

The Use of the ASRI Method in Teaching English for Hospitality

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R&D stages

1. **Determination of the problem stage**, verbal data classification and analysis
2. **The design stage**, results of the analysis were applied to a design called ASRI, and implemented using experimental method.
3. **The development stage**, revision of the method based on the experiment findings

AIMS

Permissive (to soften utterances, to avoid repetition, and to adjust intonation);

Interactive (to greet, to have small talks, and farewell);

Informative (to introduce, to show, to state, to explain, to ask, to agree, to reject, and to confirm);

Persuasive (to offer, to promise, to suggest, and to persuade);

Directive (to tell, to order, and to request);

Indicative (to praise, to complain, to thank, and to apologize).



Sequence of Service

- ❖ *Handling reservations*
- ❖ *Greetings and welcoming the guest*
- ❖ *Presenting menu*
- ❖ *Taking food orders*
- ❖ *Serving the food*
- ❖ *Handling complaints*
- ❖ *Handling payment*
- ❖ *Farewell*



ROLE PLAY



Student A (waiter/waitress)

Student B (Caller)

Announces restaurant and greet customer



*Greets A.
Wants to make a booking.*

Asks: What day?



Says the day.

Asks: What time?



Says the time.

Asks: For how many?



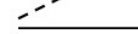
Says the number of persons.

Asks: What name?



Says the name.

Asks for the spelling.



Gives the spelling.

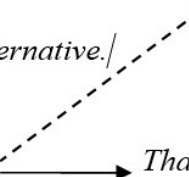
*Meets the request. Confirm the booking.
OR*



Accept or refuse the confirmation.

*Cannot meet the request. Gives reason.
OR*

Cannot meet the request. Suggest an alternative.



Thanks B for calling.



Thanks A and say good bye.

Activities

1. Read the dialog.

Host : Good evening, welcome to our restaurant. Have you got a reservation, please?

Guest : Yes, we have. Under name John Smith, please.

Host : Mr. Smith, ... yes. a table for two at 7 pm.

Guest : That's right.

Host : Your table is near the garden, sir. Could you follow me, please?
Here we are, sir. Please have a seat. I will get you the menu.

Guest : Thank you.

Host : My pleasure, sir.

2. Answer the questions based on the dialog above.

- Does the guest have a reservation?
- For how many persons is the reservation?
- Where do the guests sit?
- What will the host do next?

Host : Good evening, welcome to our restaurant.?

Guest : I'm fine, thanks. Do you have a table for two, please?

Host :

Guest : I'm afraid we don't have any reservation.

Host : We still have some tables tonight.?

Guest : It's just me and my wife.

Host :? We have a table near the garden and
the other one is in the corner, near the band.

Guest : We prefer to sit near the garden, please.

Host : Certainly. This way, please.

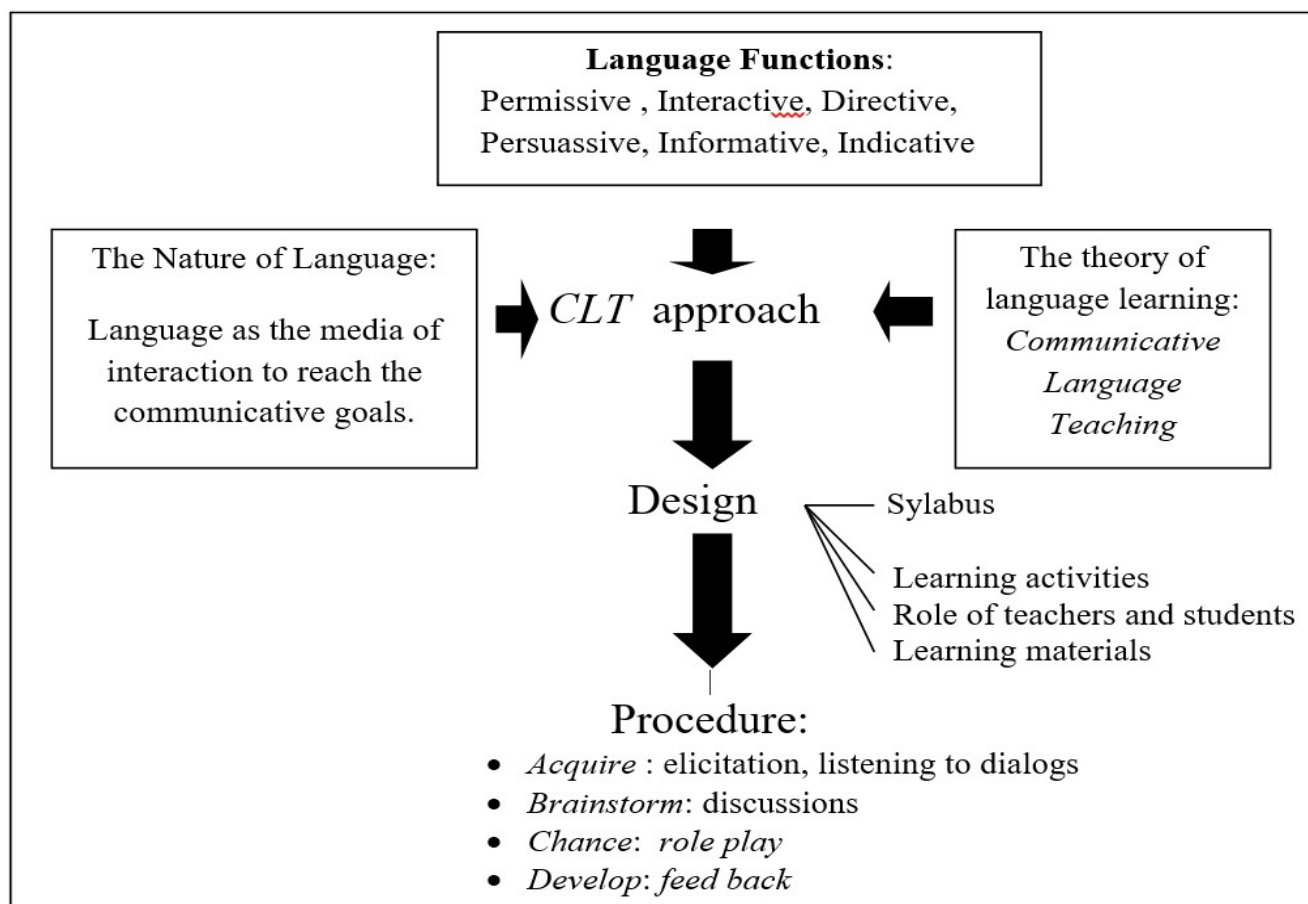
INTERACTION

i.e. The interactive communications between participants

ABCD procedure:

- Acquire,
- Brainstorm,
- Chance, and
- Develop

The Method of ASRI



Thank you



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