

## Abstract

The title of this paper is “An Analysis of English Skill of Ticketing Staffs at *Saung Angklung Udjo*”. this paper contains research about the speaking skill of the ticketing staffs. As an international tourist destination, *Saung Angklung Mang Udjo* has been visited by many foreign tourists. But, the writer found out that the employee, especially the ticketing staffs who will always face an international tourist and become one of the first people faced by the guests didn't have a competent English skill in speaking. For an international tourist destination, that will be a big issue for the company. With a lack of communication skills, the employee can not deliver their best service. As in the tourism industry, service is the most important element. Regarding the matters, the writer desire to give a few suggestions in order to improve the employee's English skill, especially in communicating with foreign tourists. The suggestion will be based on the problems found by the writer during the research. The writer uses two methods in order to collect the data needed in this research paper. The first is by conducting an observation. The writer uses participant observation as the collecting data method, the writer involved as the ticketing staff while observing the other staffs in serving and communicating with the foreign tourists. The writer takes notes while observing the staffs. And the second method is by conducting an interview. The writer interviewed four of the ticketing staffs including the coordinator and asks several questions about their English skills, work experience, and their difficulties in serving the foreign tourists. All the data was collected by the writer at the ticketing booth of *Saung Angklung Mang Udjo*. after all the data needed has been collected, the writer analyzed the data and present it in the next chapter. From this research, the writer found several problems faced by the ticketing staffs in communicating with foreign tourists. Those problems include; lack of vocabulary, fluency, hard to deliver their purposes, and hard to understand several accents and when the tourist speak too fast. In the end, the writer hoped that this research paper is useful for himself, the employee of *Saung Angklung Mang Udjo*, and those who read it.

Keywords: Ticketing staff's English skill, communication, English learning program.