

Abstract

This research paper entitled “English Speaking Fluency of Guest Service Agent (GSA) in Ibis Bandung Trans Studio Hotel.” The research aims to analyze the English speaking fluency found in Guest Service Agent, especially about the speaking fluency of Guest Service Agent in Ibis Bandung Trans Studio Hotel. The research question discussed in this research are (1) How is the English Speaking skill fluency of the Ibis Bandung Trans Studio Hotel’s Guest Service Agent regarding hotel knowledge (2) How is the level of the Ibis Bandung Trans Studio Hotel Guest Service Agent’s English speaking skill measured by Jong and Hulstjin’s scale fluency theory. The collecting the data, the researcher used the qualitative method by doing interview with 5 respondent they are the Guest Service in Ibis Bandung Trans Studio. The result of this analyses the writer found that 5 respondents are the respondent able to tell all hotel knowledge and the other information about hotel to the guest. They speak English well and can understand by guest with the explanation. And for the level fluency get is 3 respondents get 2 points and 2 respondents get 3 points based on the theory from Jong and Hulstijn.

Keyword: English, Speaking fluency, Ibis Bandung Trans Studio