SUMMARY

Making a Tutorial Video in Mastering Basic English Communication for Staff in Montigo Resorts Nongsa Batam, Loficha Qudrotil Mufkhiroh Ilzam , F31221477, 2025, 60 Pages, Language, Communication, and Tourism Department, Politeknik Negeri Jember, Julien Arief Wicaksono, S.Pd., M.Pd. (Supervisor).

The final project entitled *"Making a Tutorial Video in Mastering Basic English Communication for Staff in Montigo Resorts Nongsa Batam"* aimed to create a bilingual tutorial video using English as spoken and also as subtitle with Indonesian language to improve staff's English skills for daily communication with guests. The writer selected this topic based on experience as a trainee in a Human Resources Department and got the opportunity to conduct English class. Thus, the writer saw staff still faced challenges and needed better English skills. This project was also a request from the Director of the Human Resources Department in Montigo Resorts Nongsa, a luxury destination in Batam. The video was designed to present basic hospitality scenarios in a clear, practical, and contextual manner, with bilingual support using English dialogues and Indonesian subtitles.

To support the video creation process, the writer applied four data collection methods based on Creswell (2015). The writer observed interactions between staff and guests at the resort and also what activities the staff and guests usually do in that situation; interviewed with supervisors to understand challenges and communication needs; asked documents of resort SOPs, logo, and photograph/video footage from Montigo; and took audiovisual material for recording roleplay scenes based on real life situations. The writer followed the three step production method in making tutorial videos proposed by Castillo et al. (2021), consisting of first pre-production: video context, learning objective, lesson design and story boarding, and video mechanics, second is production: setup, styles, and lecturer recording, and the last is post-production: video editing.

The strength in making this final project is that staff can improve their English communication skills, specific for each department and relates to Montigo Resorts Nongsa's staff, and then the video also uses bilingual. The weakness faced in making this final project is that in some scenes there was noise, unstable brightness, and the video roleplay was not taken at Montigo Resorts Nongsa.

The project faced several challenges, including not using real staff, grammar accuracy in the English script, and the video was shot in real working environments. However, the writer successfully produced a scene tutorial video divided into three parts: the opening (introducing the topic and setting), the main content (dialogues and interactions in various service situations such as greeting, handling complaints, and offering assistance), and the closing (summary and motivational message). The video was reviewed and approved by supervisor and HR staff and then distributed to department heads via WhatsApp for use in staff training.

This project helped the writer strengthen valuable skills such as effective communication, video production, teamwork, and educational content design. Most importantly, it delivered a practical product that can assist Montigo Resorts Nongsa in improving service quality through more confident and accurate English communication by its staff.