

## **Abstract**

This paper is entitled "**The Use of English Speaking Skills of Staff Front Liners at Sakata Convenxia Tours and Travel in Handling Customers**". The purpose of this study is to find out the front liner constraints in handling foreign guests. The problems are "How is the English speaking skill of the front liner at Sakata Convenxia Tours and Travel for handling customers?", "What difficulties are facing by front liners in speaking English?", and "What are the foreign guests opinion of front liners English speaking skills at Sakata Convenxia Tours and Travel? ". The research method used in this study is a qualitative descriptive approach to provide results from descriptive analysis and take several steps to collect and analyze data. Data collection techniques are observation and interview. This means that after collecting and analyzing and then interpreting the data to get the results. Based on the results of this study, the authors found a lack of grammar knowledge, lack of vocabulary, and nervousness when facing foreign guests. In solving the problem, the author gives several suggestion, namely trying to speak English everyday with friends so that they can handle foreign guests well.

***Keyword: Front Liner, English Language, Constraint, Sakata Convenxia Tours and Travel.***