

## ABSTRACT

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Communication is the process of delivering news or information that means the meaning of another party or someone in an effort to get attention from each other. Communication is very important in a hotel, between the same department and working relationships such as sales & marketing and banqueting. in the background behind communication between sales & marketing and banquet departments at the Four Points Hotel by Sheraton Bandung which is still not perfect with miss communication between two sales & marketing departments with banquet. And another goal is to find out and the author analyzes the communication between the sales & marketing department and the banquet at the Four Points Hotel by Sheraton Bandung. Using descriptive qualitative methods as a research method, while data collection techniques with observation (initial observation) that the author did in the banquet department, interviews were conducted with the sales & marketing and banquet department at the Four Points by Sheraton Bandung. there are results that state that the elements and communication are very important for the smooth performance between employees and between departments because in a hotel either directly or indirectly it will definitely need help from other parties. This is expected to be an input so that communication between the sales and marketing department with banquet at Four Points Hotel by Sheraton Bandung will be even better.

***Keywords: Communication, Department Sales and marketing, Banquet***