

## ABSTRACT

The existence of human as social creature cannot be separated from communication. The sense and words or writings take the important role in communication of human. The research aims to acknowledge how verbal and non-verbal communication occur in teaching and learning process in Rumah Bintang Bandung. Rumah Bintang Bandung is a non-profit community which delivers free education to riverside kids. It is situated in the center of the city, in the middle of a narrow alley in Wastukencana, Nangkasuni Bandung Alley. This research uses case study method by involving informants; three class mentors of pre-reading, skill, and percussion. The research concludes that in the process of teaching and learning activity, the verbal and non-verbal communication occur, such as non-standard Bahasa Indonesia usage, body language with appropriate intonation, informal dresscode, and circular seating position in classrooms.

**Keywords – Verbal and Non-verbal Communication, Informal Education**