

## **ABSTRACT**

This research paper is entitled “The Influence of Speaking Skills of Guest Service Agent at Sheraton Bandung Hotel & Towers. Speaking ability is very important to have good communication, especially for the Guest Service Agents in 5-star (\*\*\*\*\*) Hotel to communicate with the foreign guests. This study aims to find the Influence Speaking Skills of the Guest Service Agents between the guest. The writer used the qualitative methods and applied the descriptive analysis. The data obtained through Interview with the Guest Service Agents and the guests, questionnaire for the Guest Service Agents. Data interview by the guests that distributed to the foreigners guest who stayed in Sheraton Bandung Hotel & Towers as the sample in this research. Guest Service Agents are the first impression for the guest who should have a good grooming and the knowledge about tourism and good performance to welcome the guest. After discovering the theory about Speaking Skills, the writer analyzes based on data interview and questionnaire to find out the ability to speak in Guest Service Agents especially in English to serve foreign guests. The writer analyzes using descriptive and concludes the data with one Variable, namely (GSA) to describe the results of data interviews and questionnaires, then the writer concludes the results by comparing the results of guest interviews. After data analysis the data descriptive shaped, then the writer performed correlation analysis. As the result of this research the influence of Speaking Skills of Guest Service Agents doesn't affect that much is the quality of service to foreign guests, but the constraint on the Guest Servie Agent is not very good in speaking English is the lack of practice every day and not enough to dominate the vocabulary. Therefore the writer realized that there is no significant influence for foreign guests in their ability to speak especially in English, but Sheraton Bandung Guest Service Agents must have a lot of vocabulary.

Keywords: Guest Service Agent, Speaking Skills, English, Hotel.

## Preface

*Bismillaahirrahmaanirrahim*

First at all, thank to **Almighty Allah SWT** who has given the blessing for the writer finishing this paper. Then peace and blessing be upon the Prophet **Muhammad SAW**, his companions, his families, and followers.

Tourism is one of the fastest growing industries in the world; one of the single biggest costs in any industry including hotel industry. The hotel industry is a people-oriented industry; its bussiness are characterized by personalized services face-to-face or direct contacts of managers and employees with the guests. Therefore, English in a hotel industry is very important especially in establishing communications to the guests either directly or indirectly. Finally, the writer tries to discuss the Guest Service Agents Speaking Skills in Sheraton Bandung Hotel & Towers.

The paper Entitled '*The influence of Speaking Skills of Guest Service Agent in Sheraton Bandung Hotel & Towers*' is written to be submitted as fulfill the requirements for taking the Sarjana Degree at English Department, Faculty of Arts and Letters, Pasundan University.

The writer also wish to express her deep and sincere gratitude for those who have guided in completing this Report. And this Report is submitted to the *English Department Pasundan University Bandung* as supporters and complements for the assignment of Field Study subject.

The writer is very hopeful if this paper will be a useful reference for other students and readers who read it, especially for students of English Department.

Bandung, August 2018

The Writer

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