



**UNIVERSITAS NEGERI YOGYAKARTA
FAKULTAS BAHASA DAN SENI**

**SILABUS
MATA KULIAH: *DISCOURSE OF BUSINESS***

FRM/FBS/19-00

Revisi: 00

20 November 2013

Hal.

Faculty	: Languages and Arts
Study Program	: English Education
Subject & Code	: Discourse of Business (PBI)
Number of Credit	: Theory = 2 SKS Practice = 2 SKS
Semester	: Odd
Lecturer	: R.A. Rahmi Dipayanti Andayani, M.Pd.

I. COURSE DESCRIPTION

This course is one of the units in English for Business series taught for English Education Department students. It is designed to help students with native or near-native proficiency in English to become aware of the role played by spoken and written forms of discourse in business communications, and to develop the skills necessary to participate successfully in both forms of business discourse. The subject is concerned with the development of students studying business in an International context. This is done by the medium of practical exercises based on authentic examples of spoken and written business discourse. For the study of spoken business discourse, students will work with a range of authentic texts, drawn from relevant business environments, and become familiar with the concepts of register, genre and discourse community as they apply to the business context. The focus of this part of the module will be on the development of appropriate oral communication skills to enable students to function in a business environment.

II. STANDARD OF COMPETENCE

Upon the completion of this course, the students are expected to be able to:

1. Enhance skills and confidence in using English business discourse in both spoken or written communication
2. Learn discourse strategies and develop skills in writing business letters
3. Practice the language of business and discourse through writing several types of business letter



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FRM/FBS/19-00

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Hal.

III. COURSE PROGRESSION

Meeting	Topic	Sub-Topic	Time
I	Class Orientation	Orientation to the syllabus	100'
II	Business Letter Writing	Understanding several types of business letter	100'
III	The Letter Heading and the Layout	Making the letter heading and the layout	100'
IV	The Enquiry	Writing the letter of enquiry	100'
V	Replies to Enquiries: Offers	Writing a reply letter for the letter of enquiry	100'
VI	Orders and Execution of Orders	Writing the letter of order	100'
VII	Packing and Dispatch	Handling packing and dispatch of goods	100'
VIII	Invoicing, Accounting, and Settlements of Accounts	Writing invoice and do accounting	100'
IX	Mid-Test	Mid-Test	100'
X	Shipping and Forwarding	Understanding the process of shipping and forwarding	100'
XI	Banking and Payments in Foreign Trade	Understanding the process of banking and payments in foreign trade	100'
XII	Insurance	Understanding the insurance process	100'
XIII	Complaints and Replies to Complaint	Writing letter of complaint and its reply	100'
XIV	Agencies	Understanding the role of agency	100'
XV	Secretarial	Understanding the job of secretary	100'

	UNIVERSITAS NEGERI YOGYAKARTA FAKULTAS BAHASA DAN SENI		
	SILABUS MATA KULIAH: <i>DISCOURSE OF BUSINESS</i>		
	FRM/FBS/19-00	Revisi: 00	20 November 2013

XVI	Final Test	Making and writing export and import process	100'
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IV. REFERENCES

A. Compulsory References

King, F.W. (1980). *English Business Letters*. New York: Longman.

Treece, Malra. (1982). *Communication for Business and the Professions: Second Edition*. Massachusetts: Allyn and Bacon, Inc.

B. Suggested References

Badger, Ian. (2003). *English for Work: Everyday Business English*. Essex: Pearson Education Limited.

Comfort, Jeremy, and Brieger, Nick. (1998). *Business English: Meetings Instant Agendas*. England: Penguin Books.

Emmerson, Paul, and Hamilton, Nick. (2005). *Five-Minute Activities for Business English*. Cambridge, UK: Cambridge University Press.

Thill, John V., (1997). *Excellence in Business Communication*. USA: New Jersey, Prentice Hall, Inc.

V. EVALUATION

NO	EVALUATION COMPONENT	WEIGHT (%)
1	Class Attendance & Participation	10
2	Presentation	10
3	Assignments	20
4	Mid-Test	30
5	Final Test	30
TOTAL		100



**UNIVERSITAS NEGERI YOGYAKARTA
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**SATUAN ACARA PERKULIAHAN (SAP)
MATA KULIAH: *DISCOURSE OF BUSINESS***

FRM/FBS/19-00

Revisi: 00

20 November 2013

Hal.

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2. **Mata Kuliah & Kode** : Discourse of Business (PBI)
3. **SKS** : Teori = 2 SKS Praktek = 2 SKS
4. **Waktu** : Semester = 7 Waktu = 100 menit
5. **Topik** : Business Letter Writing (I)
6. **Kompetensi Dasar** :
 - Have knowledge of the discourse characteristics and features in the business
7. **Indikator Ketercapaian** :
 - State the characteristics and features of business letters
 - Practice to write business letters
8. **Materi Pokok** :
 - Business letters
 - Business discourse
9. **Kegiatan Perkuliahan** :

Komponen Langkah	Uraian Kegiatan	Estimasi Waktu	Metode	Media	Referensi
PENDAHULUAN	The lecturer mentions some phenomena in daily life related to the topic. She asks the students whether they are researchable from the scientific perspective. She then asks the students to identify how people commonly perceive the phenomena.	15 minutes	Lecturing Question and answer Discussion	Handouts	
INTI	The lecturer explains the characteristics and features of business letters. The students practice to write business letters. The materials and activities for the lesson include: characteristics, features, discourse, and procedures of business letter.	30 minutes	Lecturing Question and answer Discussion	Handouts	Badger, Ian. (2003). <i>English for Work: Everyday Business English</i> . Essex: Pearson Education Limited.
PENUTUP	The lecturer and the students summarize the materials that they have discussed.	20 minutes	Lecturing Question and answer		

	UNIVERSITAS NEGERI YOGYAKARTA FAKULTAS BAHASA DAN SENI		
	SATUAN ACARA PERKULIAHAN (SAP) MATA KULIAH: <i>DISCOURSE OF BUSINESS</i>		
	FRM/FBS/19-00	Revisi: 00	20 November 2013

TINDAK LANJUT	The lecturer assigns the students homework relevant to the materials.	5 minutes			
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10. Evaluasi

:

- The lecturer asks the students to answer questions orally.

Dosen

R.A. Rahmi Dipayanti Andayani, M.Pd.

NIP 19640201 198803 2 002



**UNIVERSITAS NEGERI YOGYAKARTA
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MATA KULIAH: *DISCOURSE OF BUSINESS***

FRM/FBS/19-00

Revisi: 00

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3. **SKS** : Teori = 2 SKS Praktek = 2 SKS
4. **Waktu** : Semester = 7 Waktu = 100 menit
5. **Topik** : The Letter Heading and Layout (II)
6. **Kompetensi Dasar** :
 - Have knowledge of the discourse characteristics and features in the business
7. **Indikator Ketercapaian** :
 - State the characteristics and features of letter heading and layout
 - Practice to write letter heading and layout
8. **Materi Pokok** :
 - Letter heading
 - Letter layout
 - Business discourse
9. **Kegiatan Perkuliahan** :

Komponen Langkah	Uraian Kegiatan	Estimasi Waktu	Metode	Media	Referensi
PENDAHULUAN	The lecturer mentions some phenomena in daily life related to the topic. She asks the students whether they are researchable from the scientific perspective. She then asks the students to identify how people commonly perceive the phenomena.	15 minutes	Lecturing Question and answer Discussion	Handouts	
INTI	The lecturer explains the characteristics and features of letter heading and layout. The students practice to write letter heading and layout. The materials and activities for the lesson include: characteristics, features, discourse, and procedures of letter heading and layout.	30 minutes	Lecturing Question and answer Discussion	Handouts	Badger, Ian. (2003). <i>English for Work: Everyday Business English</i> . Essex: Pearson Education Limited.
PENUTUP	The lecturer and the students summarize the materials that they have discussed.	20 minutes	Lecturing Question and answer		

	UNIVERSITAS NEGERI YOGYAKARTA FAKULTAS BAHASA DAN SENI		
	SATUAN ACARA PERKULIAHAN (SAP) MATA KULIAH: <i>DISCOURSE OF BUSINESS</i>		
	FRM/FBS/19-00	Revisi: 00	20 November 2013

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**SATUAN ACARA PERKULIAHAN (SAP)
MATA KULIAH: *DISCOURSE OF BUSINESS***

FRM/FBS/19-00

Revisi: 00

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3. **SKS** : Teori = 2 SKS Praktek = 2 SKS
4. **Waktu** : Semester = 7 Waktu = 100 menit
5. **Topik** : The Enquiry (III)
6. **Kompetensi Dasar** :
 - Have knowledge of the discourse characteristics and features in the business
7. **Indikator Ketercapaian** :
 - State the characteristics and features of enquiry letter
 - Practice to write letter of enquiry
8. **Materi Pokok** :
 - Letter of enquiry
 - Business discourse
9. **Kegiatan Perkuliahan** :

Komponen Langkah	Uraian Kegiatan	Estimasi Waktu	Metode	Media	Referensi
PENDAHULUAN	The lecturer mentions some phenomena in daily life related to the topic. She asks the students whether they are researchable from the scientific perspective. She then asks the students to identify how people commonly perceive the phenomena.	15 minutes	Lecturing Question and answer Discussion	Handouts	
INTI	The lecturer explains the characteristics and features of enquiry letter. The students practice to write letter of enquiry. The materials and activities for the lesson include: characteristics, features, discourse, and procedures of enquiry letter.	30 minutes	Lecturing Question and answer Discussion	Handouts	Badger, Ian. (2003). <i>English for Work: Everyday Business English</i> . Essex: Pearson Education Limited.
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	UNIVERSITAS NEGERI YOGYAKARTA FAKULTAS BAHASA DAN SENI		
	SATUAN ACARA PERKULIAHAN (SAP) MATA KULIAH: <i>DISCOURSE OF BUSINESS</i>		
	FRM/FBS/19-00	Revisi: 00	20 November 2013

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**SATUAN ACARA PERKULIAHAN (SAP)
MATA KULIAH: *DISCOURSE OF BUSINESS***

FRM/FBS/19-00

Revisi: 00

20 November 2013

Hal.

1. **Fakultas/Program Studi** : Bahasa dan Seni/Pendidikan Bahasa Inggris
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3. **SKS** : Teori = 2 SKS Praktek = 2 SKS
4. **Waktu** : Semester = 7 Waktu = 100 menit
5. **Topik** : Replies to Enquiries: Offers (IV)
6. **Kompetensi Dasar** :
 - Have knowledge of the discourse characteristics and features in the business
7. **Indikator Ketercapaian** :
 - State the characteristics and features of replies to enquiry letter
 - Practice to write replies to enquiry letter
8. **Materi Pokok** :
 - Letter of enquiry
 - Letter of reply
 - Business discourse
9. **Kegiatan Perkuliahan** :

Komponen Langkah	Uraian Kegiatan	Estimasi Waktu	Metode	Media	Referensi
PENDAHULUAN	The lecturer mentions some phenomena in daily life related to the topic. She asks the students whether they are researchable from the scientific perspective. She then asks the students to identify how people commonly perceive the phenomena.	15 minutes	Lecturing Question and answer Discussion	Handouts	
INTI	The lecturer explains the characteristics and features of replies to enquiry letter. The students practice to write replies to enquiry letter. The materials and activities for the lesson include: characteristics, features, discourse, and procedures of replies to enquiry letter.	30 minutes	Lecturing Question and answer Discussion	Handouts	Badger, Ian. (2003). <i>English for Work: Everyday Business English</i> . Essex: Pearson Education Limited.
PENUTUP	The lecturer and the students summarize the materials that they have discussed.	20 minutes	Lecturing Question and answer		

	UNIVERSITAS NEGERI YOGYAKARTA FAKULTAS BAHASA DAN SENI		
	SATUAN ACARA PERKULIAHAN (SAP) MATA KULIAH: <i>DISCOURSE OF BUSINESS</i>		
	FRM/FBS/19-00	Revisi: 00	20 November 2013

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**SATUAN ACARA PERKULIAHAN (SAP)
MATA KULIAH: *DISCOURSE OF BUSINESS***

FRM/FBS/19-00

Revisi: 00

20 November 2013

Hal.

1. **Fakultas/Program Studi** : Bahasa dan Seni/Pendidikan Bahasa Inggris
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4. **Waktu** : Semester = 7 Waktu = 100 menit
5. **Topik** : Orders and Execution of Orders (V)
6. **Kompetensi Dasar** :
 - Have knowledge of the discourse characteristics and features in the business
7. **Indikator Ketercapaian** :
 - State the characteristics and features of order and execution of order letter
 - Practice to write order and execution of order letter
8. **Materi Pokok** :
 - Letter of order
 - Business discourse
9. **Kegiatan Perkuliahan** :

Komponen Langkah	Uraian Kegiatan	Estimasi Waktu	Metode	Media	Referensi
PENDAHULUAN	The lecturer mentions some phenomena in daily life related to the topic. She asks the students whether they are researchable from the scientific perspective. She then asks the students to identify how people commonly perceive the phenomena.	15 minutes	Lecturing Question and answer Discussion	Handouts	
INTI	The lecturer explains the characteristics and features of order and execution of order letter. The students practice to write order and execution of order letter. The materials and activities for the lesson include: characteristics, features, discourse, and procedures of order and execution of order letter.	30 minutes	Lecturing Question and answer Discussion	Handouts	Badger, Ian. (2003). <i>English for Work: Everyday Business English</i> . Essex: Pearson Education Limited.
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	UNIVERSITAS NEGERI YOGYAKARTA FAKULTAS BAHASA DAN SENI		
	SATUAN ACARA PERKULIAHAN (SAP) MATA KULIAH: <i>DISCOURSE OF BUSINESS</i>		
	FRM/FBS/19-00	Revisi: 00	20 November 2013

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**SATUAN ACARA PERKULIAHAN (SAP)
MATA KULIAH: *DISCOURSE OF BUSINESS***

FRM/FBS/19-00

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20 November 2013

Hal.

1. **Fakultas/Program Studi** : Bahasa dan Seni/Pendidikan Bahasa Inggris
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4. **Waktu** : Semester = 7 Waktu = 100 menit
5. **Topik** : Packing and Dispatch (VI)
6. **Kompetensi Dasar** :
 - Have knowledge of the discourse characteristics and features in the business
7. **Indikator Ketercapaian** :
 - State the characteristics and features of packing and dispatch letter in the business context
 - Practice to write packing and dispatch letter
8. **Materi Pokok** :
 - Letter of packing
 - Letter of dispatch
 - Business discourse
9. **Kegiatan Perkuliahan** :

Komponen Langkah	Uraian Kegiatan	Estimasi Waktu	Metode	Media	Referensi
PENDAHULUAN	The lecturer mentions some phenomena in daily life related to the topic. She asks the students whether they are researchable from the scientific perspective. She then asks the students to identify how people commonly perceive the phenomena.	15 minutes	Lecturing Question and answer Discussion	Handouts	
INTI	The lecturer explains the characteristics and features of packing and dispatch letter. The students practice to write packing and dispatch letter. The materials and activities for the lesson include: characteristics, features, discourse, and procedures of packing and dispatch letter.	30 minutes	Lecturing Question and answer Discussion	Handouts	Badger, Ian. (2003). <i>English for Work: Everyday Business English</i> . Essex: Pearson Education Limited.
PENUTUP	The lecturer and the students summarize the materials that they have discussed.	20 minutes	Lecturing Question and answer		



**UNIVERSITAS NEGERI YOGYAKARTA
FAKULTAS BAHASA DAN SENI**

**SATUAN ACARA PERKULIAHAN (SAP)
MATA KULIAH: *DISCOURSE OF BUSINESS***

FRM/FBS/19-00

Revisi: 00

20 November 2013

Hal.

TINDAK LANJUT	The lecturer assigns the students homework relevant to the materials.	5 minutes			

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**UNIVERSITAS NEGERI YOGYAKARTA
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**SATUAN ACARA PERKULIAHAN (SAP)
MATA KULIAH: *DISCOURSE OF BUSINESS***

FRM/FBS/19-00

Revisi: 00

20 November 2013

Hal.

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3. **SKS** : Teori = 2 SKS Praktek = 2 SKS
4. **Waktu** : Semester = 7 Waktu = 100 menit
5. **Topik** : Invoicing, Accounting, and Settlement of Accounts (VII)
6. **Kompetensi Dasar** :
 - Have knowledge of the discourse characteristics and features in the business
7. **Indikator Ketercapaian** :
 - State the characteristics and features of replies to invoicing, accounting, and settlement of accounts
 - Practice to write the invoice letter and letter of account
8. **Materi Pokok** :
 - Letter of invoice
 - Letter of account
 - Business discourse
9. **Kegiatan Perkuliahan** :

Komponen Langkah	Uraian Kegiatan	Estimasi Waktu	Metode	Media	Referensi
PENDAHULUAN	The lecturer mentions some phenomena in daily life related to the topic. She asks the students whether they are researchable from the scientific perspective. She then asks the students to identify how people commonly perceive the phenomena.	15 minutes	Lecturing Question and answer Discussion	Handouts	
INTI	The lecturer explains the characteristics and features of the invoice letter and letter of account. The students practice to write invoice letter and letter of account. The materials and activities for the lesson include: characteristics, features, discourse, and procedures of invoice letter and letter of account.	30 minutes	Lecturing Question and answer Discussion	Handouts	Badger, Ian. (2003). <i>English for Work: Everyday Business English</i> . Essex: Pearson Education Limited.
PENUTUP	The lecturer and the students summarize the materials that	20 minutes	Lecturing Question		



**UNIVERSITAS NEGERI YOGYAKARTA
FAKULTAS BAHASA DAN SENI**

**SATUAN ACARA PERKULIAHAN (SAP)
MATA KULIAH: *DISCOURSE OF BUSINESS***

FRM/FBS/19-00

Revisi: 00

20 November 2013

Hal.

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**SATUAN ACARA PERKULIAHAN (SAP)
MATA KULIAH: *DISCOURSE OF BUSINESS***

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4. **Waktu** : Semester = 7 Waktu = 100 menit
5. **Topik** : Shipping and Forwarding (VIII)
6. **Kompetensi Dasar** :
 - Have knowledge of the discourse characteristics and features in the business
7. **Indikator Ketercapaian** :
 - State the characteristics and features of shipping and forwarding letter
 - Practice to write shipping and forwarding letter
8. **Materi Pokok** :
 - Letter of shipping
 - Letter of forwarding
 - Business discourse
9. **Kegiatan Perkuliahan** :

Komponen Langkah	Uraian Kegiatan	Estimasi Waktu	Metode	Media	Referensi
PENDAHULUAN	The lecturer mentions some phenomena in daily life related to the topic. She asks the students whether they are researchable from the scientific perspective. She then asks the students to identify how people commonly perceive the phenomena.	15 minutes	Lecturing Question and answer Discussion	Handouts	
INTI	The lecturer explains the characteristics and features of shipping and forwarding letter. The students practice to write shipping and forwarding letter. The materials and activities for the lesson include: characteristics, features, discourse, and procedures of shipping and forwarding letter.	30 minutes	Lecturing Question and answer Discussion	Handouts	Badger, Ian. (2003). <i>English for Work: Everyday Business English</i> . Essex: Pearson Education Limited.
PENUTUP	The lecturer and the students summarize the materials that they have discussed.	20 minutes	Lecturing Question and answer		

	UNIVERSITAS NEGERI YOGYAKARTA FAKULTAS BAHASA DAN SENI		
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TINDAK LANJUT	The lecturer assigns the students homework relevant to the materials.	5 minutes			
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4. **Waktu** : Semester = 7 Waktu = 100 menit
5. **Topik** : Banking and Payments in Foreign Trade (IX)
6. **Kompetensi Dasar** :
 - Have knowledge of the discourse characteristics and features in the business
7. **Indikator Ketercapaian** :
 - State the characteristics and features of banking and payments in foreign trade
 - Practice to write replies to the letters of banking and payments in foreign trade
8. **Materi Pokok** :
 - Letter of banking
 - Letter of payments
 - Business discourse
9. **Kegiatan Perkuliahan** :

Komponen Langkah	Uraian Kegiatan	Estimasi Waktu	Metode	Media	Referensi
PENDAHULUAN	The lecturer mentions some phenomena in daily life related to the topic. She asks the students whether they are researchable from the scientific perspective. She then asks the students to identify how people commonly perceive the phenomena.	15 minutes	Lecturing Question and answer Discussion	Handouts	
INTI	The lecturer explains the characteristics and features of the letters of banking and payments in foreign trade. The students practice to write the letters of banking and payments in foreign trade. The materials and activities for the lesson include: characteristics, features, discourse, and procedures of the letters of banking and payments in foreign trade.	30 minutes	Lecturing Question and answer Discussion	Handouts	Badger, Ian. (2003). <i>English for Work: Everyday Business English</i> . Essex: Pearson Education Limited.
PENUTUP	The lecturer and the students	20	Lecturing		



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	summarize the materials that they have discussed.	minutes	Question and answer		
TINDAK LANJUT	The lecturer assigns the students homework relevant to the materials.	5 minutes			

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**SATUAN ACARA PERKULIAHAN (SAP)
MATA KULIAH: *DISCOURSE OF BUSINESS***

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Hal.

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4. **Waktu** : Semester = 7 Waktu = 100 menit
5. **Topik** : Insurance (X)
6. **Kompetensi Dasar** :
 - Have knowledge of the discourse characteristics and features in the business
7. **Indikator Ketercapaian** :
 - State the characteristics and features of insurance
 - Practice to write the letter of insurance
8. **Materi Pokok** :
 - Letter of insurance
 - Business discourse
9. **Kegiatan Perkuliahan** :

Komponen Langkah	Uraian Kegiatan	Estimasi Waktu	Metode	Media	Referensi
PENDAHULUAN	The lecturer mentions some phenomena in daily life related to the topic. She asks the students whether they are researchable from the scientific perspective. She then asks the students to identify how people commonly perceive the phenomena.	15 minutes	Lecturing Question and answer Discussion	Handouts	
INTI	The lecturer explains the characteristics and features of the insurance letter. The students practice to write the letter of insurance. The materials and activities for the lesson include: characteristics, features, discourse, and procedures of the insurance letter.	30 minutes	Lecturing Question and answer Discussion	Handouts	Badger, Ian. (2003). <i>English for Work: Everyday Business English</i> . Essex: Pearson Education Limited.
PENUTUP	The lecturer and the students summarize the materials that they have discussed.	20 minutes	Lecturing Question and answer		

	UNIVERSITAS NEGERI YOGYAKARTA FAKULTAS BAHASA DAN SENI		
	SATUAN ACARA PERKULIAHAN (SAP) MATA KULIAH: <i>DISCOURSE OF BUSINESS</i>		
	FRM/FBS/19-00	Revisi: 00	20 November 2013

TINDAK LANJUT	The lecturer assigns the students homework relevant to the materials.	5 minutes			
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10. Evaluasi

:

- The lecturer asks the students to answer questions orally.

Dosen

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**UNIVERSITAS NEGERI YOGYAKARTA
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**SATUAN ACARA PERKULIAHAN (SAP)
MATA KULIAH: *DISCOURSE OF BUSINESS***

FRM/FBS/19-00

Revisi: 00

20 November 2013

Hal.

- 1. Fakultas/Program Studi** : Bahasa dan Seni/Pendidikan Bahasa Inggris
- 2. Mata Kuliah & Kode** : Discourse of Business
- 3. SKS** : Teori = 2 SKS Praktek = 2 SKS
- 4. Waktu** : Semester = 7 Waktu = 100 menit
- 5. Topik** : Complaints and Replies to Complaints (XI)
- 6. Kompetensi Dasar** :
 - Have knowledge of the discourse characteristics and features in the business
- 7. Indikator Ketercapaian** :
 - State the characteristics and features of complaint and replies to complaint letter
 - Practice to write complaint and replies to complaint letter
- 8. Materi Pokok** :
 - Letter of complaint
 - Letter of reply to complaint
 - Business discourse
- 9. Kegiatan Perkuliahan** :

Komponen Langkah	Uraian Kegiatan	Estimasi Waktu	Metode	Media	Referensi
PENDAHULUAN	The lecturer mentions some phenomena in daily life related to the topic. She asks the students whether they are researchable from the scientific perspective. She then asks the students to identify how people commonly perceive the phenomena.	15 minutes	Lecturing Question and answer Discussion	Handouts	
INTI	The lecturer explains the characteristics and features of complaint and replies to complaint letter. The students practice to write complaint and replies to complaint letter. The materials and activities for the lesson include: characteristics, features, discourse, and procedures of complaint and replies to complaint letter.	30 minutes	Lecturing Question and answer Discussion	Handouts	Badger, Ian. (2003). <i>English for Work: Everyday Business English</i> . Essex: Pearson Education Limited.
PENUTUP	The lecturer and the students summarize the materials that they have discussed.	20 minutes	Lecturing Question and answer		



**UNIVERSITAS NEGERI YOGYAKARTA
FAKULTAS BAHASA DAN SENI**

**SATUAN ACARA PERKULIAHAN (SAP)
MATA KULIAH: *DISCOURSE OF BUSINESS***

FRM/FBS/19-00

Revisi: 00

20 November 2013

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TINDAK LANJUT	The lecturer assigns the students homework relevant to the materials.	5 minutes			

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- The lecturer asks the students to answer questions orally.

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MATA KULIAH: *DISCOURSE OF BUSINESS***

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Revisi: 00

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4. **Waktu** : Semester = 7 Waktu = 100 menit
5. **Topik** : Agencies (XII)
6. **Kompetensi Dasar** :
 - Have knowledge of the discourse characteristics and features in the business
7. **Indikator Ketercapaian** :
 - State the characteristics and features of agencies
 - Practice to do agency activities in the business context
8. **Materi Pokok** :
 - Agencies
 - Business activities
 - Business discourse
9. **Kegiatan Perkuliahan** :

Komponen Langkah	Uraian Kegiatan	Estimasi Waktu	Metode	Media	Referensi
PENDAHULUAN	The lecturer mentions some phenomena in daily life related to the topic. She asks the students whether they are researchable from the scientific perspective. She then asks the students to identify how people commonly perceive the phenomena.	15 minutes	Lecturing Question and answer Discussion	Handouts	
INTI	The lecturer explains the characteristics and features of agencies. The students practice to do agency activities in the business context. The materials and activities for the lesson include: characteristics, features, discourse, and procedures of agencies in the business context.	30 minutes	Lecturing Question and answer Discussion	Handouts	Badger, Ian. (2003). <i>English for Work: Everyday Business English</i> . Essex: Pearson Education Limited.
PENUTUP	The lecturer and the students summarize the materials that they have discussed.	20 minutes	Lecturing Question and answer		

	UNIVERSITAS NEGERI YOGYAKARTA FAKULTAS BAHASA DAN SENI		
	SATUAN ACARA PERKULIAHAN (SAP) MATA KULIAH: <i>DISCOURSE OF BUSINESS</i>		
	FRM/FBS/19-00	Revisi: 00	20 November 2013

TINDAK LANJUT	The lecturer assigns the students homework relevant to the materials.	5 minutes			
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**SATUAN ACARA PERKULIAHAN (SAP)
MATA KULIAH: *DISCOURSE OF BUSINESS***

FRM/FBS/19-00

Revisi: 00

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- 5. Topik** : Secretarial (XIII)
- 6. Kompetensi Dasar** :
 - Have knowledge of the discourse characteristics and features in the business
- 7. Indikator Ketercapaian** :
 - State the characteristics and features of secretarial
 - Practice to do secretarial activities in the business context
- 8. Materi Pokok** :
 - Secretarial
 - Business activities
 - Business discourse
- 9. Kegiatan Perkuliahan** :

Komponen Langkah	Uraian Kegiatan	Estimasi Waktu	Metode	Media	Referensi
PENDAHULUAN	The lecturer mentions some phenomena in daily life related to the topic. She asks the students whether they are researchable from the scientific perspective. She then asks the students to identify how people commonly perceive the phenomena.	15 minutes	Lecturing Question and answer Discussion	Handouts	
INTI	The lecturer explains the characteristics and features of secretarial. The students practice to do secretarial activities in the business context. The materials and activities for the lesson include: characteristics, features, discourse, and procedures of secretarial in the business context.	30 minutes	Lecturing Question and answer Discussion	Handouts	Badger, Ian. (2003). <i>English for Work: Everyday Business English</i> . Essex: Pearson Education Limited.
PENUTUP	The lecturer and the students summarize the materials that they have discussed.	20 minutes	Lecturing Question and answer		



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FAKULTAS BAHASA DAN SENI**

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