

CHAPTER IV

CONCLUSION

In this chapter, I want to state my chosen solutions of my problem dealing with the foreign customers. There are three causes of my problem. The first cause is I did not understand the foreign customers' accents. The second cause is I had distractions while I was listening to my customers. Additionally, I find out that my problems give me two effects, they are I misinterpreted the foreign customer's message, and I wasted more time to get the customers' message. To overcome my problem, there are three potential solutions to help me improve my listening skills. The first potential solution is watching English films without subtitles. The second is by practicing listening with native speakers, and the third potential solution is by concentrating more while listening to foreign customers. Those solutions will be helpful to improve my listening skills.

The best solution to my problem is by combining all my three potential solutions. By combining the three potential solutions, it will help me to solve the difficulty in listening to foreign customers. The first step is watching English films without subtitles. Watching films without subtitles will force me to listen to what the people in the film were talking about. After that, practicing to listen to native speakers helps increase my ability to listen to foreign customers. The last step is to concentrate more while listening to foreign customers. Concentrating more will make it easier for me to catch the foreign customers' words. Therefore, by using the three solutions, my listening skills will become better and it will be easier to catch what the foreign customers say.

Finally, I have a suggestion for interpreters who work in Hegar Company. An Interpreter should have great listening skills, because an interpreter should be able to pass on the right information. Listening skill is also important to avoid the bad effects, such as misinterpreting customers' messages and wasting too much time delivering the message.