

## ABSTRAK

Nadya Benro, 2020, *An Analysis of Students' Speaking Skill of Hotel Accommodation in Front Office Subject at SMK N 9 Padang Grade XI Semester II*, Department of English Education Faculty of Teacher Training and Education Putra Indonesia "YPTK" University Padang.

Speaking is an action of conveying information or expressing the idea and feelings in spoken language. This research explained about analysis the students' speaking skill of hotel accommodation students in front office subject at SMK N 9 Padang grade XI through the problems in mastering speaking skill faced by students and the problem causes in mastering speaking skill.

This research used qualitative descriptive design. The researcher choose XI Perhotelan 1 class as sample which consist 31 students. In collecting data, the researcher used; questionnaire, interview, and observation. The researcher used research indicators for data analysis.

Based on data analysis, the researcher found several conclusions; the first, problems of students of SMK N 9 Padang in mastering speaking skill are follows; lack of vocabulary, pronunciation, grammar, fluency, and English comprehension. Second, the causes of student problems in mastering speaking skill follows; low self-confidence, fear of making mistakes, anxiety, shyness, and lack of motivation.

Keywords: *Speaking skill, front office, Speaking Problems, Causes of Speaking Problems, and Qualitative Descriptive Design.*