**Abstract**

The research entitled “**The Impact of Ungrammatical Sentence in Handling Foreign Guests at the Guests Service Agent of Grand Mercure Hotel Bandung Setiabudi**” is expected to give benefits which are divided into two aspects which are theoretical benefits and practical. The writer choose foreign guests at the Grand Mercure Hotel Bandung Setiabudi and the Guest Service Agent staff as instruments to complete this research. By picking eight random foreign guests and 8 random guest service agent staff, the writer conducted the qualitative method to finish this research. The writer conducted 2 research question for this paper which are, “what is theimpact of ungrammatical communication between GSA and foreign guests?” and “how is the grammar skill of the GSA staff at Grand Mercure Hotel Bandung Setiabudi according to <https://www.examenglish.com/CEFR/cefr.php>. As people know that communication is very important throughout the world, the writer chose this topic in order to find out the impact of ungrammatical sentences if people of both side come from different country, culutre and language.

***Key words :Tourismm, Communication, Grammar***