

ABSTRACT

This study aims to identify and analyze front office department and trainee's ability of speaking english for guest service as a bellboy. The methods used are observation, interview, and literature study about communications and service with descriptive analysis. The results from the methods used shows that trainees isn't able to communicate using english really well and affects the service to the guest that communicate with english and can cause complaints. Aside fkeyrom that, for other kinds of services, trainees are able to fulfill the guests needs so the guests can experience an excellent service.

Keywords: Communication, Language, Service excellent