**Abstract**

The title of this research is **An Analysis of Front Office English Speaking Skill in Serving International Tourist Related to Tourist Satisfactory at California Hotel Bandung**. This study was intended to find out how is the front officer English speaking skill at California hotel Bandung and to know the foreign guests opinion on front officers about their English speaking skill. This research was conducted at California hotel Bandung. The writer uses a qualitative method and uses observation and interview as the instrument of the research. This research analyzed by using the theory of English speaking skill by Scott Thornburry.

The result of the interview describes about English speaking skill and the result of the observation shows that English speaking skill on front officer English speaking skill is good. Generally, we know that English speaking skill is important in supporting our career, but there are still misunderstanding about the English speaking. However, the reason for choosing the topic is that English speaking skill is the essential skill which should be mastered, especially in the tourism world. As the conclusion, the writer defines that the English speaking skill should have influence the employee to fulfill their communication speaking skill in working.

*Keywords: English Speaking Skill, Hotel, Front Office.*