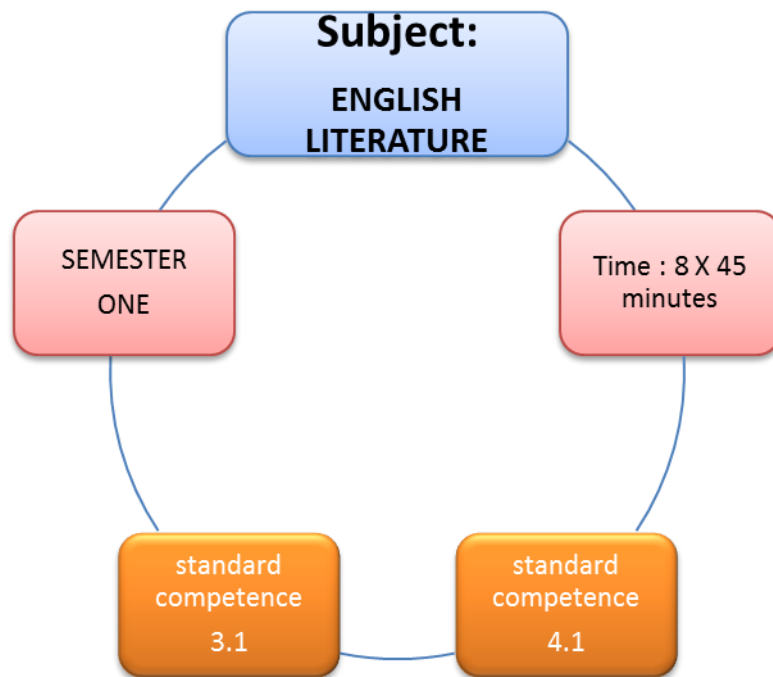


a. Identity



BASIC COMPETENCE

3.1 membedakan fungsi sosial, struktur teks, dan unsur kebahasaan beberapa teks khusus dalam bentuk formulir isian yang digunakan di perusahaan /bank/instansi lain, dengan memberi dan meminta informasi terkait jatidiri dan informasi yang relevan, sesuai dengan konteks penggunaannya

4.1 menangkap makna secara kontekstual terkait fungsi sosial, struktur teks, dan unsur kebahasaan teks khusus dalam bentuk formulir isian yang digunakan di perusahaan /bank/instansi lain, terkait jatidiri dan informasi yang relevan

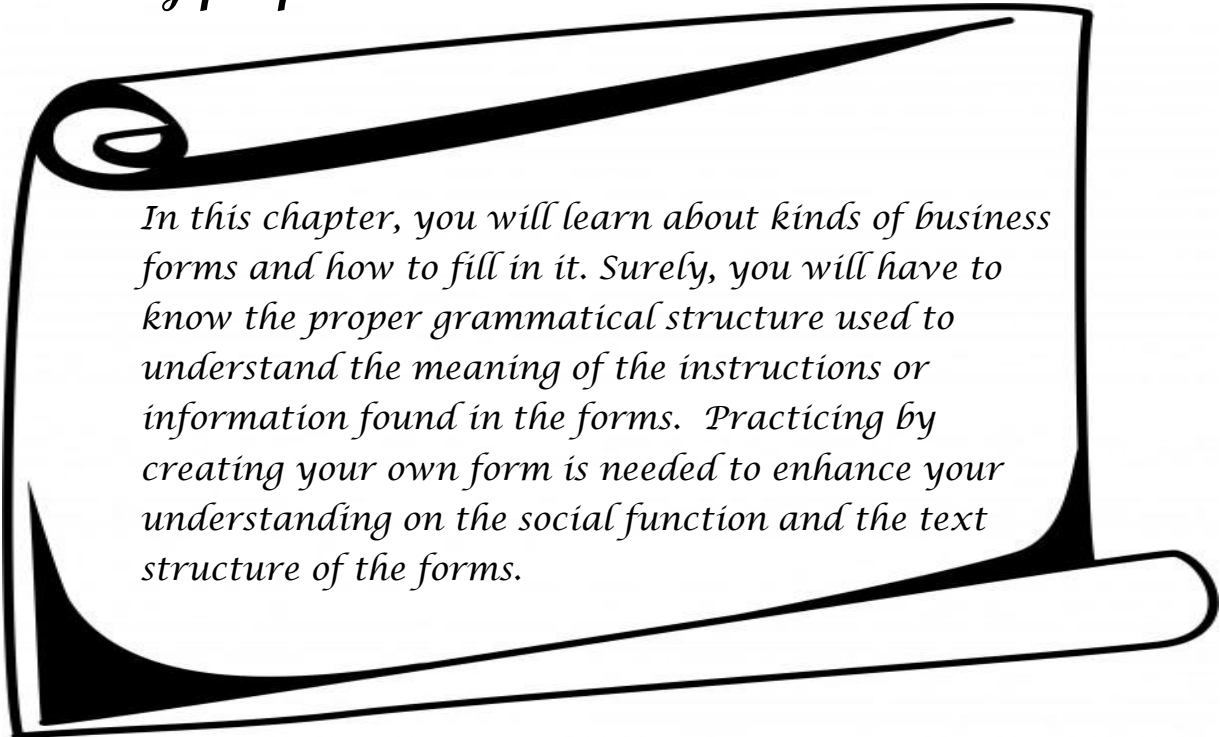
BUSINESS FORMS

SIMPLE PRESENT, PRESENT CONTINUOUS

SIMPLE PRESENT PERFECT, PRESENT PERFECT CONTINUOUS

Please, fill in this form!

Learning purpose



B. Concept mapping



C. Learning process

GENERAL INSTRUCTION : *You have to do the activities step by step to understand the learning material. At the end, there will be an evaluation to test your level of understanding on the material. When your level is above the passing score, you may continue to the next material.*

Before you ask for the evaluation, please ensure yourself that you have already mastered the whole material in this chapter.

Before learning :

Answer these questions to check whether you are familiar with business forms!



1. Have you ever filled a form?
2. What kind of form have you ever filled or known?
3. What will be mostly asked when filling a form?

Whilst learning :

Whether you know it or don't doesn't matter at all for you will learn it now. Do activity one!

**Activity One
Reading**

READ THE TWO FORMS CAREFULLY, THEN ANSWER THE QUESTIONS BELOW!

FORM 1

REGISTRATION FORM 2-Day Environment Workshop SMAK SANTO PAULUS JEMBER On August 20 -21, 2018	
<input type="checkbox"/> Delegate	<input checked="" type="checkbox"/> paper presentation
NAME : <i>ELA CYNTIA DEWI</i>	
POSITION: <i>BIOLOGY TEACHER</i>	
FIELD OF SPECIFICATION : <i>WASTE RECYCLING</i>	
NAME OF INSTITUTION : <i>SMAK BAKTI KASIH</i>	
MAILING ADDRESS : <i>Jl. Dewandaru 35, MALANG</i>	
Mobile : <i>081234775555</i>	email : cyntiawaste18@gmail.com
Title of the paper : <i>Plastic Waste Recycling Process</i>	
Signature :	Date : July 25, 2018
	
Shinta Angela	

1. What is the form for?

2. Why does Ela fill in the form?
3. What is Ela?
4. How do the committee contact with Ela?
5. What is the title of the paper for?
6. How long will the workshop be held?

FORM 2

BOOKING FORM
SPINACH PHOTOGRAPHY
081223454321/spinachpro2@yahoo.com/www.spinachpro.id.net

Date : 2018/09/05

Client info :

Name : <i>Heditto</i>	Phone : <i>083777999888</i>
Address : <i>Jl. Melon 45</i>	email : Heditto12@gmail.com
City : <i>Malang</i>	Postal : <i>0145</i>
	Province : <i>East Java</i>

Session info :

Type of session : *Garden Party*

Session date : *2018/10/23* Start time : *17.00* End time : *21.00*

Number of photos : *500 pieces*

Number of people : *150 persons* Ages : *around 20 – 30*

Comments and/or special wishes : *HAPPY GRADUATION 2018*

Fees and Charges :

Session fee : <i>Rp 2.000.000</i>	Tax : <i>10%</i>
Deposit paid : <i>Rp. 5.000.000</i>	Balance : <i>Rp. 1.000.000</i>

I/we do hereby agree to pay a booking deposit and that the balance must be paid prior to, or on the day of the photo session. All parties agree to the fees stated above and hereby accept the amounts charged.

Date : 2018/09/05

Clients full name	Signature	Photographer's signature
HedittoBagus		

1. Based on the information you have read on the form, write the information as much as you can get in good sentences!
2. Compare the two forms above,
 - a. what makes the two forms different
 - b. what makes the two forms similar
3. Write some difficult words (according to you) and define them contextually. (if necessary, consult your dictionary)

DISCUSS THE ANSWERS WITH YOUR FRIENDS AND TEACHER!

When you have understood what a form is, do the second activity!



Activity Two

READ THE DIALOGUE WELL!

- Receptionist : May I help you?
- Mrs. Archip : Yes, I would like to complain on the service given by this hospital to my son.
- Receptionist : O..ok. Have you ever sent a complaint before?
- Mrs. Archip : This is the first time
- Receptionist : Wait for a minute. I'll prepare the form for it. (*after a minute*)
Alright, what is your first name?
- Mrs. Archip : Archip
- Receptionist : Sorry? Can you spell it?
- Mrs. Archip : A-R-C-H-I-P
- Receptionist : Thank you. Your last name?
- Mrs. Archip : I don't have it. That's the only name I have.
- Receptionist : O..that's alright. Your address, please?
- Mrs. Archip : In this town?
- Receptionist : What do you mean? Are you not from this city?
- Mrs. Archip : I live in Jember, but I am staying in Surabaya this week.
- Receptionist : I see. So, you can mention both of them.
- Mrs. Archip : Jl. Cempaka 75 Jember and Jl. Kalasan 105 Surabaya.
- Receptionist : Ok. Your phone number and email address?
- Mrs. Archip : My phone number is 083456123456, but I don't have email.

- Receptionist : I think if you have some applications on your phone, you must have email.
- Mrs. Archip : I'm sorry. I don't know much about technology. Would you show it to me.
- Receptionist : Sure, oh ... this is your email address, archip.like@gmail.com. Well, we need it to report whatever we have that cannot be sent through the phone.
- Mrs. Archip : I see.
- Receptionist : Ok. So, the patient is your son. May have his identity?
- Mrs. Archip : Sure, his name is Bagus Kuncoro He lives with me. I think you just need to contact with me about this.
- Receptionist : (*After few minutes*) Alright then, When was the incident and what was it about?
- Mrs. Archip : It was two days ago. The nurse forbade me to enter my son's room without telling the reason. She was there for five minutes, then she went out for a while. She came back to the room with her two friends. Their face looked very serious. I tried to ask the matter and explained that I am his mother. But, they didn't listen, and just went in. Some minutes later, they brought my son to the emergency room. I saw him fainted. I ran after them and asked them what happened. But they didn't pay attention on me and just rushed into the room and close the doors. I was shocked. Why was there no explanation about my son? I know that they were in a hurry, but at least one of them could explain to me. I felt dying waiting for them almost an hour. Is that the procedure for the emergent case? We have been waiting for the doctor's explanation for two days, but noone can be contacted.
- Receptionist : Sorry, I don't know about it well. Besides, it's not my responsible to explain it. I just write what you complain about. Just wait for some minutes. I will send this to the manager.
- Mrs. Archip : Ok.
- Receptionist : By the way, which clinic is your son in?
- Mrs. Archip : Orchid. His father is accompanying him now.
- Receptionist : I see. Thank you for your information. You may sit there. I will call you when I have the reply from the manager.
- Mrs. Archip : Alright.

COPY THE FORM BELOW, AND USE THE INFORMATION ON IT TO FILL IN THE FORM!

FAMILY HEALTH CENTER: Patient Complaint Form

Date : 10 June

Person registering the complaint

First name _____ Last name _____

Address _____

Phone number _____

Email address _____

Patient information

First name _____ Last name _____

Address _____

Phone number _____

Email address _____

Details of complaint

Please provide details of your concern including the following as appropriate/applicable.

Date and time of the incident: _____

Which clinic :

Jasmmine Rose Orchid Tulip Sakura

What is your complain?

Patient's signature

COMPARE YOUR FORM WITH YOUR SEATMATE'S, THEN SUBMIT IT TO THE TEACHER. THERE WILL BE A REVIEW ABOUT IT FROM HIM / HER.

While waiting for the teacher's checking your work, continue the next activity!



Activity Three Grammar



Now, you are to learn the grammatical structure needed to understand the form!

PAY ATTENTION ON THE UNDERLINED SENTENCES, THEN DO THESE INSTRUCTIONS BELOW!

1. Write the pattern of those sentences.
2. Look at your grammar book. Write the name of each tense.
3. Write the complete pattern of each tense. (+, -, ?)
4. Compare the pattern of each tense.
5. Determine the function of each tense.
6. Make your own sentences with the patterns of the tenses you have learnt.
7. Discuss your sentences to the class.

When you finish, consult the teacher about your answers! If they are correct, you may continue to the next exercise. But if there are still mistakes, you'd better correct them.

NOW, DO SOME EXERCISES ON SIMPLE PRESENT AND PRESENT CONTINUOUS!

Change the verb in bracket into the correct form!

Dialogue one

- Gee : What those people (line) up for?
Stee : They (wait) the chance to get the healthy check for free. This hospital (give) this chance twice a year.
Gee : So, can I also have the chance now?
Stee : Of course, but you must fill in the registration form over there.
Gee : Thank you for your information.

Dialogue two

- Cay : What you (do) here?
Day : I (register) for the English speech contest.
Cay : Really? you (be) interested in English?
Day : Sure. I take a speaking course twice a week.
Cay : That's surprising.

Dialogue three

- Kei : We (not get) the invoice from the company yet. Can you contact the manager?
Fei : I (try) to call him twice, but there (be) no answer yet. Is it possible that they have a problem?
Kei : Maybe, because they (be) always punctual. Ok. Let's wait for a moment

Dialogue four

- Xet : Mrs. Linda (explain) how to open an account for almost 15 minutes, but it (seem) that that man (not understand) it. I will help him.
Hed : Please, don't. Our turn is in few minutes.
Xet : It's ok. You can do it alone. That man (need) more help.

DISCUSS YOUR ANSWER WITH YOUR FRIENDS!

Activity four Vocab

Hopefully, you have understood the previous activities. Now, you are to understand some words generally used in forms!

DEFINE THE WORDS BELOW CONTEXTUALLY! IF YOU ARE NOT SURE ABOUT YOUR DEFINITION, CONSULT YOUR DICTIONARY!

- | | | |
|------------------|-------------|-----------------|
| 1. Form | 7. Book | 13. Prior |
| 2. Registration | 8. Client | 14. Complaint |
| 3. Specification | 9. Session | 15. Reply |
| 4. Delegate | 10. Charge | 16. Appropriate |
| 5. Position | 11. Fee | 17. Incident |
| 6. Institution | 12. Deposit | 18. Provide |

To understand on business forms, you need to improve your skill in filling and creating a form. Therefore, do the following activity.



Activity Five
Writing

CHOOSE ONE TOPIC BELOW, THEN MAKE A FORM FOR IT.

1. HOTEL RESERVATION
2. COMPLAINT ON HOTEL SERVICE
3. A BANK ACCOUNT
4. REGISTRATION FOR ENGLISH COMPETITION
5. TABLE RESERVATION IN BAZAAR

Closing :

To test your understanding about the learnt material, you need to get an evaluation. However, before asking for the test, you should test your mastery by answering the questions below:

1. What do you understand about a form?
2. What is the social function of a form?
3. What kinds of form do you know?
4. Which grammatical structure is usually used in the form?
5. Mention the language function of present and future tenses!

SHOW YOUR ANSWER TO THE TEACHER AND LET HER / HIM CHECK YOUR ANSWER. IF THE SCORE IS MORE THAN 65, YOU MAY ASK FOR THE TEST. BUT FILL IN THE TABLE BELOW TO REFLECT YOURSELF ON UNDERSTANDING THE MATERIAL!

SELF-REFLECTION ON THE MASTERY OF MATERIALS

No	Questions	Yes	No
1.	Can you identify a business form?		
2.	Can you fill in some types of form?		
3.	Can you apply the present and perfect tenses in sentences?		
4.	Can you define some words?		
5.	Can you make your own form?		

**PASS THE PASSING
SCORE!**

YIPPEE!!!

**YOU MAY GO TO THE
NEXT MATERIAL**