

## ABSTRACT

This paper entitled “ An Analysis of Speaking English Skills of the Guest Service Agent at the Front Office of Aryaduta Hotel ”. This paper is written to fulfill the sarjana degree requirement. The issue background in this paper are the English speaking skills of the GSA at Aryaduta Hotel. This research was conducted because in tourism world, especially in Hotel, the English language is the primary language which needed to mastery for serving the guests that come from the other country. In this paper, the writer uses a qualitative approach and the writer are using interview and questionnaire as the method to collecting the data. The writer analyzed the data in order to know the GSA English speaking skills and in order to answer the main problem. This study was conducted a Front Office Department Aryaduta Hotel Bandung. The subject for the population was taken from employees of the Front Office Department and the staying guests. The writer took the samples from the respondents. Moreover, the samples are 5 employees and 10 guests. After analyzed, the writer defines that the English Speaking skill should have influence the employees to fulfill their communication in work place. The GSA in Aryaduta Hotel have good speaking skill in generally but them recognize that their English speaking skill still need to improve. Based on the interview and questionnaire there are aspect in speaking skill that need to improve but in generally, the GSA in Aryaduta Hotel are have good English speaking skill. The English speaking skill is a very fundamental for GSA because it determined how the GSA serve the guests and with good English speaking skill the GSA can know better when they communicate with the guests, especially with the foreign guests.

*Keyword: English Language, Speaking Skill, Guest Service Agent, Front Office Departments, Aryaduta Hotel Bandung.*