

Abstract

English skills is the most important skill that should be mastered in supporting our carrier especially in tourism industry. However, the reason for choosing this topic is English that the skill really needed in this era. The title of this research is **An Analysis of English Skills in Sales & Marketing Employees to Communicate with The Foreign Guests at Grand Mercure Hotel Bandung Setiabudi**. This study was intended to find out how is the Sales & Marketing employees English skills especially in speaking and writing skill to communicate with the foreign guest at Grand Mercure Hotel Bandung Setiabudi which located in Jl. Dr. Setiabudhi No.269-275, Isola, Sukasari, Kota Bandung, Jawa Barat 40154. The writer uses a qualitative method by observation, interview and writing test as the instruments of this research. This research analyzed by using the theory of English speaking skill by Brown. The result of the observation and interview shows that English speaking skill of Sales & Marketing employees is good to communicate verbally with the guests and writing test shows that English Writing skill of Sales & Marketing employees still need practice and learn. This study can show that English is momentous in our carrer and the result of this research paper can help Sales & Marketing employees to improve their English skills to communicate with the foreign guests. The writer defines that English skill should be mastered by Sales & Marketing employees especially in verbal and non-verbal communication.

Keyword : English Skill, Hotel, Sales & Marketing