

## CHAPTER FIVE

### CONCLUSIONS AND SUGGESTIONS

Based on the results of my data about the significance of English for the Front Office staff at Grand Hyatt Hotel, Jakarta, I find that my research is relevant to the theories. From the research I can make an overall conclusion that:

1. English has an important role in the working environment, particularly in the Front Office department, such as the Front Office staff at Grand Hyatt Hotel, Jakarta.
2. The level of high competence is important in order to communicate well with the guests and to avoid misunderstanding.
3. The use of English has to be parallel with professionalism in the position of a good front office staff.
4. English has been the top priority in order to be the Front Office staff.

Based on my research I notice that the professional working mechanism and the readiness of employees in Grand Hyatt Hotel Jakarta have built the brand image for this hotel as one of the best five stars hotels in Jakarta. The level of English competence of the employees, particularly the front office staff, in Grand Hyatt Hotel Jakarta has reached the level of an expert and, as the only one stop hotel in Jakarta; Grand Hyatt Hotel has built its own uniqueness among the others.

In terms of giving suggestion to D3 Programme, the course has been really helpful for me in arranging my final assignment. I would like to suggest keeping up the healthy relationship between the lecturers and students.