

BIBLIOGRAPHY

- Celce-Murcia, Marianne, (2001), *Teaching English as a Second or Foreign Language*, Cambridge: Cambridge University Press.\
- Douglas, Dan, (2000), *Assessing Language for Specific Purpose*, Cambridge: Cambridge University Press.
- Hutchinson, Tom and Alan Waters, (1986), *English for Specific Purposes: A learning Centered Approach*, Cambridge: Cambridge University Press.
- Jordan, RR, (1997), *English for Academic Purposes: A Guide and Resource Book for Teachers*, Cambridge: Cambridge University Press.
- Keraf, Gorys, (1984), *Diksi dan Gaya Bahasa*, Jakarta: PT. Gramedia.
- Nugroho, Agustinus Wisnu Adhi, (2003), *The Role of the Front Office Receptionist as a Media to Increase the Service Quality at Santika Hotel Semarang*, An Unpublished Final Paper Submitted in Partial Fulfillment for the Faculty of Letters in Soegijapranata Catholic University at Semarang, Indonesia.
- Puspitasari, Trias Ning, (2008), *The Roles of Front Office Staff's Services to Create the Customer's Satisfaction at Sendang Sari Hotel in Batang*, An Unpublished Final Paper Submitted in Partial Fulfillment for the Faculty of Letters in Soegijapranata Catholic University at Semarang, Indonesia.
- Richards, Jack C, (2001), *Curriculum Development in Language Teaching*, Cambridge: Cambridge University Press.
- Robinson, PC, (1991), *ESP Today: A Practitioner's Guide*, New Jersey: Prentice Hall, Inc.
- Tirtana, Y. Rio Andhi, (2005), *The Customer's Satisfaction on the Communication Abilities of Front Office Staff at Santika Hotel Semarang*, An Unpublished Final Paper Submitted in Partial Fulfillment for the Faculty of Letters in Soegijapranata Catholic University at Semarang, Indonesia.
- Wijaya, Lilik Ekawati, (2003), *Determining The Students' Needs of Relevant Language Skill Materials and Facilities: a Needs Analysis of Language Skills Conducted at the Faculty of Letters of Soegijapranata Catholic University*, An Unpublished Thesis Submitted in Partial Fulfillment for the Faculty of Letters in Soegijapranata Catholic University at Semarang, Indonesia.

Wijaya, Lilik Ekawati and Wuryani Hartanto,(2003), *Identifying Students' Needs of Relevant Language Skill Materials and Facilities: a Needs Analysis of Language Skills Conducted at the Faculty of Letters of Soegijapranata Catholic University*, In Celt vol. 3, number 1, pp 63-73.

