

ABSTRACT

This research paper is entitled "The influence of Reception English Speaking Skills on the Service Quality of G.H Universal Hotel Bandung". This study aims to find the correlation between the English Speaking Skills and the Service Quality. The writer used quantitative methods and applied the descriptive statistics analysis. Data obtained through questionnaires that distributed to the foreign guests who stayed at the G.H Universal Hotel as the sample in this research. Receptionist as the face of the hotel should have a good knowledge and performance to welcoming the guest. After discovering the theory of English speaking skill and used as the variable X while the Service Quality as the variable Y, then the writer concluded that these studies are correlation studies. The procedures of the data collection used observation and questionnaire. It has been doing by the writer when the writer was trained in 3 months at G.H Universal Hotel Bandung. After that, the writer created questionnaires based on the characteristics and nature of the two variables. From the results of the questionnaire it will be test based on the validity and reliability. In the questionnaire of this paper used the likert scale as the reference. After the raw data from the sample is received, then it described based on data statistics. After analysis the data descriptive shaped, then the writer performed correlation analysis. As for the results of this research is the relationship between the English Speaking skill and Service Quality have moderate correlations, but not very significant. Therefore the writer realized that there is a very low correlation between English Speaking skilss toward the Service Quality at G.H Universal Hotel Bandung.

Key words: Receptionist, English Speaking Skills, Service, Quality, Hotel.