

## ABSTRAKSI

Penelitian ini bertujuan untuk mengetahui seberapa penting bahasa Inggris digunakan dalam operational hotel. Metode yang digunakan adalah analisis deskriptif. Data dikumpulkan dari seluruh tamu yang datang di Hotel Sahid Surabaya melalui pembagian *questioner* dan wawancara langsung kepada beberapa karyawan *Front Office department*. Hasil penelitian menunjukkan bahwa komunikasi bahasa Inggris di *Front Office Department* sudah cukup baik dengan *average mean* 3,4 sehingga perlu adanya peningkatan. Oleh karena itu peningkatan komunikasi bahasa Inggris dapat dilakukan dengan memanfaatkan kelas – kelas *training* yang sudah dirancang oleh pihak manajemen, menciptakan *english atmosphere* di lingkungan kerja dan memperbaiki standar rekrutmen guna mendapatkan sumber daya yang kompeten serta menguasai bahasa asing, karena hal tersebut akan berdampak ke pelayanan.

**Kata Kunci :** Bahasa, Komunikasi, Pelayanan

## ***ABSTRACT***

*In this final project, I bring up a topic with a title “The Role of English Communication for Receptionist to Increase the Service at Hotel Sahid Surabaya” which aims to measure how important the role of English used in the daily hotel operations. The method used in this report is descriptive analysis. To obtain data, some questionnaires were distributed to the guests who came to the above mentioned hotel. In addition, a direct interview to the staff of the hotel was done as well. Result observationaling to point out that english language communication at Office Department's cadre was passably with average mean 3,4 so need to mark sense step-ups. Therefore english language communication step-up can be done by utilizes class – class training already been designed by management party, create english is aerospace at work condition and fixes default rekrutmen utiliseddng to get resource that competence and gains control intern language, since that thing will impacted to service.*

***Key word:*** *Language, Communication, Service*