

Abstract

This paper is entitled "**The Role Guest Service Agent in Explaining Hotel Room to Foreign Guest at Grand Mercure Hotel Bandung**". The purpose of this study was to determine the constraints and readiness of the Guest Service Agent in handling foreign guests. The problem is "What is the English language constraint in serving foreign guests by Guest Service Agents at Grand Mercure Hotel Bandung?", and "How is Guest Service Agents ability and readiness to explain hotel room information to foreign guests at Grand Mercure Hotel Bandung?." The research method used in this research is a qualitative descriptive approach to provide results from descriptive analysis and take several steps to collect and analyze data. Data collection techniques are questionnaires and interviews. This means that after collecting and analyzing and then interpreting the data to get results. Based on the results of this study, the writer found a lack of grammar knowledge, lack of vocabulary, and different pronunciation of each foreign guest who was in the hotel. In resolving the problem, the writer gives several suggestions, namely trying to speak English with fellow hotel employees and holding special training for Guest Service Agents so that they are prepared to handle foreign guests well.

Keyword: Guest Service Agent, English Language, Constraint, Readiness, Grand Mercure Hotel Bandung.