

CHAPTER IV

CONCLUSION

In the previous chapters, I have discussed about my difficulty to communicate with guests from Korea during my internship from 24 December 2013 until 4 January 2014 in STA. The causes of the problem are I was not familiar with the way Korean customers pronounced English words and I did not know how to use my body language properly. This problem also gives some effects. The first effect is I was not confident when I had to deal with Korean customers. The second effect is I spent more time for serving the Korean customers. I find three potential solutions to solve my problem. The first is I will talk more slowly and make the Korean Customers make his/ her speech rate similar to me. The second is I will practice making small talks with my friends. The third potential solution is I will practice my body language, so I can develop correct body language to communicate with people.

In my opinion, the best solution to my problem is to combine the three potential solutions. I choose to combine of all the potential solutions, because when the Korean customers make his or her speech rate similar to me, I will understand what they said to me. To make me more confident, I will practice making small talk with my friends. To help me when I am at a

loss of words, I need to practice my body language to make sure I can explain what I want to say to the Korean customers. I hope that the solution can help me to solve my problem to communicate with Korean customers.

After doing the analysis, I find that communicating with foreigners as a barista requires confidence. Thus, I suggest those who want to work as a barista to prepare themselves with necessary communication skills such as making small talks and using body language.