Language is a system of communication through sound, that is, through the organs of speech and hearing among human beings of certain groups or communication by means of arbitrary vocal symbols. In this case, hotel in the daily operation used English language as a means of communication between staff and guests. Hotel is a kind of tourism business which flourishes all over the world.

The aim of this study is to know the use of English terms used by the Front Office Department staff in Kusuma Agrowisata Hotel Batu. It is specifically to know (1) the major English terms used by the Front Office Department staff in Kusuma Agrowisata Hotel Batu, (2) kind of meaning of English terms used by the Front Office Department staff in Kusuma Agrowisata Hotel Batu, and (3) in what way these terms are used by the Front Office Department staff in Kusuma Agrowisata Hotel Batu.

The research design used in this study is qualitative research. The data are mainly taken from the Front Office Department Staff. The secondary data are used to obtain complete data by finding English terms from related books about hotel and tourism.

The findings showed that different section of the Front Office Department staff (Reception, Reservation, Telephone Operator, and Bellboy) used different English terms. The English terms used by the Front Office Department staff in Kusuma Agrowisata Hotel Batu have lexical and contextual meaning. And those terms are frequently used in daily activities in Kusuma Agrowisata Hotel Batu, especially the Front Office Department staff.