

Abstract

This research entitled "**An Analysis of English Speaking Skills of the Waiter or Waitress at Grand Mercure Bandung Setiabudi**" is written to fulfill the *Sarjana* Degree requirement. The issue background in this research is the English speaking skill of the waiter or waitress at Grand Mercure Bandung Setiabudi. This research was conducted because in tourism industry, especially in hotels, the English language is one of the abilities that must be mastered by most employees, especially for waiters or waitresses in order to can serve the guests from the other country. In this research, the researcher used the qualitative method and using the observation and interview as a procedures of collecting the data. The researcher analyzed the data in order to know about the waiter or waitress English speaking skill and the obstacles faced when they were using English in serving the guest. There were 4 respondents of this research and it was taken from the waiter or waitress in Hardy's restaurant at Grand Mercure Bandung Setiabudi. After analyzed, the researcher defined that the waiter or waitress English speaking skill was standard, there were aspects in their English speaking skill still needed to be improved. The English speaking skill is a very fundamental for the waiter or waitress because of that their English speaking skills must be better so that there are no obstacles when serving and communicating with the guests, especially foreign guests.

Keyword: *English Language, Speaking Skill, Waiter or Waitress, Grand Mercure Bandung Setiabudi*