

## **CHAPTER V**

### **CONCLUSION AND SUGGESTION**

In this chapter, the present writer would like to give an overall conclusion of her term paper. The present writer finds that the job qualifications are important for the front office staff. They should have good manners and good English communication skills. The front office staff need to communicate accurately, fluently, appropriately, and confidently in English in facing the hotel guests. Good English communication skills are important for the front office staff, because they have to face different people every day and some of them speak English with different accents. Therefore, communication skills are very helpful in these circumstances. Good communication skills are also needed in understanding inquiries from the guests. For instance, the front office staff needs to use proper and polite English in welcoming the guests, handling complaints, and telephone calls.

Having good manners is also significant for the front office staff. Since their job is facing a lot of people who have different kinds of characters. The front office staff should be able to handle the guests who have unpleasant character, and the front office staff are required to be patient. Besides, the front office staff should be able to control their feelings when they face the

guests, because the impression created by the front office staff will represent the hotel's image. If the front office staff looks bored and impatient it will give a bad image of the hotel and the guests will not stay at the hotel in their next visit.

English competence is beneficial in performing the daily routines of the Front Office staff, because almost everyday the front office staff deal with foreign guests. Since English is an international language, it is necessary for the front office staff to communicate with the foreign guests by using English as a means of communication.

Although the front office staff have good manners and good English communication skills, the front office staff sometimes still face problems with the English language used by guests. For instance, some of the guests cannot speak English well. Moreover, most of the guests who come to Kedaton hotel are those who come from Saudi Arabia, India, China, and Korea. They speak English with different kind of accents.

The present writer suggests that the front office staff should also increase their knowledge about grammar, vocabulary, listening, and pronunciation. Some of the useful activities to improve the English skills are watching programmes in English, such as English news, and listening to the radio programmes.

As her final remark, the present writer states that English is really important for the front office staff at Kedaton Hotel to increase the company's image.

Last but not least, for the D-III English programme, the present writer hopes that her term paper might be useful for any students at D-III English programme and she also suggests that the D-III English programme will provide

more lectures on Tourism, so that they will not face many difficulties in writing a term paper about Tourism.



