

ABSTRACT

This research paper is entitled “An analysis of English speaking skills on telephone operator at G.H Universal Hotel” this study aims to know how is the English speaking skill on telephone operator at G.H. Universal Hotel. The writer used qualitative methods and applied the descriptive qualitative. Data obtained through the form of observation and interview that distributed to the staffs and foreign guests who stayed at G.H Universal Hotel as the sample of the research.

The data has been analyzed and described, three of staff on telephone operator at G.H. Universal are less in English speaking skill, and should be improved and learning again. Four from five guests had been interviewed said that they had problem in receiving information from the telephone operator at G.H. Universal Hotel. Telephone operator is one of the staffs which is located in the front office to liaison between hotel and the guests. Because of that the staff of telephone operator should master English speaking skill to serve the guest easily.