

## **CHAPTER II**

### **FLIPBOOK ENGLISH LEARNING FOR HOUSEKEEPING**

#### **A. English Media and Learning**

##### **1. Definition of Media in Learning**

One of the most effective and enjoyable method in English learning for students is the use of educational media. Learning media is an educational tool that can used as an intermediary in the learning process to enhance effectiveness and efficiency in achieving learning objectives. According to Sadiman, Rahardjo, Haryono, and Rahardjito (2010:17-18), the use of appropriate and varied media can relieve children's passivity, stimulate learning and enable more sustainable interactions between children and their environment also society.

Media or medium has several different meanings according to experts. According to Heinich, et al (1982) the medium is an intermediary that conveys information between a source and a receiver, so television, films, photographs, radio, recordings, audio, images, projected, materials print, and the like are communication media. If the media brings messages or information for instructional or contain purposes teaching goal, then the media is called as learning media. While Miarso (2004:458) argues that learning media is everything which is used to channel messages, and can stimulate the thoughts, feelings, attention, and willingness of the learner so it can encourage of a learning process that is intentional, purposeful, and controlled. The media is also means communication in printed or visual form including technology hardware (Rusman, 2015:170).

Based on the description above, it can concluded that learning media is an intermediary for a message or information that aims or contains a related teaching with the teaching and learning process.

##### **2. Types of Learning Media**

Learning media has several type were classified into several parts. According Asyhar (2012) classifies the types of learning media into four

parts, namely; visual media, audio media, audiovisual media, and multimedia. Whereas Heinich, Molenda, Rusell and Smaldino (2002) divided learning media into several types, namely; (1) printed materials, (2) visuals, (3) audio, (4) video, (5) computers, (6) multimedia, (7) internet and intranet.

Based on the types of learning media that have been described above, it is concluded that learning media can be grouped into several sections such as; print media, exhibition media, audio, visual, multimedia, computers and networks.

### **3. Benefits of Learning Media**

Media is a learning tool that needs to be developed to achieve optimal learning results. It is quite important to relate for teaching and learning process about the presence of important media because with this action the ambiguity of the material can be supported by presenting the media as an intermediary.

The functions of learning media according to Hamalik (2008:49) are:

- a. To create an effective learning situation.
- b. The use of media is an integral part of the learning system.
- c. Learning media is important in order to achieve goals in learning.
- d. The use of media in learning is to speed up the process learning and help students in their efforts to understand the material presented by the teacher in class.
- e. The use of media in learning intended to enhance education quality.

The first thing that must be done is the development of learning media now requires consideration in creating attractive media. Teachers are dedicated to encouraging the creation of attractive, affordable and efficient media. It is probable that the use of modern tools in accordance with demands of scientific and technological developments.

### **4. The Stages in Development of Learning Media**

This research design uses the ADDIE development model. According to Branch (2010:2) ADDIE is a model design that takes the form of a

systematic cycle and consists of 5 stages, namely; *Analyze, Design, Development, Implementation, and Evaluation.*

a. *Analysis*

Analysis is an analysis activity of identifying anything problems found in a particular environment so that ideas arise in determining the product to be developed. The purpose of the analysis is to identify possible because product performance gaps.

b. *Design*

Design is the stage for designing products according to needs or previous analysis. In the design stage, the steps taken are compiling learning objectives, compiling learning strategies, as well as designing the interface.

c. *Development*

Development is the activity of making and development products. In this stage, the researcher realize the design stage by making the product that has been designed.

d. *Implementation*

Implementation aims to prepare a learning environment that engages students. At this stage, it is necessary to prepare the product and market it to the target learners.

e. *Evaluation.*

Evaluation is an activity for evaluate and assess every step that has been taken so that product can be achieved according to the specifications set. It aims is to measure the quality of products that have been developed.

## **B. Flipbook as Media**

### **1. Teaching English using Flipbook**

Flipbook is one of the most useful media for teaching and learning. Flipbook is the most common type of animated illustration created from a pile of paper bound together to form a book, with each paragraph

illustrating the process being animated or appearing to be animated in that process. According to Kustandi and Sutjipto (2011:48), Flipbook is a learning tool that offers fast and reliable educational material.

Flipbook or Digital book is a form of presenting book learning media in virtual form. The use of flipbook as a modern media in accordance with demands of the development of science and technology.

## **2. The benefits of Flipbook**

The use of flipbook media is very suitable with the current condition of education. Especially during school-based English learning. According to Susilana & Riyana (2008: 88;89), Flipbook also have other benefits for students, namely being able to present learning material in the form of words, sentences and pictures, can be supplemented with colors so as to attract the attention of students, easy to make and cheap, easy to carry everywhere, and can increase student learning activities. Current flipbook technology incorporates previously published electronic books, so that is able to support all interactive learning activities such as reading, writing, speaking and listening.

Flipbook media can be in the form of text, animation, video, music, and other content to provide auditory and visual stimulation that will increase student understanding. Visual media has a strong potential to convey information, impart knowledge, and encourage learning, with message driving efficiency up to 70%.

## **3. The Disadvantages of Flipbook**

Flipbook also has several disadvantages, namely flipbook media cannot be used displayed to students when the power is off, the flipbook media capacity is large so there is a heavy risk of being used on low-spec laptops (Nuruliah, Syamswisna and Yokhebed, 2017), and flipbooks can only be used in small groups of 4-5 people or individually (Wahyuliyani et al, 2016)

## **C. English Learning**

### **1. The Definition of English Learning**

Learning is one of the activities carried out by a person to get a new change as a result of his own experience in interaction with his environment. According to Surya (1981:32) Learning is a process of individual effort to obtain new behavior changes in total, as a result of the individual's own experience in interacting with his environment. And it can be concluded that learning in principle is a change in a person.

### **2. English Learning for Hospitality**

Hospitality major is a program that produces experts in the hospitality sector who are skilled and competent in the field of basic hotel services, especially meeting basic human needs. According to Hurdawanty and Parantika (2018:7) a hotel is defined as a place to stay consisting of several or many rooms that are rented out to the general public for certain times and provide food and drinks for the guest.

One of the important factors in building a hotel image is mastery of English language. English is an international language, which is very important for smooth interaction between countries. English has an important role in the hospitality world as one of the requirements in improving the performance of hotel employees. Mastery of students' English speaking skills must be well taught by teachers in learning at school. This aimed that students are able to compete world developments and be able to socialize with foreign guests.

## **D. Housekeeping Materials**

The Housekeeping department is a part of the hotel that is responsible for cleanliness, tidiness, completeness, and security both in the rooms and all areas of the hotel, with good quality service for guests staying at the hotel. According to Surya (2019:96) Housekeeping is one of existing programs in the hospitality department. The role of housekeeping is very important, therefore it must be handled by professional, agile, and skilled people.

SMK Negeri 5 Pontianak uses Merdeka Curriculum, which is a guide in the learning process. Based on the Merdeka curriculum, Housekeeping department divided into 2 sections, each of which is responsible for specific jobs and fields, namely the Public Area and Room Section. The material for the description is as follows.

### **1. Public Area Section**

The public area section is one of the parts in Housekeeping department to handle all matters regarding cleanliness, tidiness, completeness, comfort all of public areas that affect the interest of guests to use services in the hotel. Public area section has a big influence on income and work operations in the hotel, because with this section the cleanliness of the area traversed by guests maintained, and continue to make guests who come happy and able rest in peace.

#### **a. Task of Public Area Section**

The public area section has several important tasks, namely:

- 1) Perform general cleaning according to each schedule.
- 2) Maintenance and cleaning of the lobby.
- 3) Cleaning and maintaining all office areas.
- 4) Clean hotel staff facilities.
- 5) Maintain the cleanliness of the employee dining area/place.
- 6) Clean every corridor.
- 7) Maintain the cleanliness of the hotel restaurant.
- 8) Cleaning and maintaining public toilets, as well as completing the facilities in them, such as toilet paper, hand washing soap to trash cans.
- 9) Maintain the cleanliness of toilets and rest rooms in the lobby and restaurants, including equipping equipment such as tissues and hand washing soap.
- 10) Caring for and maintaining relling-relling at the hotel.
- 11) Carry out additional tasks from superiors.

b. The Officers in Public Area

In the public area, there are also several levels of officers with their respective responsibilities, namely:

1) Public Area Supervisor

The public area supervisor is the part whose job is to supervise and directly control the work of the public area (houseman) and report the results to the assistant housekeeper.

2) Attendants

The public area attendant is the part whose job is to maintain the cleanliness and tidiness of the lobby area and public facilities, including toilets, front desk, office, telephone area to the parking lot.

3) Florists

A florist is in charge of maintaining, arranging and arranging fresh flowers, which serve as hotel decorations.

4) Night Cleaner

The night cleaner's job is to keep public areas clean at night and to be a housekeeper who provides excellent service to guests according to SOP.

c. Things that must be considered by The Public Area

Things to pay attention to are as follows:

1) Be neat and clean and polite.

2) Short hair above the collar.

3) For women, if you have long hair, you have to tie it in a bun.

4) Do not wear excessive accessories.

5) Do not use excessive make-up.

6) No mustache/beard for men.

7) Clean hands, feet, body without odor, nails did not allowed to be long.

8) For dental hygiene, use the appropriate uniform (right size, good quality, clean and good condition,) and used only for work.

#### d. Equipments in House Keeping

The tools used in housekeeping divided into two, namely manual tools and machine tools.

Manual cleaning equipment (cleaning material) commonly used is as follows:

1) Squeegee (telescopic pole)

Made of plastic or wood equipped with rubber and foam to clean the glass surface.

2) Toilet Bowl Brush

Made of plastic equipped with round plastic or palm-shaped hairs at the end of the stalk to clean the inside of the toilet bowl.

3) Hand gloves (gloves)

Made of rubber for prevention or hand hygiene when cleaning dangerous parts.

4) Broom & Dust Pan

The broom handle is made of plastic or wood with bristles. A scoop made of plastic used to collect dirt. This tool used to clean the floor from wet or dry garbage or dirt that loose/not attached to the floor surface.

5) Brushes

Just like a broom, only the bristles are harder and of a specific shape. Use it for brushing.

6) Cotton Dust Mop

Made of plastic, which is equipped with a square wire at the end useful for inserting a cotton cleaning cloth.

7) Gauze (gauze)

Made of cloth in the shape of a square or cube with a hole in the middle to put in a cotton dust mop stalk to mop the floor.

8) WIRD cloth (wash, rinse, dry)

Plain mop and flannel (yellow) for washing rinsing and drying.

## 9) Carry Bucket/Carry Caddy

A tool for storing equipment & cleaning materials for the purposes of cleaning public spaces that are light in nature.

## 10) Container Bin

A place to temporarily store waste before it is taken to a landfill or transported by a garbage truck.

## 11) Interior Cloth/cleaning cloth

A kind of cloth that can be used for wiping, drying furniture, ceramics, porcelain and other objects that need to be dusted.

## 12) Jumbo pads/scruber pads

A kind of sponge with a rough surface that used to clean bathroom walls that could be reached by hand.

## 13) Pad boy red

A rather rough sponge-like tool connected with a stick and used to clean high/unreachable bathroom walls.

## 14) Danger notice

A tool used to give a warning sign so that guests or anyone passing by is careful. This tool installed when cleaning floors, floor maintenance, or when mopping.

While machine tools used in housekeeping and their functions in a simple way:

- 1) Vacuum Cleaner: Used to remove dust and dirt from floors and rugs.
- 2) Floor Polisher: Used to clean and shine floors.
- 3) Carpet Cleaner: Used to wash and clean carpets.
- 4) High-Pressure Washer: Used to clean dirty surfaces with high-pressure water.
- 5) Steam Cleaner: Used to clean surfaces using hot steam.
- 6) Scrubber Dryer (Wet and Dry Floor Cleaning Machine): Used to clean and dry floors efficiently.
- 7) Pressure Sprayer: Used to spray cleaning fluids or pesticides over large surfaces.

8) Air Purifier (Air Particle Remover): Used to clean the air from small-unwanted particles.

e. Cleaning Manual Techniques

Here are some simple techniques for manual cleaning in housekeeping:

- 1) Sweeping: Use a broom to clean dust and trash from the floor. Start from the farthest area and move towards the exit to avoid spreading dirt.
- 2) Mopping: Dampen a cloth or mop with water or floor cleaner and wipe the floor to remove stains and stuck-on dirt.
- 3) Vacuuming: Use a vacuum cleaner to clean dust and debris from carpets or floor surfaces.
- 4) Dusting: Use a soft cloth or dusting brush to remove dust from tabletops, furniture, and other surfaces.
- 5) Disinfecting: Use a disinfectant cleaner to kill germs on frequently touched surfaces such as door handles and light switches.
- 6) Organizing: Rearrange and put away cluttered items, returning them to their proper places after use.

## **2. Room Attendant**

Every guest who stays at a hotel, of course, always wants to enjoy the state of the room clean, tidy and comfortable. Such room conditions can convince guests that the amount of money that has been spent on renting a room is not in vain. Apart from that situation Hotel rooms can also show the hotel's attention and concern in creating an environment clean, safe and pleasant for its guests. Housekeeping department/department who is most responsible for these tasks, must ensure that the rooms rented by guests and the entire hotel environment outside the room can meet the needs and guest expectations. Proof of success in organizing room cleanliness is the return guests to stay in the hotel concerned. More than that, the guests feel get satisfaction both in room products and services from room attendants will be a regular guest (frequent-stay / repeater guest).

a. Room Supplies

The following are the types of room supplies needed in preparing guest rooms are as follows:

1) Linen supplies

- a. Double sheet (sheets for double bed)
- b. Single sheet (sheets for single bed)
- c. Pillow cases (pillowcases)
- d. Bath towels (bath towels)
- e. Hand towels (hand towels)
- f. Bath mat / bath rug

2) Bathroom supplies

- a. Shampoo and conditioner (shampoo for washing your hair)
- b. Bath foam or bath gel (liquid soap for bubble bath)
- c. Body lotion / hand body (skin moisturizer)
- d. Talcum powder (powder)
- e. Bath salt (salt for bathing)
- f. Tooth brush kit (toothbrush and paste)
- g. Cotton bud
- h. Detergent
- i. Shower cap (head cover when bathing)
- j. Shaving kit (shaving the mustache or beard)
- k. Nail file (nail sandpaper)
- l. Match (matches)
- m. Shoe polish (shoe polish)
- n. Candle (candle)
- o. Bath soap (soap bath)
- p. Hand soap (soap for washing hands)
- q. Tissue roll (toilet tissue)
- r. Tissue box (tissue box)
- s. Sanitary bag / disposal bag

- 3) Printing supplies and stationary kits
  - a. Ballpoint
  - b. Pencils
  - c. Hotel stickers
  - d. Writing paper / letter head (letter paper)
  - e. Fax paper (paper for facsimile)
  - f. Envelopes (envelopes)
  - g. Memo pad (memo paper)
  - h. Doorknob menu
  - i. Do not disturb sign (sign do not disturb)
  - j. Guest command (guest comment form)
  - k. Laundry list (laundry price list)
  - l. Postcards (postcards)
  - m. Minibar list (minibar price list in the room)
  - n. Laundry bag (bag for laundry)
  - o. Slippers (room slippers)
  - p. Room service menu (list of room service menus)
  - q. Hotel directories
  - r. Magazine (magazine)
- 4) Room supplies
  - a. Ashtray
  - b. Drinking glass
  - c. Light bulbs and so on

b. Room Cleaning Form

After the trolley has been set up with the cleaning device, the room attendant is ready to go start the main activity of cleaning the guest room. The rooms that must be cleaned can be known from the room status report. In some hotels, this form is also called room report. This form is an effective two-way communication tool between the housekeeping department and the front office department in

communicating room status. For example if a guest checks out, the front office will contact housekeeping.

Conversely, when the room has been cleaned and is ready for occupancy, then the house keeping section will provide the latest information about the checked out room via computer online to be vacant clean or vacant ready so that the front office can resell the room to other guests. In hotels that have a computerized system, room the report has been filled in with data on room number, guest name, room status, and description or comment. This data obtained from the print out information system. If the hotel has not used this, then the room attendant needs to copy the room data that has been prepared at night and carry out inspections in person in the morning.

#### **E. Previous and Relevant Study**

The first research was conducted by Usman Diennur and Gilang Mas Ramadhan (2022) in research entitled Development of ICT-Based E-Module Learning Media to Improve the Speaking Ability of English Education Students during the Covid-19 Pandemic. This study aims to produce teaching materials in the form of e-modules to make it easier for students to obtain information without a long and flexible time. This study used the R&D research method with 56 students as development test subject's product. The validation results were obtained in the very feasible category and had a positive impact on increasing the effectiveness and efficiency of learning in the classroom.

Then second research was conducted by Sita Wahyu Apriliyani and Fauzi Mulyana (2021) in a journal entitled Flipbook E-LKPD wirh an Ethnomatematics Approach to Pythagorean Theorem Material. This study aims to develop student worksheets electronic form (E-LKPD) with an ethnomatematics approach to Phytagorean theorem material. This development research was conducted in SMP Negeri 4 Playen. This study uses the research and method development with the ADDIE model (Analysis,

Design, Development, Implementation, and Evaluation). Based on the results of research conducted, the quality of Flipbook product is “Good” or feasible used formally in mathematics learning activities. Electronic participant worksheets with this ethnomatematics approach can facilitate teachers and parents for activities student learning booth at school and at home.

The third research was by Muhammad Abror Amanullah (2020) in journal entitled “Development of Digital Flipbook Learning Media to Support the Learning Process in the Era of the Industrial Revolution 4.0”. Although this scientific work is less identical to this research, there are certainly similarities between both, namely using Flipbook development as the chosen learning media. This journal is stated that Flipbook is an intelligent media that can present a more interesting, communicative, interactive learning atmosphere in the classroom, and support students’ understanding of the material that has been delivered by the teacher.

Then the fourth research was conducted by Rina Puspitasari, Dedy Hamdani, and Eko Risdiyanto (2020) in a journal entitled Development of Flipbook Maker Assisted Hots-Based E-Modules as Alternative Teaching Materials for Senior High School students. This study aims to determine the feasibility of Flipbook Maker as an alternative teaching material for students. The research method used is research and development (R&D). This study uses a 4-D model developed by (Trianto, 2010) wich consists of four main stages namely: Define, Design, Development, and Dissemination. Based on research results, module HOTS-based electronic module (e-module) assisted by Flipbook Marker as an alternative teaching material high school students are very feasible to use with an average percentage Of 86,6%.

And the last is research conducted by Sri Hayati, Agus Setyo Budi, and Erfan Handoko (2015) in a journal entitled Development of Physics Flipbook Learning Media to Improve Student Learning Outcomes. This research was conducted with the aim of producing learning media in the form of a multimedia-based Physics Flipbook. The research method used is Research and Development and refers to the ADDIE development model (Analysis,

Design, Development, Implementation, and Evaluation). The results of Physics Flipbook due diligence were carried out by experts for material and media, also validated by the user. The results from media experts are 91.46%, from material experts 94.17% and the results of trials on users obtained 99.38% from educators and 96.70% from students. It can be concluded that as a whole the multimedia-based Physics Flipbook can improve the learning outcomes of high school students.