The Role Guest Service Agent in Explaining Hotel Room to Foreign Guest at Grand Mercure Hotel Bandung

A Research Paper

Submitted to the English Literature Department, Faculty of Arts and Letters Pasundan University as a Partial Fulfillment of the Requirements for Taking *Sarjana* Degree (S-1)



By:

Muhammad Naufal Firdaus 147010012

ENGLISH DEPARTMENT
FACULTY OF ARTS AND LETTERS
PASUNDAN UNIVERSITY
BANDUNG
2019