

Abstract

Every international company has different effort in learning English and it would be different progress because it held in different ways, experiences, facilities and it represent the condition of the employees to be passive in learning process. Therefore, employees need specific effort to support and improve their skill in learning English. The research aimed to know how fluent English speaking skill, how is the service of the employees at *Saung Angklung Udjo*, and what efforts have been done by management to improve the employees' English speaking skill. This research paper mainly analyzed the English speaking skill and services of the employees at *Saung Angklung Udjo*. The writer analyzed the English speaking skill of the employees in the terms of fluency aspects and their services in bringing an event such as accuracy, stability, speed of reaction and complexity of services. The method of this research is qualitative method. It is related to the general purpose of the study to define and describe the research. The writer conducted the research through descriptive research where in descriptive research processing of data more describe in words or sentences. The technique of data collection were observation and interview. The subject of this research were five employees at *Saung Angklung Udjo*. When analyzing the data, the writer found that English has important role for increase tourist visiting. Especially, foreign tourist because they more enjoyable the services when there are explanation with the global language that they understand. *Saung Angklung Udjo*'s management made an English training between divisions to improve the English speaking skill of their employees. Eventhough, the employees learn self-taught to improve their English speaking skill by reading novel, watching movie, listening music, playing games and also often practicing English itself. Based on the observation, the writer found that there were some mistakes in speaking English in the terms of fluency aspects, but they only made few mistakes. In the service aspects, the writer found that they could bring the services well. The writer also got additional data from interview. The result of interview about the English speaking skill and service of the employees was also getting good assessment from the respondents. Overall, the writer concluded that the English speaking skill and services of the employees at *Saung Angklung Udjo* were good. Although they have good English speaking skill and services, they have to keep improving their ability and performance.

Keywords: *Efforts, English speaking skill, Services.*