

English for Tourism

Lesson 21 – Dealing with a situation

Pelajaran 21: Menangani situasi yang serius

L1 Juni Tampi: “Bahasa Inggris Pariwisata”
Eng: “English for Tourism”

L1: Halo, Saya Juni Tampi dari Radio Australia.

Kursus Bahasa Inggris Dasar ini akan membantu anda berbicara dengan mudah dengan tamu-tamu berbahasa Inggris.

Setiap percakapan dalam kursus ini adalah percakapan yang umum di bidang perhotelan dan pariwisata.

Jangan kuatir kalau pada awalnya anda tidak mengerti apa yang dikatakan. Banyak bagian percakapan akan diulang, diterangkan dan dilatih dalam pelajaran ini atau pelajaran berikutnya.

Pada akhir setiap dua pelajaran, anda akan mendengar seluruh percakapan secara penuh ... dan anda mungkin akan heran begitu banyak yang dapat anda mengerti dan ucapkan kembali.

Eng: Lesson 21. Dealing with a situation

L1: Pelajaran ke-21. Menangani situasi yang serius

Pelajaran kali ini tentang bagaimana menangani situasi yang serius dan tamu yang cemas atau panik. Anda akan belajar bagaimana membantu menenangkan tamu dan memperjelas apa yang mereka katakan.

Mari kita dengarkan bagian pertama percakapan: Mona sangat kuatir tentang ayahnya yang hilang. Ia ngotot ingin berbicara dengan Manager Hotel, Justine.

Leo: Excuse me, Justine? Ms White, from Room 311, would like to speak to you.

Justine: Certainly. How can I help you, Ms White?

Mona: My father is missing. Your receptionist lost him. We were at the festival and I'm sure he's dead!

Justine: I can see this is very serious. May I suggest you come to my office?

Mona: I don't want to go anywhere. I want to find my father. He's been missing for hours!

Justine: It must be very upsetting for you, Ms White.

L1: Coba dengarkan percakapan itu lagi dengan terjemahannya.

Leo: Excuse me, Justine? Ms White, from Room 311, would like to speak to you.

L1: Maaf, Justine? Ms White dari kamar 311 ingin bicara.

Justine: Certainly. How can I help you, Ms White?

L1: Boleh. Apa yang bisa saya bantu, Ms White?

Mona: My father is missing. Your receptionist lost him! We were at the festival and I'm sure he's dead!

L1: Ayah saya hilang. Ini gara-gara resepsionis anda! Kami sedang melihat festival dan saya yakin ia sudah mati sekarang.

Justine: I can see this is very serious. May I suggest you come to my office?

L1: Ini serius sekali. Bisa tolong datang ke kantor saya?

Mona: I don't want to go anywhere. I want to find my father. He's been missing for hours!

L1: Tidak mau. Saya ingin mencari ayah saya. Ia sudah beberapa jam hilang.

Justine: It must be very upsetting for you, Ms White.

L1: Pasti sangat mencemaskan anda, Ms White.

L1: Coba dengarkan:

Justine: May I suggest you come to my office?

L1: Bisa tolong datang ke kantor saya?

L1: Yang pertama dilakukan Justine adalah meminta Mona meninggalkan lobi supaya tidak dilihat orang banyak. Ini demi kebaikan tamu itu sendiri maupun pihak hotel.

Coba dengarkan dan ulangi.

Eng: May I suggest you come to my office?

May I suggest you come to my office?

May I suggest we sit down?

May I suggest we sit down?

L1: Coba dengarkan bagaimana manager hotel merespon kepanikan Mona.

Justine: I can see this is very serious.

L1: Ini serius sekali.

Justine: It must be very upsetting for you, Ms White.

L1: Pasti sangat mencemaskan anda, Ms White.

L1: Justine menunjukkan kepada Mona bahwa ia menanggapi masalah itu dengan serius. Strategi ini dapat membantu menenangkan tamu, sekalipun situasinya mungkin tidak seserius yang diduga.

Coba dengarkan dan ulangi:

Eng: This is very serious.

This is very serious.

I can see this is very serious.

I can see this is very serious.

It must be very upsetting for you.

It must be very upsetting for you.

L1: Sekarang coba dengarkan kembali percakapan tadi. Anda akan diberi waktu untuk mengulang setiap kalimat Justine dan Leo.

Leo: Excuse me, Justine?

Leo: Ms White, from Room 311, would like to speak to you.

Justine: Certainly.

Justine: How can I help you, Ms White?

Mona: My father is missing.

Mona: Your receptionist lost him.

Mona: We were at the festival and I'm sure he's dead!

Justine: I can see this is very serious.

Justine: May I suggest you come to my office?

Mona: I don't want to go anywhere.

Mona: I want to find my father.

Mona: He's been missing for hours!

Justine: It must be very upsetting for you, Ms White.

L1: Anda sedang mendengarkan 'BAHASA INGGRIS PARIWISATA' dari Radio Australia.

Eng: Lesson 21. Dealing with a situation.



L1: Pelajaran ke-21. Menangani situasi yang serius.

L1: Coba dengarkan percakapan berikut:

Justine: Let me see if I understand you clearly. You were at the festival with your father?

Mona: Yes, and Leo.

Justine: Leo?

Leo: I was their tour guide.

Justine: I see. So what you are saying is that you were separated from your father?

Mona: Yes.

Justine: Had you arranged a meeting place, Leo?

Leo: Yes I had. But that's where we were standing when we lost him.

Justine: Is your father elderly, Ms White?

Leo: Not at all.

Justine: Is he frail?

Mona: Well, he is over fifty.

Justine: And how long has he been missing?

Mona: Nearly an hour!

Justine: I see.

L1: Coba dengarkan percakapan itu lagi dengan terjemahannya:

Justine: Let me see if I understand you clearly. You were at the festival with your father?

L1: Coba tolong dijelaskan lagi. Jadi, anda sedang melihat festival bersama ayah anda?

Mona: Yes, and Leo.

L1: Ya, dan Leo.

Justine: Leo?

L1: Leo?

Leo: I was their tour guide.

L1: Saya pemandu wisata mereka.

Justine: I see. So what you are saying is that you were separated from your father?

L1: Oh, ya. Jadi, anda dan ayah anda terpisah?

Mona: Yes.

L1: Ya.

- Justine:** Had you arranged a meeting place, Leo?
L1: Apakah sudah diatur dimana bertemu kembali, Leo?
- Leo:** Yes I had. But that's where we were standing when we lost him.
L1: Sudah. Disitulah kami berada ketika ia hilang.
- Justine:** Is your father elderly, Ms White? Is he frail?
L1: Apakah ayah anda sudah lanjut usia, Ms White? Sudah lemah?
- Leo:** Not at all!
L1: Sama sekali tidak!
- Mona:** Well, he is over fifty.
L1: Memang usianya diatas 50.
- Justine:** And how long has he been missing?
L1: Dan sudah berapa lama ia hilang?
- Mona:** Nearly an hour!
L1: Hampir satu jam!
- Justine:** I see.
L1: Begitu.
- L1:** Manager Hotel menyadari bahwa Mona mungkin terlalu membesar-besarkan kenyataannya. Coba dengarkan bagaimana ia berusaha memperjelas apa yang dikatakan Mona.
- Justine:** Let me see if I understand you clearly.
L1: Coba tolong dijelaskan lagi.
- Justine:** So what you are saying is that you were separated from your father?
L1: Jadi, anda dan ayah anda terpisah?
- L1:** Kita tidak dapat menilai atau memutuskan tentang sesuatu situasi tanpa fakta. Kalimat-kalimat seperti "So what you're saying is...", dan "Let me see if I understand you clearly" adalah untuk menunjukkan kepada tamu bahwa anda menaruh perhatian dan mendengarkan. Memperjelas laporan bukan hanya dapat membantu, tetapi juga dapat menenangkan. Mari kita berlatih kalimat-kalimat ini.

Coba dengarkan dan ulangi.



Eng: Let me see if I understand you.
Let me see if I understand you clearly.
So what you're saying is...
So what you're saying is that your father is missing.

L1: Justine terus berusaha menilai seberapa seriusnya situasi dengan mengajukan beberapa pertanyaan dan meyakinkan Mona bahwa ia mengerti. Ia menggunakan ungkapan sederhana "I see", Oh, begitu. Ingat bahwa jawaban seperti ini atau sekedar bergumam "uh huh" atau menganggukkan kepala dapat menunjukkan bahwa anda sedang mendengarkan. Dan jangan lupa pentingnya mengadakan kontak mata dengan tamu, yang juga mengindikasikan bahwa anda menanggapi dengan serius.

Mari kita berlatih ungkapan yang penting ini, "I see".
Coba dengarkan dan ulangi.

Eng: I see.
I see.

L1: Mari kita dengarkan kembali percakapan tadi. Anda akan diberi waktu untuk mengulang setiap kalimat Justine dan Leo.

Justine: Let me see if I understand you clearly.
Justine: You were at the festival with your father?
Mona: Yes, and Leo.
Justine: Leo?
Leo: I was their tour guide.
Justine: I see.
Justine: So what you are saying is that you were separated from your father?
Mona: Yes.
Justine: Had you arranged a meeting place, Leo?
Leo: Yes I had.
Leo: But that's where we were standing when we lost him.

Justine: Is your father elderly, Ms White?
Leo: Not at all.
Justine: Is he frail?
Mona: Well, he is over fifty.
Justine: And how long has he been missing?

Mona: Nearly an hour!
Justine: I see.

L1: Berikut latihan untuk anda pelajari dan praktekkan agar anda dapat mengingatnya sampai kita bertemu kembali pada pelajaran berikutnya.

Eng: Let me see
Let me see
If I understand you clearly

Is your father,
Is your father,
Is your father elderly?

Eng: Let me see
Let me see
If I understand you clearly

Is your father,
Is your father,
Is your father elderly?

L1: BAHASA INGGRIS PARIWISATA disusun oleh Adult Multicultural Education Services; Lembaga Pengajaran Bahasa terbesar di Australia.

Ikuti pelajaran berikutnya, Pelajaran ke-22: Menangani Situasi yang serius.

Dan jangan lupa untuk membuka situs internet kami, radioaustralia.net.au/indon, atau situs internet Adult Multicultural Education Services, ames.net.au