

Abstract

English is an international language which is a tool for communicating between countries in various parts of the world. Therefore, English had been used in various fields or sectors, especially in the tourism sector. This research is entitled **An Analysis of the Telephone Operator's Speaking Skills at the Front Office of the Ibis Bandung Trans Studio Hotel**. The researcher used a qualitative approach as a research method and was of a descriptive type. The aims of this research that are to find out the English speaking skill, to know the dominant errors and to know the problems of telephone operator's communication skill at the front office of Ibis Bandung Trans Studio Hotel. In collecting data, the researcher used observations and interviews technique. Observations were carried out using Brown's (2004) the theory of speaking skill assessment but which had been modified by Hidayat (2019) where there were only 5 categorizations or component aspects that were assessed. The 5 components include grammar, vocabulary, comprehension, fluency and pronunciation. In the pronunciation component, the researcher used the English Pronunciation App to help assess the accuracy of pronunciation in telephone operators' speaking skills. Interviews were conducted indirectly using the WhatsApp application as an intermediary medium. The results of the observation research that are the three telephone operators had good English language skills. The three telephone operators received a total score of A. It means that the speaking skills of the three telephone operators can be easily understood by foreign guests. From observations, it was found that the dominant errors on telephone operators were in grammar and pronunciation. The results of the interview research that are the three telephone operators had difficulties in communicating English when foreign guests had unclear pronunciation and had their own accents.

Keywords: Telephone Operator, Foreign Guest, Hotel, Speaking Skill.