

Abstract

English is a very important language in the world. Because English is an international language that is often used by state and business events. Especially those who do business in the hospitality field. This research is entitled **English Speaking Skill Analysis of Sari Ater Hotel and Resort Front Liner Staff**. This research is made for some purposes, there are to find out the English speaking skill of front liners at Sari Ater and Hotel in Jalan Raya Ciater Subang and to find out the foreign guests opinion or feedback of front liner's English speaking skill. This research has eight respondents, there are four front liners and four foreign guests. The researcher used qualitative method as the method of the research. To find out the results of this study, the researcher conducted observations, interviews, and questionnaires to respondents. The researcher analyzes only the English skill of front liners in handling the guests and the opinion of the foreign guests at Sari Ater Hotel and Resort. The data has been analyzed and described that the front liner at Sari Ater and Resort from four respondents got good feedback from foreign guests. Evidenced by the scores given by foreign guests they on average get an A. It means their English is good and can be understood by foreign guests. They realize that English is as important to them as hotel employees.

Keywords: *Front Liner, Foreign Guests, Hotel, Speaking Skill.*