

Abstract

This research intends to explain the verbal communication on applying English for communication with a foreign tourist by the local guides. Communication is an important thing in our live, we can interact with others through language. Communication has many benefits for human in expanding friendship, increase the knowledge, and share the information. The writer's reason in choosing a study entitled "*English Communication Skills of Local Tour Guides at Pakar Holiday Tour and Travel Agency*" is for knowing the service provided by the local guides while serving the foreign tourist in using English. The aims are for finding out what difficulties are faced by the guides in using English, and to find out what the best strategy to improve the difficulties that faced by the guides. The writer used a verbal communication theory by Joseph a DeVito, and this study used a qualitative method. The use of this method expected has better to describe the topic taken by the writer. The results of this study are the local guides have some difficulties in dialects, and pronunciation. To get the data the writer used interview, observation, and documentation. Such as, the writer give some nine questions directly to the guides and tourist, observing the guide while facing the foreign tourists, and took documentation to strengthen this research paper.

Keywords: Tour Guide, Tourist, and English Communication Skills