

# **The Influence of Speaking Skills of Guest Service Agent (GSA) in Sheraton Bandung Hotel & Towers**

Submitted to the English Literature Department  
Faculty of Arts and Letter Pasundan University  
as a Partial Fulfillment of the Requirements  
for taking the Sarjana Degree (S-1)



**By:**

**Inayatun Nasya**  
**147010008**

**ENGLISH DEPARTMENT**  
**FACULTY OF ART AND LETTERS**  
**PASUNDAN UNIVERSITY**  
**BANDUNG**  
**2018**