

## **Abstract**

This paper entitled “**English Language Constraint in Serving Guests by Room Service at Grand Mercure Hotel Bandung**”. The objectives of this study are to find out the constraint of room service to serve guests and to find out how the room service improvement quality of service. The first problem in this paper is “what is english language constraint in serving guests by room service at grand mercure hotel bandung?” and the second problem in this paper is “How the service of Room Service at Grand Mercure Hotel Bandung?”. The research method used in this research is qualitative descriptive approach to give the result from analyzing by descriptively and do several steps to collecting and analyzing the data. The technique for collecting the data are interview to room service and distributing questionnaire to guests. This means after collecting, clarifying, and analyzing and then interpreting the data to get the results. Based on the result of this research, the writer found the lack of the vocabularies, nervous when meet the guest, and the lack of understanding of the culture of each guest. In solving the problem, the writer gives some suggestions are adding a new program is providing special training to Room Service in understanding the culture that every guest has, try to speak English everyday with friends and explore the knowledge of culture from every guest who comes to Grand Mercure Hotel Bandung.

***Keyword: Room Service, English Language, Constraint, Grand Mercure Hotel Bandung.***