in-the-blank dialogues.

<https://drive.google.com/file/d/1kEyV9rQtnooUyyEbfzq4d0oYHQYsFeyM/view?usp=sharing>



Game :

<https://wayground.com/admin/quiz/5fd814c868a7e1001c3c9366/location-and-direction?page=search-result-page&source=search-result-page&referrer=/admin/search/all/map%20direction>



4. Freer Practice – Extended Role Play (40 minutes)

More Challenging Situations:

- Visitor cannot understand and asks you to repeat.
- Visitor is looking for two different places.
- Visitor has difficulty walking (offer help).
- Group role play: One Front Office helps two visitors at the same time.

Variation: Best pairs demonstrate in front of the class.

5. Wrap-up & Reflection (15 minutes)

- Group sharing: “What was the most difficult part?”
- Trainer gives positive overall feedback.



Chapter 3



CHAPTER 3

EXPLAINING STUDY PROGRAMS, SCHEDULE, AGENDA, AND ENROLLMENT

Learning Objectives

By the end of this chapter, participants will be able to:

- Explain study programs and majors simply and clearly.
- Describe class schedules and daily agendas.
- Explain the enrollment process step by step.
- Answer common questions about registration, deadlines, and required documents.

SESSION 1 (90 minutes)

1. Warm-up (8–10 minutes)

- Ask participants:
 - o “What are the most common questions visitors ask about study programs or registration?”
 - o “Which information is most difficult to explain in English?”
- Link to lesson: “Today we will learn how to explain study programs, schedules, and enrollment procedures clearly and confidently.” Provide with the link of video about explaining Study Programs and enrollment procedures!

<https://www.instagram.com/reel/DYMSevDqtJS/?igsh=MWR1aWdvMHcwcm5iNg==>



2. Presentation & Drilling (25 minutes)

Key Vocabulary & Expressions

No	Expression	Meaning / Use
1	Study program / Major	Program studi / Jurusan
2	We offer ...	Kami menyediakan ...
3	The program focuses on ...	Program ini fokus pada ...
4	Class schedule / Timetable	Jadwal kuliah
5	Classes start at ... and finish at ...	Kuliah mulai jam ... sampai ...
6	Enrollment / Registration	Pendaftaran
7	The deadline is ...	Batas akhir adalah ...
8	Required documents	Dokumen yang diperlukan
9	Tuition fee	Biaya kuliah
10	Please fill out this form.	Silakan isi formulir ini.

Dialogue 1 (Basic Explanation)

- Visitor** : What study programs do you have?
Front Office : We offer English Language Education.
Visitor : When do classes start?
Front Office : Classes start at 8:00 AM and finish at 3:00 PM.

Dialogue 2 (Enrollment)

- Visitor** : How can I register?
Front Office : First, fill out the registration form. Then, prepare your ID card, diploma, and photo. The deadline is 30 June.
Visitor : What is the tuition fee?
Front Office : The tuition fee is Rp 4,000,000 per semester.

3. Controlled Practice (20 minutes)

Activity 1: Vocabulary Matching

Match the words/phrases on the left (A–J) with their correct meanings on the right (1–10).

No	Words / Phrases	Meanings
A	Study program	1. Biaya kuliah per semester
B	Major	2. Batas waktu pendaftaran
C	Schedule / Timetable	3. Program studi
D	Enrollment / Registration	4. Jurusan / Peminatan
E	Deadline	5. Dokumen yang diperlukan
F	Tuition fee	6. Pendaftaran
G	Required documents	7. Jadwal kuliah
H	Semester	8. Uang saku bulanan

Activity 2: Pair Work – Guided Dialogues

Instructions:

- Divide yourselves into pairs.
- Practice all 3 dialogues with your partner.
- Switch roles after each dialogue.
- Try to NOTICE the bold key expressions.

Guided Dialogues

Dialogue 1 – Explaining Study Programs

- Visitor** : What study programs do you offer?
Front Office : We offer several study programs. The most popular is English Language Education.
Visitor : What does the English Language Education program focus on?
Front Office : It focuses on English Language Teaching and Learning.
Visitor : I see. Thank you.

Dialogue 2 – Explaining Schedule

- Visitor** : What is the class schedule?
Front Office : Classes start at 8:00 AM and finish at 3:00 PM from Monday to Friday.
Visitor : Is there a morning class?
Front Office : Yes, we also have a morning schedule from 7:30 AM to 12:30 PM.

Dialogue 3 – Explaining Enrollment

- Visitor** : How can I enroll in this program?
Front Office : First, fill out the application form. Then prepare your required documents. The deadline **is** 30 June 2026.
Visitor : What documents do I need?
Front Office : You need your ID card, diploma, and recent photo.
Visitor : Thank you very much.
Front Office : You're welcome. Please have a seat if you want to fill the form now.

Activity 3: Sentence Completion

Complete sentences using key expressions (e.g., "We offer _____ program.").

Instruction : Complete the sentences using the correct words/phrases from the box.

Word Bank :

• focuses on
• offer
• starts at
• popular
• deadline
• required documents
• tuition fee
• fill out
• semester
• monthly allowance

1. We _____ several study programs, including Business Management and Information Technology.
2. The Business Management program _____ marketing and finance.
3. Classes _____ 8:00 AM and finish at 3:00 PM.
4. The registration _____ is 30 June 2026.
5. Please _____ the application form.
6. You need to prepare several _____ to register.
7. The _____ for one _____ is Rp 8,500,000.
8. This scholarship provides a _____ of Rp 750,000.
9. Business Management is one of the most _____ programs this year.

4. Freer Practice – Role Play (25 minutes)

Role Play Situations:

1. Visitor asks about available study programs.
2. Visitor wants to know the class schedule.
3. Visitor asks about the enrollment process.
4. Visitor inquires about tuition fees and deadlines.

Instructions:

- Work in pairs (Front Office ↔ Visitor).
- Switch roles after each round.
- Use real information from UIN or Faculty

<https://share.google/gNzYMJnPw4ZPYwxkw>



5. Wrap-up & Reflection (10 minutes)

- Ask 2–3 participants to share one useful expression they learned.
- Review key vocabulary on the whiteboard.
- Reminder: “Speak slowly and use simple sentences.”

Homework: Review the key expressions and prepare a short explanation of one study program.

SESSION 2 (90 minutes) – Reinforcement

1. Warm-up (10 minutes):

Quick review: Please see this pictures of brochures or schedules (find !!) then describe.

Jurusan : Tadris Bahasa Inggris (TBI)					
Semester : II - C					
Hari	Jam ke	Nama Matakuliah	SKS	Dosen Pengampu	Ruang
Senin	05-06	Speaking for Business Interaction	2	Arpinda Syifa'a Awal, S.Pd., M.Pd. (Pendidika	D104
Senin	07-08	General Philosophy	2	M. Fathun Nadhor, M.Ag. (Filsafat//I)****	AM310
Senin	09-10	Digital Literacy	2	Dr. Agus Purwowododo, M.Pd. (Teknologi Pem	D106
Selasa	03-04	Classroom Management	2	Dr. Ida Isnawati, M.Pd. (English Instruction//I)*	D104
Selasa	05-06	Referential Listening Comprehension	2	Luluk Anjarwati, M.Pd. (Pend Bhs Inggris//I)****	AM310
Rabu	03-05	Study of Al Quran and Al Hadist (3 SKS)	3	Dr. H. Nur Efendi, M.Ag (Pend Agama Islam//I)*	D106
Rabu	09-10	Arabic for Daily Communication	2	Machrup Eko Cahyono, M.Pd.I. (Pend Bahasa	D106
Kamis	05-06	Curriculum and Syllabus Design	2	Emmi Naja, M.Pd. (Pengembangan Kurikulum//	D105
Kamis	09-11	Extensive and Literature Reading Comp. (3	3	Nuriyatul Hamidah, M.Pd. (Bahasa Inggris//I)*	D104

2. Presentation Review & Drilling (15 minutes):

Review all key expressions with audio.

https://drive.google.com/file/d/1nRppefltKQUB4v8MUuS8SkMyBR0rzS03/view?usp=drive_link



3. Controlled Practice (20 minutes)

- Listening activity: Listen to audio and answer questions about programs and schedules.

https://drive.google.com/file/d/1GrZZueHHw66OPbIcxRgoDwSTwK0xKp7S/view?usp=drive_link



- Information Gap activity (Pair Work): Each partner has different information and must ask questions to complete the form.

Information	Answer
Program	
Focuses on	
Class time	
Tuition fee	
Registration deadline	



Chapter 4

CHAPTER 4

ACCEPTING AND EXTENDING PHONE CALLS

Learning Objectives

By the end of this chapter, participants will be able to:

- Answer incoming calls politely and professionally.
- Introduce themselves and the office clearly.
- Take and deliver messages accurately.
- Transfer calls and handle common situations (wrong number, caller on hold).
- Speak with clear pronunciation and polite tone on the phone.

SESSION 1 (90 minutes)

1. Warm-up (8–10 minutes)

- Ask participants:
 - o “What is the most difficult part when answering phone calls in English?”
 - o “What are common problems you face on the phone (e.g., fast speakers, wrong numbers)?”
- Link to lesson: “Today we will learn professional ways to answer calls, take messages, and transfer calls so you feel more confident.”

2. Presentation & Drilling (25 minutes)

Key Expressions

No	Expression	Use
1	Good morning, Front Office. This is Rina speaking.	Answering the phone
2	How may I help you? / May I help you?	Offering assistance
3	May I speak to Mr. Ahmad, please?	Caller asking for someone
4	Hold the line, please. / Please wait a moment.	Putting on hold
5	I’m sorry, he is not available at the moment.	Person not available
6	Would you like to leave a message?	Taking message
7	Could you repeat that, please?	Asking to repeat
8	Let me transfer your call.	Transferring call
9	Thank you for calling. Have a nice day.	Ending the call
10	I’m sorry, you have the wrong number.	Wrong number

Dialogue 1 (Basic)

Front Office : Good morning, Front Office. This is Budi speaking. How may I help you?
Caller : May I speak to Ms. Dewi?
Front Office : Hold the line, please. I'll connect you.

Dialogue 2 (Taking Message)

Front Office : Good afternoon, Front Office. This is Siti speaking.
Caller : This is Andi. May I speak to Mr. Ahmad?
Front Office : I'm sorry, Mr. Ahmad is in a meeting. Would you like to leave a message?
Caller : Please tell him to call me back. My number is 0812-3456-7890.
Front Office : Certainly. I will give him your message.

3. Controlled Practice (20 minutes)

Activity 1: Matching

Vocabulary Matching

Instruction: Match the expressions on the left (A–J) with their correct functions on the right (1–10).

Time: 6–7 minutes

No	Expressions	Functions
A	Good morning, Front Office. This is Budi speaking.	1. Asking the caller to wait
B	How may I help you?	2. Introducing yourself on the phone
C	May I speak to Mr. Ahmad, please?	3. Offering assistance
D	Hold the line, please.	4. Caller asking for someone
E	I'm sorry, he is not available at the moment	5. Asking someone to repeat
F	Would you like to leave a message?	6. Person is not available
G	Could you repeat that, please?	7. Offering to take a message
H	Let me transfer your call.	8. Transferring the call
I	Thank you for calling. Have a nice day.	9. Ending the call politely
J	I'm sorry, you have the wrong number.	10. Handling wrong number

Reflection questions:

- Which expression is the most important when answering the phone?
- When do we usually say “Hold the line, please”?

Activity 2: Pair Work – Guided Dialogues

Activity 2

Guided Dialogues

Instructions: Practice both dialogues below with your partner. Switch roles after each dialogue. Focus on clear pronunciation and polite tone.

Time: 8 minutes

Dialogue 1 – Basic Call Handling

- Front Office** : Good morning, Front Office. This is Siti speaking. How may I help you?
Caller : May I speak to Mr. Ahmad, please?
Front Office : Hold the line, please. I'll check if he is available.
Caller : Thank you.

Dialogue 2 – Taking a Message

- Front Office** : Good afternoon, Front Office. This is Budi speaking.
Caller : Hello, this is Andi. May I speak to Ms. Dewi?
Front Office : I'm sorry, Ms. Dewi is not available at the moment. Would you like to leave a message?
Caller : Yes, please. Please tell her to call me back. My number is 0812-5555-1234.
Front Office : Certainly. I will give her your message. Thank you for calling.

Activity 3: Fill in the Blanks

Instruction: Fill in the blanks with the correct expressions from the box.

Word Bank:

- | |
|-------------------------|
| • Hold the line |
| • How may I help you |
| • leave a message |
| • repeat that |
| • not available |
| • Thank you for calling |
| • This is |
| • wrong number |

Conversation 1

Front Office : Good morning, Front Office. _____ Rina speaking.

Caller : May I speak to the Head of Admissions?
Front Office : _____, please. I will check.

Conversation 2

Front Office : I'm sorry, Mr. Ahmad is _____ at the moment.
Would you like to _____?
Caller : Yes, please.
Front Office : Certainly.

Conversation 3

Caller : Could you _____, please?
Front Office : Of course.

Conversation 4

Front Office : I'm sorry, you have the _____.
Caller : Oh, sorry.
Front Office : No problem. _____.

4. Freer Practice – Role Play (25 minutes)

Role Play Situations:

1. Caller wants to speak to the Director.
2. Caller wants to speak to someone who is not available.
3. Basic information inquiry.

Instructions:

- Work in pairs using real phones or facing each other.
- Switch roles after each call.
- Focus on polite tone and clear speech.

5. Wrap-up & Reflection (10 minutes)

- Ask : “Which expression is most useful for your daily work?”
- Review key expressions.
- Reminder: “Speak slowly and smile when talking on the phone.”

Homework: Practice answering calls using the key expressions. Record one short conversation.

SESSION 2 (90 minutes) – Reinforcement

1. Warm-up (10 minutes) Review Session 1 with quick audio listening (identify expressions).

2. Presentation Review & Drilling (15 minutes) Drill all key expressions + new ones (taking messages, spelling names).

3. Controlled Practice (20 minutes)

- Listening activity: Listen to phone calls and complete message forms.

<https://youtu.be/wY8Ca2ue6dM?si=j6AEKhKtFh8lXkAo>



- Pair dictation: One reads, the other writes the message.

4. Freer Practice (30 minutes) More situations:

- Caller speaks too fast.
- Request to repeat information.
- Transfer to different departments.

<https://youtu.be/A7E2pcHptrQ?si=2-V0KyZ99x7uT-eo>





Chapter 5



CHAPTER 5

EXPLAINING SCHOLARSHIPS

Learning Objectives

By the end of this chapter, participants will be able to:

- Explain different types of scholarships clearly.
- Describe scholarship requirements and benefits.
- Guide visitors through the application process step by step.
- Answer common questions about scholarships politely and confidently.

SESSION 1 (90 minutes)

Activity 1

1. Warm-up (8–10 minutes)

- Ask participants:
 - o “What questions do visitors or parents usually ask about scholarships?”
 - o “Why is it important to explain scholarships clearly and patiently?”
- Link to lesson: “Today we will learn how to explain scholarships in simple and professional English.”
- Provide with the video about presenting scholarship

<https://youtu.be/7VUMbzLuQ00?si=9SqBgYgYDT3MthAG>



2. Presentation & Drilling (25 minutes)

Key Vocabulary & Expressions

No	Expression	Meaning / Use
1	Scholarship	Beasiswa
2	We offer several types of scholarships.	Kami menyediakan beberapa jenis beasiswa
3	Merit-based scholarship	Beasiswa berprestasi
4	Need-based scholarship	Beasiswa berdasarkan kebutuhan
5	Full scholarship / Partial scholarship	Beasiswa penuh / sebagian
6	The requirements are...	Persyaratannya adalah...
7	Minimum GPA	IPK minimum
8	Required documents	Dokumen yang diperlukan
9	Application deadline	Batas waktu pendaftaran
10	The scholarship covers tuition fees.	Beasiswa ini mencakup biaya kuliah
11	Monthly allowance	Uang saku bulanan
12	Please fill in the scholarship form.	Silakan isi formulir beasiswa

Dialogue 1 (Basic)

- Visitor** : Do you have any scholarships?
Front Office : Yes, we offer several scholarships. One of them is the Merit-based Scholarship.
Visitor : What are the requirements?
Front Office : You need a minimum GPA of 3.5 and a recommendation letter.

Dialogue 2 (More Complete)

- Visitor** : Can you explain the scholarship program?
Front Office : Certainly. We have a Full Scholarship. It covers 100% of tuition fees and gives a monthly allowance.
Visitor : How do I apply?
Front Office : First, fill out the application form. Then, submit your report card, ID card, and recommendation letter. The deadline is 31 May.

3. Controlled Practice (20 minutes)

Instruction: Match the scholarship terms on the left (A–J) with their correct meanings on the right (1–10).

No	Terms / Phrases	Meanings
A	Scholarship	1. Beasiswa penuh
B	Merit-based scholarship	2. Persyaratan
C	Need-based scholarship	3. Beasiswa
D	Full scholarship	4. IPK minimum
E	Partial scholarship	5. Beasiswa berdasarkan prestasi
F	Requirements	6. Formulir pendaftaran
G	Minimum GPA	7. Beasiswa berdasarkan kebutuhan ekonomi
H	Recommendation letter	8. Beasiswa sebagian
I	Application form	9. Surat rekomendasi
J	Monthly allowance	10. Uang saku bulanan

Quick Discussion: Ask 1–2 participants:

- What is the difference between a **full scholarship** and a **partial scholarship**?
- Why is “Minimum GPA” important?

Activity 2: Pair Work – Guided Dialogues

Time : 8 minutes

Guided Dialogues

Instructions : Practice the following dialogues with your partner. Switch roles after each dialogue. Pay attention to polite tone and clear pronunciation.

Dialogue 1 – Basic Scholarship Explanation

- Visitor** : Do you have any scholarships?
Front Office : Yes, we offer several scholarships.
Visitor : What kinds of scholarships are available?
Front Office : We have Merit-based and Need-based scholarships.
Visitor : What are the requirements?
Front Office : For the Merit-based scholarship, you need a minimum GPA of 3.5.

Dialogue 2 – Explaining Benefits and Process

- Visitor** : Can you explain the full scholarship?
Front Office : Certainly. The full scholarship covers 100% of tuition fees and provides a monthly allowance.
- Visitor** : How do I apply?
Front Office : First, fill out the application form. Then submit your transcript, ID card, and a recommendation letter. The deadline is 31 May.
- Visitor** : Thank you for the information.
Front Office : You're welcome. Please let me know if you need the application form.

Activity 3: Sentence Completion

Time: 5–6 minutes

Instruction: Complete the sentences using the correct words/phrases from the box.

Word Bank:

• covers
• full scholarship
• monthly allowance
• merit-based
• requirements
• minimum GPA
• application form
• need-based
• deadline
• recommendation letter

1. The _____ covers 100% of tuition fees.
2. This scholarship _____ tuition fees and gives a _____.
3. For the Merit-based scholarship, the _____ is 3.5.
4. What are the _____ for this scholarship?
5. You need to submit a _____ from your teacher.
6. Please fill out the _____.
7. The registration _____ is 31 May 2026.
8. Students from low-income families can apply for the _____ scholarship.

4. Freer Practice – Role Play (25 minutes)

Make a dialogue based on these Situations:

1. Parent asks about types of scholarships.
2. Student asks about requirements for Merit Scholarship.
3. Visitor wants to know the application process.
4. Visitor asks about benefits (tuition, allowance, etc.).

Instructions:

- Work in pairs (Front Office ↔ Visitors).
- Switch roles.
- Use real scholarship information from your institution when possible.

Here are the examples

Situation 1: Parent Inquiring About Scholarship Types

- | | |
|-------------------------|---|
| Visitor (Parent) | : You want to know what kinds of scholarships are available for your child. |
| Front Office | : Explain the difference between Merit-based and Need-based scholarships. |

Situation 2: Student Asking About Requirements

- | | |
|--------------------------|--|
| Visitor (Student) | : You have good grades and want to apply for a scholarship. |
| Front Office | : Explain the requirements for the Merit-based Scholarship (GPA, documents, etc.). |

Situation 3: Explaining Benefits

- | | |
|---------------------|--|
| Visitor | : You want to know what the scholarship actually provides. |
| Front Office | : Explain the benefits of the Full Scholarship (tuition, allowance, etc.). |

Situation 4: Application Process

- | | |
|---------------------|--|
| Visitor | : You are interested but don't know how to apply. |
| Front Office | : Explain the step-by-step application process and the deadline. |

Situation 5: Combined (Challenging) Visitor

- | | |
|---------------------|--|
| (Parent) | : You want to know everything types of scholarships, requirements, benefits, and how to apply. |
| Front Office | : Give a complete, clear explanation. |



Chapter 6



CHAPTER 6

SMALL TALK WITH GUESTS

Learning Objectives

By the end of this chapter, participants will be able to:

- Start simple small talk with guests politely.
- Respond to common small talk topics (weather, journey, origin, etc.).
- Show interest and keep the conversation comfortable.
- End small talk smoothly and professionally.

SESSION 1 (90 minutes)

1. Warm-up (8–10 minutes)

- Ask participants:
 - o “Why is small talk important for Front Office staff?”
 - o “What topics do you usually talk about with guests in Indonesian?”
- Link to lesson: “Today we will learn simple and polite small talk in English to make guests feel welcome and comfortable.”
- Provide with the video about small talk!

<https://youtu.be/qFqhKahDuoU?si=8bemh8J0ZyNci7sZ>



2. Presentation & Drilling (25 minutes)

Key Expressions for Small Talk

No	Expression	Use
1	How are you today?	General greeting
2	How was your journey?	Asking about trip
3	Did you have a good trip?	After travel
4	The weather is nice today, isn't it?	Weather topic
5	Where are you from?	Asking origin
6	Is this your first time here?	First visit
7	Really? That's interesting.	Showing interest
8	What do you do?	Asking occupation
9	I hope you enjoy your visit.	Ending positively
10	It was nice talking with you.	Closing small talk

Safe Small Talk Topics: Weather, journey, city of origin, first visit, general occupation.

Dialogue 1 (Basic Small Talk)

Front Office : Good morning. How are you today?
Guest : I'm fine, thank you.
Front Office : How was your journey?
Guest : It was quite long.
Front Office : I see. Would you like some water while you wait?

Dialogue 2 (Slightly Longer)

Front Office : Good afternoon. Is this your first time here?
Guest : Yes, it is.
Front Office : Welcome! Where are you from?
Guest : I'm from Surabaya.
Front Office : Really? That's interesting. The weather is very hot today, isn't it?
Guest : Yes, it is.
Front Office : Please have a seat. I hope you enjoy your visit.

3. Controlled Practice (20 minutes)

Activity 1: Matching

Instruction: Match the small talk expressions on the left (A–H) with the most appropriate responses on the right (1–8).

No	Small Talk Expressions	Responses
A	How are you today?	1. Yes, it is. I hope it rains soon.
B	How was your journey?	2. I'm from Surabaya.
C	The weather is very hot today, isn't it?	3. I'm fine, thank you.
D	Where are you from?	4. It was quite long, but okay.
E	Is this your first time here?	5. Really? That's interesting!
F	What do you do?	6. Yes, this is my first time.
G	Really? That's interesting.	7. I work as a teacher.

Activity 2: Pair Work – Guided Dialogues

Practice the two sample dialogues (switch roles).

Instructions: Practice both dialogues with your partner. Switch roles after each dialogue. Speak naturally and politely.

Dialogue 1 – Basic Small Talk

Front Office : Good morning. How are you today?
Guest : I'm fine, thank you.
Front Office : How was your journey?
Guest : It was quite long.
Front Office : I see. Please have a seat. Would you like some water?
Guest : Yes, thank you.

Dialogue 2 – Small Talk about Weather & Origin

Front Office : Good afternoon. Is this your first time here?
Guest : Yes, it is.
Front Office : Welcome! Where are you from?
Guest : I'm from Surabaya.
Front Office : Really? That's interesting. The weather is very hot today, isn't it?
Guest : Yes, it is.
Front Office : I hope you enjoy your visit with us.

Activity 3: Substitution Drill

Instruction: Replace the **bold** parts with your own ideas to make the sentences more natural.

Example:

Original : The weather is **very hot** today, isn't it?

Your version : The weather is **rainy** today, isn't it?

1. How was your **journey**?

Your version: How was your _____?

2. Where are you from? I'm from **Surabaya**. Your

version: I'm from _____.

3. **The weather is very hot** today, isn't it? → Your

version: _____ today, isn't it?

4. Is this your **first time** here?

Your version: Is this your _____ here?

5. What do you do? I work as **a teacher**.

Your version: I work as _____.

4. Freer Practice – Role Play (25 minutes)

Role Play Situations:

1. Guest arrives from another city.
2. Guest talks about the weather.
3. Guest is visiting for the first time.
4. Guest waits for a meeting.

Instructions:

- Work in pairs (Front Office ↔ Guest) and switch roles.
- Keep the conversation natural but simple (2–4 minutes).

5. Wrap-up & Reflection (10 minutes)

- Ask : "Which topic is easiest for you to talk about?"
- Review key expressions.
- Reminder : "Smile, show interest, and keep it short and positive."

Homework: Practice 3 small talk sentences with a colleague or family member. Record one short conversation.

SESSION 2 (90 minutes) – Reinforcement & Extended Practice

1. Warm-up (10 minutes)

Quick review game: Trainer gives a topic → participants respond with appropriate small talk expressions.

https://youtu.be/u57LMno2lcg?si=Oy9a_pt9i_fhDbZh



2. Presentation Review & Drilling (15 minutes)

Review all key expressions + useful responses with audio.

<https://drive.google.com/file/d/12YI2bfyw6v5ROQ4lyFHimTtFpjDtJgHC/view?usp=sharing>

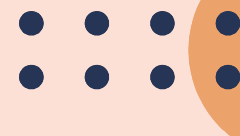


3. Controlled Practice (15 minutes)

- Listening activity: Listen to small talk and identify the topic.--> please find another video!
- Guided conversation chains (adding one sentence each).--> find exercise for this

<https://youtu.be/UcVNwvpQm8A?si=d1ITTKzdxiUb2RFZ>





4. Freer Practice – Extended Role Play (40 minutes)

Challenging Situations:

- Guest is nervous or shy.
- Guest talks about traffic or long journey.
- Guest comes with family.
- Combine small talk with greeting and offering help ([link to Chapter 1](#))

Variation: Mingling activity — participants walk around and practice small talk with 4 different “guests”.

5. Wrap-up & Reflection (10 minutes)

- Group sharing: “What was the most difficult? What was enjoyable?”
- Trainer gives positive overall feedback.



Chapter 7



CHAPTER 7

WRITING SIMPLE NOTES, MESSAGES, AND EMAILS

Learning Objectives

By the end of this chapter, participants will be able to:

- Write clear and polite telephone messages.
- Write short notes for colleagues.
- Write simple professional emails.
- Use correct greetings, structure, and closing in written communication.

SESSION 1 (90 minutes) – Telephone Messages & Short Notes

1. Warm-up (8–10 minutes)

- Ask participants:
 - o “How do you usually take phone messages or write notes now?”
 - o “What problems happen when messages are not clear?”
 - o Please find a video about telephone message and short notes!
- Link to lesson: “Today we will learn how to write clear, polite, and professional messages and notes in English.”

https://youtu.be/Qo6VHK5n_LU?si=skD_R3vcMqzxSIWM



2. Presentation & Drilling (25 minutes)

Key Expressions & Vocabulary

For Phone Messages:

- Please call back.
- Urgent / Important
- Left a message
- Will call again later
- Message for: _____

For Short Notes:

- Please handle this.
- Meeting at 10 AM.
- Documents attached.
- Thank you.

Basic Email Structure:

- Greeting: Dear Mr. Ahmad, / Hi Budi,
- Opening: I hope this email finds you well.
- Closing: Best regards, / Thank you, / Sincerely,

Example : Telephone Message

Date	: 10 May 2026
Time	: 09:45
Caller	: Mr. Joko from ABC Company
Message	: Please call him back before 2 PM.
Phone	: 0812-7777-8888
Taken by	: Siti (Front Office)

Example: Short Note

To : Mr. Ahmad
From : Front Office Please call Mrs. Lina about the scholarship application.
Urgent.
Thank you.

3. Controlled Practice (20 minutes)

This section focuses on accuracy and clarity in writing.

Activity 1: Match expressions with their correct use

Time: 6–7 minutes

Instruction: Match the expressions on the left (A–J) with their correct functions on the right (1–10).

No	Expressions	Functions
A	Please call back	1. Greeting in email
B	Best regards	2. Closing a message / email
C	Dear Mr. Ahmad,	3. Urgent message
D	Left a message	4. Asking for a return call
E	Thank you for your attention	5. Message about a call received
F	Urgent	6. Polite closing for email
G	Please handle this	7. Greeting for formal email
H	I'm sorry, he is in a meeting.	8. Request to colleague
I	Could you repeat that, please?	9. Person is not available
J	Hi Budi,	10. Informal greeting

Quick Discussion: “Which expressions are more formal? Which are informal?”

Activity 2: Fill in the Telephone Message Form

Time: 7 minutes

Instructions: Listen carefully to the trainer (or audio) and complete the message form with the correct information!

Listening Script

https://drive.google.com/file/d/1P0FbJH4vtS0fHnXct3U6HZ3cTlCpqhXd/view?usp=drive_link



Telephone Message Form

Date : _____

Time : _____

Caller's Name : _____

Company / Relation : _____

Message For : _____

Message:

Phone Number : _____

Action Required : ☐ Call back ☐ Urgent ☐ Please call tomorrow

Taken by : _____

Activity 3: Guided Writing – Short Notes

Time: 6–7 minutes

Instruction: Write short notes based on the situations below. Use polite and clear language.

Situation 1: A visitor named Mr. Joko came at 09:15. He wants to meet the Head of Admissions regarding new student registration. Write a short note for Mr. Ahmad.

Situation 2: Ms. Rina called. She needs the class schedule for Business Management. She asked you to send it by email. Write a short note for your colleague in the academic department.

Situation 3: Create your own short note for a common situation in your front office.

4. Freer Practice – Writing Practice (25 minutes)

Writing Tasks:

1. Take a phone message based on a role-play.
2. Write a short note to a colleague about a visitor.
3. Write a simple email replying to a schedule inquiry.

Instructions: Work individually first, then compare in pairs.

5. Wrap-up & Reflection (10 minutes)

- Ask participants to share one thing they learned.
- Review common mistakes (capitalization, punctuation, spelling).
- Reminder: "Clear writing is very important in Front Office work."

Homework: Write 2 telephone messages and 1 short note.

SESSION 2 (90 minutes) – Basic Professional Emails

1. Warm-up (10 minutes) Review Session 1: Participants share their homework messages/notes.

2. Presentation & Drilling (20 minutes) Teach full email structure:

- Subject line
- Greeting
- Body (purpose)
- Closing
- Signature (Name, Position, Contact)

Sample Email

Subject: Schedule Information for New Student

Dear Ms. Rina,

Thank you for your call. Classes for English Language Education start on 15 July 2026.
Please let me know if you need more information.

Best regards, Khairun Nisa' Front Office Staff Universitas Islam Negeri Sayyid Ali Rahmatullah
Tulungagung, 66221

Phone : (0355) 321513

3. Controlled Practice (20 minutes)

Note: This activity focuses on email structure and accuracy. Good emails must be clear, polite, and professional. Please work individually first, then check in pairs.

Activity 1: Fill-in-the-Blank Emails

Time: 10 minutes

Activity 1

Fill in the Blanks – Complete the Email

Instruction: Complete the email using the words/phrases from the box.

Word Bank:

- | |
|------------------|
| • Best regards |
| • Dear |
| • sincerely |
| • information |
| • let me know |
| • attached |
| • How may I help |
| • schedule |
| • Thank you |

Email 1

Subject: Information About Class Schedule

_____ Mr. Joko,

Thank you for your call yesterday.

Here is the class _____ for the English Language Education program. I have _____ the timetable.

Classes start at 8:00 AM and finish at 3:00 PM.

Please _____ if you need more _____.

_____, Khairun Nisa' Front Office Staff Universitas Islam Negeri Sayyid Ali Rahmatullah

Tulungagung, 66221

Phone : (0355) 321513

Email 2

Subject: Follow-up on Your Message

_____ Ms. Lina,

I received your phone message. Mr. Ahmad is not available today. He will call you back tomorrow morning.

_____ for contacting us.

_____, Khairun Nisa' Front Office Staff Universitas Islam Negeri Sayyid Ali Rahmatullah

Tulungagung, 66221

Phone : (0355) 321513

Activity 2 : Correcting Mistakes in Sample Emails

Time : 10 minutes

Handout – Activity 2

Error Correction

Instruction: Read the emails below and correct the mistakes (grammar, punctuation, capitalization, structure, and politeness).

Email A (Wrong Version)

Subject: scholarship

hi budi i want to know about scholarship when is the deadline thank you
from parent

Email B (Wrong Version)

Subject: Meeting

dear front office mr ahmad please call me back urgent about my son
registration my number 085612345678 thanks

Email C (Wrong Version)

Subject: information

Dear Mr. Ahmad I want the study program. What can I do for you? Best regard
Siti

Instructions for Students:

- Underline the mistakes.
- Rewrite the corrected version of **Email A** and **Email B** (choose 2 emails).



Chapter 8



CHAPTER 8

READING SIMPLE DOCUMENTS

Learning Objectives

By the end of this chapter, participants will be able to:

- Read and understand simple documents commonly used in Front Office.
- Find specific information quickly (scanning).
- Explain the content of simple documents to visitors.
- Identify key information in forms, schedules, announcements, and brochures.

SESSION 1 (90 minutes)

1. Warm-up (8–10 minutes)

- Ask participants:
 - o “What kinds of documents do you read every day at work?”
 - o “What difficulties do you face when reading English documents?”
- Link to lesson: “Today we will practice reading simple documents and finding important information quickly so you can help visitors better.”

2. Presentation & Drilling (25 minutes)

Key Vocabulary for Documents

No	Vocabulary	Meaning
1	Full name	Nama lengkap
2	Date of birth	Tanggal lahir
3	Place of birth	Tempat lahir
4	Signature	Tanda tangan
5	Attachment	Lampiran
6	Deadline	Batas waktu
7	Registration number	Nomor pendaftaran
8	Schedule / Timetable	Jadwal
9	Announcement	Pengumuman
10	Available / Not available	Tersedia / Tidak tersedia

Reading Techniques:

- Scanning (looking for specific information)
- Skimming (getting the main idea)

Sample Documents to Teach:

1. Student Registration Form
2. Class Schedule
3. Simple Announcement Letter
4. Scholarship Information Sheet

3. Controlled Practice (20 minutes)

This section develops participants' ability to read and extract information from documents quickly and accurately. Emphasize the importance of **scanning** (looking for specific information) rather than reading every word.

Activity 1 : Vocabulary Matching

Time : 6–7 minutes

Vocabulary Matching – Document Words

Instruction : Match the document vocabulary on the left (A–J) with their correct meanings on the right (1–10).

No	Vocabulary	Meanings
A	Full name	1. Tanda tangan
B	Date of birth	2. Lampiran
C	Place of birth	3. Nama lengkap
D	Signature	4. Tanggal lahir
E	Attachment	5. Tempat lahir
F	Deadline	6. Nomor pendaftaran
G	Registraton Number	7. Batas waktu
H	Available	8. Tersedia
I	Occupation	9. Pekerjaan / Profesi
J	Marital status	10. Status perkawinan

Quick Discussion: Ask: "Why is it important to understand these words when helping visitors?"

Activity 2 : Scanning Practice

Time : 7 minutes

Scanning Practice – Registration Form

Instructions : Look at the **Student Registration Form** below. Scan quickly and find the specific information. Write the answers.

Student Registration Form

Registration Number	: REG-2026-04567
Full Name	: Ahmad Fauzi Rahman
Date of Birth	: 15 March 2005
Place of Birth	: Kedungwaru, East Java
Occupation	: Student
Marital Status	: Single
Address	: Jl. Merdeka No. 45, Kedungwaru
Program Applied	: Business Management
Desired Start Semester	: Semester 1, Academic Year 2026/2027
Signature	: _____
Date	: 10 May 2026
Attachment	: Copy of ID Card, Diploma, Photo (3×4)

Questions (Scan and Answer):

1. What is the student's full name?
2. When was he born? (Date of birth)
3. Where was he born?
4. Which study program does he want to join?
5. How many attachments are mentioned?
6. What is the registration number?

Activity 3 : Reading Comprehension

Time : 6 minutes

Handout – Activity 3

Reading Comprehension – Class Schedule & Announcement

Instructions: Read the announcement below and answer the 5 questions.

Announcement

New Student Orientation 2026

Date : 20 July 2026

Time : 08:00 AM – 12:00 PM

Venue : Main Hall, Arif Mustakim Building

Important Notes:

- All new students must attend.
- Please bring your registration number and ID card.
- Parents are welcome to join.
- Registration deadline for late students: 15 July 2026

Class Schedule (Business Management)

Monday – Friday Morning Class : 07:30 – 12:30

Afternoon Class : 13:00 – 17:30

Questions:

1. When is the New Student Orientation?
2. What time does the orientation start?
3. Where will the orientation be held?
4. What must new students bring?
5. What is the deadline for late registration?

4. Freer Practice – Role Play (25 minutes)

Objective: Participants practice reading real documents and explaining the content clearly to visitors in a natural, professional way.

Instructions:

- Divide participants into pairs (Front Office ↔ Visitor).
- Provide each pair with printed sample documents (or show on screen).
- Emphasize that the **Front Office staff must read the document first**, then explain the important information **without reading word by word**.

- Encourage participants to combine skills from previous chapters (greeting, small talk, polite language).
- Walk around, listen, and note good examples for feedback.
- After each round, give positive feedback.

Role Play Situations

Instructions: Work in pairs. Choose **3 out of 4 situations** below.

- Switch roles after each situation.
- The **Front Office** must read the document and explain the key information clearly.
- The **Visitor** should ask follow-up questions.

Situation 1: Registration Form

Document: Student Registration Form (use the form from Activity 2)

Visitor: You are a new student. You have filled out the form but don't understand some parts. Ask the Front Office to explain the important sections.

Front Office: Read the form and explain:

- Registration number
- Required documents
- Start semester
- Signature

Situation 2: Class Schedule

Document : Business Management Class Schedule

Visitor : You are a parent. You want to know the class schedule for your child.

Front Office: Explain:

- Daily schedule (morning & afternoon)
- Days of the week
- Start and finish time

Example questions from Visitor:

- What time does class start?
- Is there a break?
- Can my child choose the morning class?

Situation 3: Announcement

Document : New Student Orientation Announcement

Visitor : You are a new student. You saw the announcement but need more details.

Front Office:

Explain:

- Date and time of the orientation
- Location
- What to bring
- Deadline for late registration

Situation 4: Scholarship Brochure

Document : Simple Scholarship Information Sheet

Visitor : You are interested in applying for a scholarship. Ask for detailed information.

Front Office: Explain:

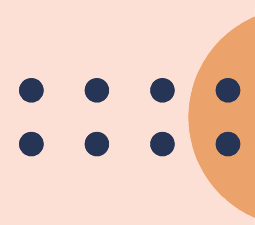
- Types of scholarships
- Benefits (tuition, allowance)
- Requirements
- Application deadline

Useful Language for Front Office (Reminder)

- According to this form...
- You need to bring...
- The deadline is...
- Classes start at... and finish at...
- The scholarship covers...
- Please sign here...
- Do you have any questions?

Role Play Procedure:

1. Greet the visitor politely (link to Chapter 1).
2. Do a little small talk if suitable (link to Chapter 6).
3. Read the document quickly.
4. Explain the important points clearly and step by step.
5. Check understanding: "Do you understand?" or "Is there anything else you want to know?"
6. End politely.



After Role Play (Debrief – 5 minutes)

Ask the whole class:

1. Which document was the most difficult to explain? Why?
2. What expressions were most useful?
3. How can you explain documents more clearly to visitors in the future?

5. Wrap-up & Reflection (10 minutes)

- “Which type of document is easiest for you to read? Which is the most difficult?” and review key vocabulary.
- Reminder: “You don’t need to understand every word focus on the important information.”

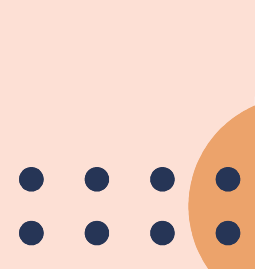
Homework: Find one real document at work and highlight 5 important pieces of information. NOTE: Use real documents from UIN SATU as much as possible.





EXERCISES





A. SPEAKING TEST

Instruction: Practice the situation below with your partner. One student becomes the Front Office staff, and the other becomes the visitor/guest.

1. Greeting and Welcoming Guest

A visitor comes to the front office in the morning. He/she has an appointment with Mr. Ahmad. Make a short dialogue using these expressions:

Good morning, welcome to..., My name is..., What can I help you?, Please have a seat.

2. Asking and Giving Directions

A visitor asks where the Admission Office is. Give clear directions using: **go straight ahead, turn right/left, next to, on the first floor.**

3. Explaining Study Programs

A visitor asks about the study programs available at your institution. Explain at least two study programs and what one program focuses on.

4. Explaining Class Schedule

A visitor asks about the class schedule. Explain when classes start and finish. Use polite and simple sentences.

5. Accepting Phone Calls

Practice a phone call. The caller wants to speak to Ms. Dewi. Use these expressions: **Good morning, Front Office. This is ... speaking. How may I help you? Hold the line, please.**

6. Taking a Phone Message

The caller wants to speak to Mr. Ahmad, but he is not available. Ask the caller to leave a message and repeat the important information.

7. Explaining Scholarships

A parent asks about scholarship types. Explain the difference between **Merit-based Scholarship** and **Need-based Scholarship**.

8. Small Talk with Guest

A guest comes from another city and waits for a meeting. Start a short small talk about the journey, weather, or where the guest is from.

B. WRITING TEST

Instruction: Answer the questions clearly and politely in English.

9. Write a Short Greeting

Write 3 sentences to welcome a visitor to your institution

Use: **Good morning/afternoon, welcome to..., what can I help you?**

10. Write Directions

11. Complete the Telephone Message Form

Write directions to help a visitor go to the library. Use at least 3 direction expressions, such as:

go straight ahead, turn left, next to, opposite, at the end of the corridor.

Read the information below and complete the message form.

Caller : Mr. Andi
For : Mr. Ahmad
Message Phone : Please call him back before 2 PM
number Taken : 0812-3456-7890
by : Siti
Date : 10 May 2026
Time : 09.45 AM

Telephone Message Form

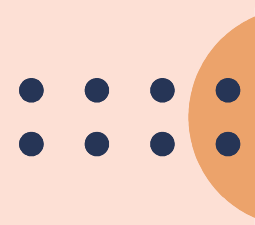
Date : _____
Time : _____
Caller : _____
Message for : _____
Message : _____
Phone : _____
Taken by : _____

12. Write a Short Note

Write a short note to Mr. Ahmad. Tell him that Mrs. Lina called about the scholarship application and asked him to call her back.

13. Write a Simple Email

Write a short professional email to a visitor. Tell the visitor that the class schedule is attached and classes start at 8:00 AM.



Use this structure:

Subject:

Dear ...,

Body:

Best regards,

Name and position

14. Correct the Email

Correct the capitalization, punctuation, and politeness of this email.

subject: scholarship

hi budi i want to know about scholarship when is the deadline thank you
from parent

15. Write Scholarship Information

Write 4 sentences explaining a full scholarship. Mention that it covers tuition fees, gives monthly allowance, and has a deadline.

16. Write a Small Talk Response

A guest says:

“The journey was quite long.”

Write a polite response as Front Office staff.

C. READING TEST

Instruction: Read the text carefully and answer the questions.

Text 1: Greeting Dialogue

Front Office : Good morning. Welcome to UIN SATU Tulungagung.

Visitor : Good morning.

Front Office : My name is Budi. What can I help you?

Visitor : I have an appointment with Mr. Ahmad.

Front Office : Please have a seat. I will inform Mr. Ahmad. Thank you.

17. What time of day is the greeting used in the dialogue?

18. Who does the visitor want to meet?

19. What does the Front Office staff ask the visitor to do?

Text 2: Direction Dialogue

Visitor : Excuse me, where is the Admission Office?
Front Office : Go straight ahead and turn right. It is on the first floor, next to Room 105.
Visitor : Thank you.
Front Office : You're welcome.

20. Where does the visitor want to go?

21. What should the visitor do after going straight ahead?

22. Where is the Admission Office located?

Text 3: Scholarship Information

The Full Scholarship covers 100% of tuition fees and provides a monthly allowance. Students must submit an application form, transcript, ID card, and recommendation letter. The application deadline is 31 May 2026.

23. What does the Full Scholarship cover?

24. Mention two required documents for the scholarship.

25. When is the application deadline?

Text 4: Student Registration Form

Registration Number : REG-2026-04567
Full Name : Ahmad Fauzi Rahman
Date of Birth : 15 March 2005
Place of Birth : Kedungwaru, East Java
Program Applied : Business Management
Desired Start Semester : Semester 1, Academic Year 2026/2027
Attachment : Copy of ID Card, Diploma, Photo 3x4

26. What is the student's full name?

27. What study program does the student apply for?

28. How many attachments are mentioned?

D. LISTENING TEST

Instruction: The teacher reads each dialogue twice. Students listen carefully and answer the questions.

Listening 1



29. What is the name of the Front Office staff?

30. Who does the caller want to speak to?

Listening 2



31. Is Mr. Ahmad available at the moment?

32. What is the caller's phone number?

ENGLISH FOR FRONT OFFICERS

This book, entitled English for Front Officers, was developed to help readers build basic communication skills in practical workplace situations, particularly for front officers. It consists of eight chapters covering greeting and welcoming guests, giving directions, explaining study programs, handling phone calls, explaining scholarships, making small talk, writing simple messages and emails, and reading simple documents. Each chapter provides authentic activities related to Front Office communication, including learning objectives, key expressions, dialogues, practice activities, role plays, and reflections. In addition, this book is supported by audio resources to create a more enjoyable reading and learning atmosphere. Through reading and practicing the activities in this book, readers are expected to communicate more politely, clearly, and confidently in English.



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