

LAPORAN KEGIATAN PENGABDIAN KEPADA MASYARAKAT

ENGLISH TRAINING FOR ADMISSION STAFF DEPARTMENT
AT UNIVERSITAS GAJAYANA MALANG
(PELATIHAN BAHASA INGGRIS UNTUK STAF PENDAFTARAN
MAHASISWA BARU DI UNIVERSITAS GAJAYANA MALANG)



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SEMESTER GENAP 2025

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ABSTRACT

English Training for the Admission Staff Department at the University of Gajayana Malang. 2025.
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This English conversation for receptionist training program is aimed at responding the less capability and less confident of the university admission employees in using and conversing English during receiving and answering enquiries and providing description of the university profiles. This training program is held in Universitas Gajayana Malang, in 2025. This service activity is started by coordinating with the university admission staff and the administrator staff of admission department. The implementation of this training program covers the pre-test, training sessions, and final test and evaluation. After the English for receptionist training completed the participants' level of capability and confidence in using English for their work is improving besides that it helps them in comprehending information written in English and understanding information conveys orally. Finally, it can be concluded that this training of English for receptionist is very useful and advantageous for the staff of university admission department of the university of Gajayana. Furthermore, it can be suggested for further follow up activities with the areas and the more various participants of training coming from the other departments.

Key words: English for receptionist, Admission department

RINGKASAN

Pelatihan Bahasa Inggris untuk Staf Pendaftaran di Universitas Gajayana Malang. 2025.
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Program pelatihan percakapan bahasa Inggris untuk resepsionis ini dimaksudkan untuk merespon kurang mampuan dan kurang percaya diri pada pegawai di bagian pendaftaran mahasiswa baru di universitas Gajayana dalam menggunakan dan berbicara dalam bahasa Inggris ketika menerima dan menjawab pertanyaan serta menjelaskan profil universitas.

Pelaksanaan program training bahasa Inggris untuk resepsionis ini meliputi tes pendahuluan sesi training, tes akhir dan evaluasi. Setelah pelatihan bahasa Inggris untuk resepsionis ini berakhir level kemampuan and kepercayaan diri peserta pelatihan meningkat selain itu pelatihan ini juga meningkatkan kemampuan peserta training dalam memahami informasi yang tertulis dalam bahasa Inggris dan mendengarkan pesan serta informasi yang berbahasa Inggris. Akhirnya, dapat disimpulkan bahwa pelatihan bahasa Inggris untuk resepsionis bagi pegawai di departemen pendaftaran mahasiswa baru di universitas Gajayana ini sangat bermanfaat dan memberikan manfaat. Selanjutnya, program pelatihan bahasa Inggris seperti ini bisa ditindak lanjuti dan ditingkatkan pelaksanaannya bagi semua pegawai yang berasal dari departemen yang lain dan dengan area pelatihan yang lebih bervariasi.

Key words: Bahasa Inggris untuk resepsionis, departemen pendaftaran mahasiswa baru

CHAPTER 1

INTRODUCTION

English for receptionists is particularly intended to provide the employees capability in using clear, concise, and polite language for greetings, answering phones, directing visitors, and handling basic inquiries. Key skills include effective communication, active listening, and the ability to handle various situations with professionalism.

Background of the Training

The lack of capability in doing interaction with the customers or in this case to the university candidate and other university stake holders in English is currently can be the main hindrance for the completion of the receptionists' job. It is therefore, the training of English conversation for receptionists especially for those who is responsible in admission department at University of Gajayana is held.

A typical English conversation for university admission might involve a prospective student inquiring about the application process, requirements, and deadlines. The conversation could also include questions about specific programs, entrance exams, and financial aid opportunities.

General objectives of the English Conversation Training for University Admission Department

The participants of the English conversation training are expected to be able to perform communication in English based on the standard of good receptionist such as being professional, organized, and possesses excellent communication and interpersonal skills. Therefore, they are expected to be the first point of contact for many. Consequently, as receptionists or specially

university admission department staff, they need to be friendly, welcoming, and able to handle a variety of tasks efficiently and with a positive attitude.

Specific objectives of the English Conversation Training for University Admission

Department

The participants are expected to be able to welcome the prospective students and other university stake holders appropriately.

They are also expected to be able to comprehend and pronounce correct words and phrases in welcoming the audiences, self-introducing, requesting prospective students' data, instruction and informing and answering the prospective students' questions.

Here is the example of conversation:

Student: "Excuse me, I'm interested in applying for the upcoming academic year. Could you please provide some information about the admission process?"

University Staff: "Certainly! I'd be happy to help. Have you checked our website for the admission guidelines?"

Student: "Yes, I have, but I have a few specific questions. Firstly, what are the key documents required for the application?"

University Staff: "You'll need your high school transcripts, standardized test scores, a completed application form, and any relevant certificates or recommendation letters. Be sure to check the specific requirements for your desired program."

Student: "Got it. And what about the application deadlines?"

University Staff: "Our application deadline for the upcoming academic year is [specific date]. It's essential to submit all the required documents before that date."

Student: "Perfect. Are there any entrance exams for certain programs?"

CHAPTER 2

METHODOLOGY AND IMPLEMENTATION

Methodology and Implementation

The English conversation training for university admission staff is conducted at University of Gajayana Malang. This training held directly on the site of university admission department section. There are two participants who are involved in the English conversation training. The university admission employees have been working in this department for 2 academic years.

The training of English conversation for university admission held for five days. The first day is providing English test as the pre-test, interview, and short introduction of the training program. It is intended to see the participants' level of comprehension and familiarity of using English in both the face to face and phone mode of conversation. Session two is presentation on the function and roles of receptionist (university admission) and introducing common phrases used in conversation and doing self-introduction. Session three is presentation and introduction of English phrases commonly used in phone conversation and practicing phone conversation. The fourth session is presentation and introduction of English phrases commonly used in face to face conversation and practicing conversation. The last session is post-test and reflection.

There are three types of instruments used in the training sessions. They are the pre-test and post-test sheets, and list of questions for interview.

The schedule of training sessions is illustrated in table 2.1 below:

The schedule and activities of training on English for receptionist

Session	Contents/Activities
I	Pre-test and short and simple interview to indicate the participants difficulties in having telephone and face to face conversation.
II	Presentation on the function of receptionaist and introducing English phrases commonly used in conversation both through face to face and telephone mode.

	It is conducted by the instructor concerning the introduction to the roles of receptionist and introducing and providing examples of some phrases used in receptionist conversation part 1.
III	Presentation on the function of receptionaist and introducing English phrases commonly used in phone conversation. It is conducted by the instructor concerning the introduction to the roles of receptionist and introducing and providing examples of some phrases used in receptionist conversation part 2. Doing phone conversation practice.
IV	Presentation on the function of receptionaist and introducing English phrases commonly used in face to face conversation. It is conducted by the instructor concerning the introduction to the roles of receptionist and introducing and providing examples of some phrases used in receptionist conversation part 3. Doing phone conversation practice.
V	Post-test and discussing the answer. Short interview with the patrticipants.

CHAPTER 3

RESULTS AND DISCUSSION

The data findings taken from the result of pre-test and post-test and the participants' short interview concerning their mastery of English and confidence indicated that the participants have built their self-confidence and they show better understanding of using appropriate phrases in the face to face conversation and phone conversation.

During the first interview, it is found out that the participants mentioned their difficulties in completing and performing English conversation as it is not their language and they only experience in attending English course at the first semester while they were students. In addition, they also said that they are not familiar to speak in English even though they are commonly listen to English speaking and songs. In regarding to the aspect of language difficulty, they indicated that vocabularies and the lack of opportunity to practice English speaking with native speakers or other people speaking English are their most obstacles in their speaking performance. They also mentioned that they lack of strategy to overcome English spoken very fast.

After the training provided they found that they are more confident and have strategy to overcome the difficulty concerning understanding the fast English conversation. They also have various conversation strategies when they faced English conversation.

The table 3.1 and 3.2 below show the participants' self- improvement after English conversation training provided.

Table 3.1 The first participant' self-improvement

No	Question	Before training	After training
1.	Do you speak English every day?	No	Yes
2.	Do you listen to any English songs or news every day?	No	Yes
3.	Do you write any English message every day?	No	Yes

4.	Do you read any English text every day	No	Yes
5.	How often do you communicate in English?	No	Yes
6.	Is English important for your future career or job?	No	Yes
7.	Do you feel confident in speaking English?	No	Yes
8.	Do you feel confident in listening to someone speaking English?	No	Yes
9.	In what aspect of English Language skills are you good at? (Speaking, listening, writing, or reading)	Reading	More confident in all aspects of language skills
10.	In what aspect of English Language skills are you weak at? (Speaking, listening, writing, or reading)	Speaking	More confident in all aspects of language skills

Table 3.2 The second participant' self-improvement

No	Question	Before training	After training
1.	Do you speak English every day?	No	Yes
2.	Do you listen to any English songs or news every day?	Yes	Yes
3.	Do you write any English message every day?	No	Yes
4.	Do you read any English text every day	No	Yes
5.	How often do you communicate in English?	No	Yes
6.	Is English important for your future career or job?	Yes	Yes
7.	Do you feel confident in speaking English?	No	Yes
8.	Do you feel confident in listening to someone speaking English?	No	Yes
9.	In what aspect of English Language skills are you good at? (Speaking, listening, writing, or reading)	Reading	More confident in reading and speaking

10.	In what aspect of English Language skills are you weak at? (Speaking, listening, writing, or reading)	Listening	More confident in all aspects of language skills
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After the training the participants indicated improvement in the self-confidence and English phrases comprehensions.

The result of short essay questions also revealed that the participants have already known the difference between phone conversation and the face-to- face conversation. In addition, they were capable to indicate whether the conversation is polite or rude. It is shown in their correct and appropriate answers they provide in the pre-test.

After the training on English conversation, it can be indicated that the participants capability to comprehend the English speaking and their self-confidence in speaking improve. It also indicates that the training on conversation is helpful. The improvement of the participants' level of self-confidence and understanding of English speaking can be seen from their respons. of questions.



Picture 1. Presentation on goals and the roles of English for admission staff

CHAPTER 4

CONCLUSION

English training for the university admission staff at University of Gajayana is beneficial and useful. Such English conversation training provides new knowledge and strategies in understanding English speaking and listening. Moreover, it also gives them self-confidence in building self-confidence in English. Understanding English conversation is important to support their work and future career.

Finally, the training of English conversation is required and will be useful for all the employees at the University of Gajayana.

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7 Qualities to Look for in a Good Receptionist. <https://www.nexa.com/blog/5-qualities-to-look-for-in-a-good-receptionist/>. Accessed: March 25 2025

Write a conversation between a college student and the office person in college do enquiry about the admission process for the academic year.

<https://brainly.in/question/58704849#:~:text=Answer:,Student:%20Okay%2C%20thank%20you.>
Accessed: March 25, 2025.

Appendix

Attendance List of English Training

No	Name	10 June 2025	12 June 2025	17 June 2025	19 June 2025	24 June 2025
1	Fika Mauretha					
2	Audi					