

Preface

Alhamdulillah Rabbil 'Aalamiin, first of all, thanks to Allah SWT because of the help of Allah, the thesis entitled "An Analysis of the Telephone Operator's Speaking Skills at the Front Office of the Ibis Bandung Trans Studio Hotel" can be prepared and completed right in calculated time. This thesis was written to fulfill the final course assignment and as one of the requirements for obtaining a Bachelor's Degree in English Literature, Faculty of Arts and Letters, Pasundan University, Bandung.

It cannot be denied that the writer put in all her efforts, hard work and did her best and as much as possible in completing the preparation of this thesis. The writer is fully aware that this thesis is far from perfection, there are still many shortcomings and weaknesses. Therefore, the writer expects constructive criticism and suggestions from readers to improve this thesis. Finally, the writer hopes that this thesis will be useful, add insight and can be used as a reference for readers to develop in a better direction.

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