

PAYYAP UNIVERSITY

APPENDICES

Appendix A

Student Information Name _____

1. Age _____

2. Sex _____

3. Hotel position _____

4. Years studying English _____

5. Your English level _____

6. Your best skills in English – Please circle one.

Reading Writing Listening Speaking

7. Which do you MOST want to improve?

Reading Writing Listening Speaking

8. Which do you MOST dislike to study in English?

Reading Writing Listening Speaking Grammar

9. Which do you MOST like to study in English?

Reading Writing Listening Speaking Grammar

10. How much time can you study outside of class each week?

Hours - 1 2 3 4 5 5+

11. How much English training did you receive for the hotel work?

None A little Enough A lot Too much

12. What is your ideal job in the hotel? _____

13. Do you want to study hotel or general English?

Appendix B

Students' Perceived Needs Analysis

Name/Student No _____

Put a cross (X) in one of the following boxes to indicate your attitude to the following statements.

No	Statement	Strongly agree	Agree	No opinion	Disagree	Disagree Strongly
1	I need to learn more hotel vocabulary.					
2	I need to practice hotel role plays to become better at conversation.					
3	I want to learn general English for myself.					
4	I need general English to improve my spoken grammar.					
5	The materials I need to study are general English.					
6	The materials I need to study are Hotel English.					
7	I want the class to focus 50% on Hotel English and 50% on general English.					
8	Learning general English will help me more in my life.					
9	Learning Hotel English will help me more in my life.					
10	I want to learn about topics in English outside of the Hotel situation.					
11	I want this course to enable me to speak about myself in English.					
12	This course will match the hotels wants.					
13	I will like the Hotel English classes more than general English.					

Appendix C

Final Class Questionnaire

Name/Student No _____

Put a cross (X) in one of the following boxes to indicate your attitude to the following statements.

Please remember this questionnaire is about ALL 8 weeks of classes.

Hotel English Classes						
No	Statement	Strongly agree	Agree	No opinion	Disagree	Disagree Strongly
1	These classes were fun and enjoyable (motivating).					
2	These classes helped my English speaking skills.					
3	I can now speak to hotel guests more easily in English.					
4	I can speak to anyone more easily in English.					
5	The materials helped me to speak more English.					
6	The materials were too easy.					
7	The grammar used in the lessons was familiar and easy.					
8	I would like to study more hotel English					
9	I now want to study hotel English more at home.					
10	These classes gave me a wider choice of topics to discuss.					
11	The classes were good for my job.					
12	Hotel English is better than General English for me.					
13	These classes matched my wants and needs.					

Appendix C

General English Classes						
No	Statement	Strongly agree	Agree	No opinion	Disagree	Disagree Strongly
1	These classes were fun and enjoyable (motivating).					
2	These classes helped my English speaking skills.					
3	I can now speak to hotel guests more easily in English.					
4	I can speak to anyone more easily in English.					
5	The materials helped me to speak more English.					
6	The materials were too hard.					
7	The grammar used in the lessons was familiar and easy.					
8	I would like to study more general English					
9	I now want to study general English more at home.					
10	These classes gave me a wider choice of topics to discuss.					
11	The classes were good for my job.					
12	General English classes were better than Hotel English					
13	These classes matched my wants and needs.					

Appendix D

Class Questionnaire

Name/Student No _____

Put a cross (X) in one of the following boxes to indicate your attitude to the following statements.

No	Statement	Strongly agree	Agree	No opinion	Disagree	Disagree Strongly
1	This class was fun and enjoyable.					
2	This class helped my English speaking skills.					
3	I can speak to hotel guests more easily in English.					
4	I can speak to anyone more easily in English.					
5	The materials helped me to speak more English.					
6	The materials were too easy.					
7	The grammar used in the lesson was familiar and easy.					
8	I would like to study more in this area/topic					
9	I want to study this unit more at home.					
10	This class gave me a wider choice of topics to discuss.					
11	This class was good for my job.					
12	This class was good for my life.					
13	This class matches my wants.					
14	This class matches the hotels wants.					
15	I needed to study this class.					

Appendix E

Open-ended Questions

Questions to be used in after class discussion

1. What was the best thing about this class? The activity/vocabulary/ materials/ topic?
2. What benefit did this class give you? Speaking/Listening/Reading/Writing?
3. Did this class give you useful skills to communicate with foreigners?
If so how?
4. Did this class make you want to study more at home? Why?
5. Would you want more of these types of classes or topics? Why or why not?
6. What needs or wants did this class meet ? This could be in terms of grammar, vocabulary, speaking, job, meeting friends, traveling, etc.

Appendix F

Lesson Plan Unit 6C

Unit: 6C

Title: Coffee Break

Topics: Coffee, Eating and Drinking Out.

Grammar focus: Superlatives.

Lesson Number: 4

Pages: 60-61

Time Duration: 90 minutes

Goal: To be able to talk about food and drink.

Outcomes: To be able to use and understand a wide variety of food and drink vocabulary. They can express a preference for drinks. Can talk about where you can go to drink or eat out.

Supplemental materials: Pictures of restaurants/cafes. Question Sheet.

Learning Objectives: Students should learn new facts about Coffee. Students learn and practice with new vocabulary: *originally, varieties, bean, and addict*. Students use superlative forms to talk about places to eat and drink in. Students can ask and answer questions about restaurants and fast food chains.

Homework: Students make 10 Superlative sentences about places that they go to eat and drink in Chiang Mai in their notebooks.

Activities and tasks 'T' stands as an exercise straight from the textbook, 'A' is an adapted one, and 'O' is an original task or activity designed by me.

Task	Time	Activity/Aids	Procedure	Interaction
O	0 - 10	Warm up Review of previous class	Mingling activity – asking questions about holidays.	S,S,S
O	10 -15	Vocabulary review. Mind-map. Notebooks.	In pairs students make a mind-map of drinks in their notebooks. Teacher makes a comprehensive mind-map on board with suggestions from students.	S --- S
O	15 - 20	Mind-map on board Pre-speaking activity.	Students add to their own mind-maps.	Ss --- T S,S,S
T	20 - 25	Speaking. Textbook.	In pairs students ask and answer questions from textbook about drink (Ex 1).	S --- S
A	25 - 30	Pre- reading activity. Coffee	Elicit what students know about coffee. What do they want to know? Find out who drinks/loves coffee. Who doesn't like coffee?	T --- C C --- T
T	30 - 35	Reading Textbook	Students read and match paragraphs to pictures. Class review after.	S,S,S C --- T
O	35-40	Elicit vocabulary from reading.	Ask comprehension questions about vocabulary from reading.	T --- C
T	40 - 50	Pair work: finding information.	Students work in pairs to write down sentences for Ex 2. Students find words to match the definitions (Ex 3). Pronunciation drills.	S --- S T --- C
O	50 -55	Writing in notebooks.	Students make sentences with the 4 vocabulary items they just found from the text.	S,S,S

O	55 - 60	Speaking/ Giving examples.	Students give examples of their sentences to class. Teacher writes good ones on board.	S --- C,T
T	60 - 65	Grammar focus: Superlatives, Textbook.	Teacher reviews superlatives with class. Elicits answers from the textbook.	T --- C C --- T
T	65 - 70	Quiz, guessing answers, practicing Superlatives.	Students work in pairs to write the correct superlative form and guess answers to a food quiz (Ex 2).	S --- S
T	70 - 75	Listening Textbook	Students listen and check their answers to the quiz.	S,S,S
T	75 -80	Communication practice. Textbook	In pairs students talk about places to eat or drink and describe them using superlatives (Ex 5).	S --- S
A	80 - 90	Review of chain restaurants. Communication practice. Authentic pictures of chain restaurants & cafes. Question sheet.	Teacher asks students if they have been to the restaurants / fast food chains, shown on the board. Teacher introduces pictures of restaurants on board, elicits names. Student pairs ask/answer questions about the pictures. Using question sheet .	T --- C C --- T S --- S
O				
O	Home work	Writing exercise.	Students write 10 superlative sentences about places they know where they go to eat and drink (from Ex 5) in Chiang Mai.	S,S,S

Appendix G

Week 2 General English (section 3b) Results

Class Questionnaire

Numbers of the participants (N) = 10

No	Statement	Strongly agree	Agree	No opinion	Disagree	Disagree Strongly
1	This class was fun and enjoyable.	7	2	1		
2	This class helped my English speaking skills.	4	5	1		
3	I can speak to hotel guests more easily in English.	2	5	3		
4	I can speak to anyone more easily in English.	1	5	2	2	
5	The materials helped me to speak more English.	2	7	1		
6	The materials were too easy.		5	3	2	
7	The grammar used in the lesson was familiar and easy.	3	5	2		
8	I would like to study more in this area/topic	7	2	1		
9	I want to study this unit more at home.	5	5			
10	This class gave me a wider choice of topics to discuss.	4	4	2		
11	This class was good for my job.	4	5	1		
12	This class was good for my life.	5	3	1	1	
13	This class matches my wants.	4	5	1		
14	This class matches the hotels wants.	3	4	2	1	
15	I needed to study this class.	7	3			

Appendix H

Week 2 Hotel English (Unit 14) Results

Class Questionnaire

Numbers of the participants (N) = 10

No	Statement	Strongly agree	Agrec	No opinion	Disagree	Disagree Strongly
1	This class was fun and enjoyable.	3	5	2		
2	This class helped my English speaking skills.	5	4	1		
3	I can speak to hotel guests more easily in English.	6	4			
4	I can speak to anyone more easily in English.	3	5	2		
5	The materials helped me to speak more English.	2	6	2		
6	The materials were too easy.	2	5	2	1	
7	The grammar used in the lesson was familiar and easy.	2	5	2	1	
8	I would like to study more in this area/topic	2	4	3	1	
9	I want to study this unit more at home.	2	4	3	1	
10	This class gave me a wider choice of topics to discuss.	2	5	3		
11	This class was good for my job.	4	5	1		
12	This class was good for my life.	2	6	2		
13	This class matches my wants.	3	6	1		
14	This class matches the hotels wants.	6	4			
15	I needed to study this class.	3	6		1	

Appendix I

Week 4 General English (Section 6C) Results

Class Questionnaire

Numbers of the participants (N) = 7

No	Statement	Strongly agree	Agree	No opinion	Disagree	Disagree Strongly
1	This class was fun and enjoyable.	1	4	1	1	
2	This class helped my English speaking skills.	2	3	2		
3	I can speak to hotel guests more easily in English.	1	3	2	1	
4	I can speak to anyone more easily in English.	3	3	1		
5	The materials helped me to speak more English.	3	4			
6	The materials were too easy.	2	2	2	1	
7	The grammar used in the lesson was familiar and easy.	3	3	1		
8	I would like to study more in this area/topic	2	3	2		
9	I want to study this unit more at home.	1	4	2		
10	This class gave me a wider choice of topics to discuss.	3	4			
11	This class was good for my job.	1	3	3		
12	This class was good for my life.	1	6			
13	This class matches my wants.	4	2		1	
14	This class matches the hotels wants.	2	2	3		
15	I needed to study this class.	2	3	1	1	

Appendix J

Week 4 Hotel English (Unit 20) Results

Class Questionnaire

Numbers of the participants (N) = 8

No	Statement	Strongly agree	Agree	No opinion	Disagree	Disagree Strongly
1	This class was fun and enjoyable.	5	3			
2	This class helped my English speaking skills.	4	3	1		
3	I can speak to hotel guests more easily in English.	4	3	1		
4	I can speak to anyone more easily in English.	3	3	2		
5	The materials helped me to speak more English.	4	4			
6	The materials were too easy.	3	3	1	1	
7	The grammar used in the lesson was familiar and easy.	4	3	1		
8	I would like to study more in this area/topic	1	2	4	1	
9	I want to study this unit more at home.	1	2	4		1
10	This class gave me a wider choice of topics to discuss.	1	3	3	1	
11	This class was good for my job.	4	3	1		
12	This class was good for my life.	4	4			
13	This class matches my wants.	2	3	2	1	
14	This class matches the hotels wants.	4	3	1		
15	I needed to study this class.	2	3	2	1	

Appendix K

Week 6 General English (Section 6C) Results

Class Questionnaire

Numbers of the participants (N) = 7

No	Statement	Strongly agree	Agree	No opinion	Disagree	Disagree Strongly
1	This class was fun and enjoyable.		4	2	1	
2	This class helped my English speaking skills.	1	2	4		
3	I can speak to hotel guests more easily in English.		2	3	1	1
4	I can speak to anyone more easily in English.	1	2	2	2	
5	The materials helped me to speak more English.	1	3	3		
6	The materials were too easy.		1	5	1	
7	The grammar used in the lesson was familiar and easy.	1	1	4	1	
8	I would like to study more in this area/topic	2	3	2		
9	I want to study this unit more at home.	2	2	2	1	
10	This class gave me a wider choice of topics to discuss.	3	4			
11	This class was good for my job.		2	4	1	
12	This class was good for my life.	1	3	3		
13	This class matches my wants.	2	2	2	1	
14	This class matches the hotels wants.		1	4	2	
15	I needed to study this class.	2	3	1	1	

Appendix L

Week 6 Hotel English (Unit 22) Results

Class Questionnaire

Numbers of the participants (N) = 8

No	Statement	Strongly agree	Agree	No opinion	Disagree	Disagree Strongly
1	This class was fun and enjoyable.	2	4	2		
2	This class helped my English speaking skills.	3	4	1		
3	I can speak to hotel guests more easily in English.	5	2	1		
4	I can speak to anyone more easily in English.	3	2	3		
5	The materials helped me to speak more English.	2	4	2		
6	The materials were too easy.	1	3	3	1	
7	The grammar used in the lesson was familiar and easy.	2	4	1	1	
8	I would like to study more in this area/topic	2	2	4		
9	I want to study this unit more at home.	1	2	5		
10	This class gave me a wider choice of topics to discuss.	1	3	3	1	
11	This class was good for my job.	4	4			
12	This class was good for my life.	2	3	2	1	
13	This class matches my wants.	2	3	2	1	
14	This class matches the hotels wants.	4	4			
15	I needed to study this class.	3	3	2		

Appendix M

Questions for Training Manager of Hotel

- 1) Do you want employees to have a 100% focused course on Hotel English?
- 2) If so why is that?
- 3) What about the low level employees, do you think they can learn hotel English without general English?
- 4) Do you take employees' wants and needs into account when planning English courses?
- 5) Do you usually carry out a needs analysis before a course with your employees?
- 6) If not, given the results of this needs analysis would you consider using a needs analysis with your employees in the future?
- 7) If an employee's English level is low, do you think they would benefit from general English before a hotel specific course?
- 8) Are you aware that many employees wanted general English more than hotel English (Around 8 out of 10)?
- 9) Do guests usually evaluate the employees' English?
- 10) Do you think if you had more money, you would be happy teaching both hotel and general English?
- 11) Do you think the hotel's needs for hotel English are more important than employees' wants for general English?
- 12) What about materials, have you been happy with the general level of hotel textbooks?
- 13) Do you have any other comments to make about English classes or the students'?
- 14) Do you think your students' attitudes towards their English studies are good?
- 15) Are they motivated to continue learning?