

## Bibliography

- Brown, D. H. (2001). *Teaching by principles: An interactive approach to language pedagogy* (2nd ed.). New York: Longman.
- Brown, D. H. (2004). *Language assessment: Principles and classroom practices*. New York: Pearson Education.
- Burns, A., & Joyce, H. (1997). *Focus on speaking*. Sydney: National Centre for English Language Teaching and Research.
- Chaney, A. L. (1998). *Teaching oral communication in grades K–8*.
- Denzin, N. K., & Lincoln, Y. S. (1998). *The landscape of qualitative research: Theories and issues*. Thousand Oaks, CA: Sage.
- Florez, M. C. (1999). Improving adult English language learners' speaking skills. ERIC Digest. <https://files.eric.ed.gov/fulltext/ED435204.pdf>
- Garbutt, R., & O'Sullivan, B. (1991). *English for international communication: Oral skills*. Oxford: Oxford University Press.
- Harmer, J. (2007). *The practice of English language teaching* (4th ed.). Harlow: Pearson Education.
- Hayes, D. K., & Ninemeier, J. D. (2015). *Hotel operations management* (2nd ed.). Upper Saddle River, NJ: Pearson.
- Jansen, R. (2015). *The art of effective speaking: Essentials of public speaking*. New York: Skillpath.
- Ladousse, G. P. (1991). *Role play*. Oxford: Oxford University Press.
- Mulyasari, N. (2018). The use of English-speaking skills of front-liner staff at Sakata Convenxia Tours and Travel in handling customers.
- Nasya, I. (2018). The influence of speaking skills of guest service agent (GSA) in Sheraton Bandung Hotel & Towers.
- Nassaji, H. (2020). Qualitative and quantitative research in applied linguistics. *TESOL Quarterly*, 54(1), 8–36.
- Nunan, D. (1991). *Language teaching methodology: A textbook for teachers*. London: Prentice Hall.
- Nunan, D. (1999). *Second language teaching & learning*. Boston: Heinle & Heinle.

- Rahayu, A. (2020). English language speaking skills of tourist information center staff at Husein Sastranegara International Airport when dealing with foreign visitors.
- Sabina. (2018). Speaking skill development in ESL/EFL classrooms. *Journal of Language Teaching*, 12(3), 145–152.
- Sugiarto. (2006). *Dasar-dasar operasional front office hotel*. Jakarta: Gramedia.
- Taslim, M. (2023). Analysis of English-speaking skills of receptionists at Wyndham Opi Hotel.
- Walker, J. R. (2017). *Introduction to hospitality* (7th ed.). Pearson.