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
### III. COURSE PROGRESSION

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

**A. Compulsory References**

**B. Suggested References**

**V. EVALUATION**

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<tr>
<th>NO</th>
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<tr>
<td>1</td>
<td>Class Attendance &amp; Participation</td>
<td>10</td>
</tr>
<tr>
<td>2</td>
<td>Presentation</td>
<td>10</td>
</tr>
<tr>
<td>3</td>
<td>Assignments</td>
<td>20</td>
</tr>
<tr>
<td>4</td>
<td>Mid-Test</td>
<td>30</td>
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<td>5</td>
<td>Final Test</td>
<td>30</td>
</tr>
<tr>
<td></td>
<td><strong>TOTAL</strong></td>
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</table>
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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**:

<table>
<thead>
<tr>
<th>Komponen Langkah</th>
<th>Uraian Kegiatan</th>
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<td>20 minutes</td>
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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
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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**

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**TINDAK LANJUT**

<table>
<thead>
<tr>
<th>Time</th>
<th>Activity</th>
</tr>
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<tbody>
<tr>
<td>5 minutes</td>
<td>The lecturer assigns the students homework relevant to the materials.</td>
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</table>

**10. Evaluasi**

- The lecturer asks the students to answer questions orally.

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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 : 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 :

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<td>INTI</td>
<td>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.</td>
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10. Evaluasi:
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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**:

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10. **Evaluasi**

- The lecturer asks the students to answer questions orally.

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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**:

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3. **SKS**: Teori = 2 SKS, Praktek = 2 SKS  
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**:  

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<td>5 minutes</td>
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2. Mata Kuliah & Kode: Discourse of Business
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:

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<thead>
<tr>
<th>Action</th>
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3. **SKS**: Teori = 2 SKS  Praktek = 2 SKS
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**:

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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**: 

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<td>INTI</td>
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<td>30 minutes</td>
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### TINDAK LANJUT

<table>
<thead>
<tr>
<th>Activity</th>
<th>Time</th>
<th>Description</th>
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<tbody>
<tr>
<td>summarize the materials that they have discussed.</td>
<td></td>
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#### 10. Evaluasi

- The lecturer asks the students to answer questions orally.

**Dosen**

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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 : 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 :

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<tr>
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<td>15 minutes</td>
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<td>INTI</td>
<td>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.</td>
<td>30 minutes</td>
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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
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 :

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2. **Mata Kuliah & Kode**: Discourse of Business
3. **SKS**: Teori = 2 SKS  Praktek = 2 SKS
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**:  

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TINDAK LANJUT

The lecturer assigns the students homework relevant to the materials.

5 minutes

10. Evaluasi

- The lecturer asks the students to answer questions orally.

Dosen

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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**: 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**:

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**PENUTUP**

The lecturer and the students summarize the materials that they have discussed.
### 10. Evaluasi

- The lecturer asks the students to answer questions orally.

**Dosen**

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

NIP 19640201 198803 2 002