

CHAPTER IV

CONCLUSION

As a receptionist at Hotel Kedaton, I have a difficulty in handling customers' complaints. The causes of the problem are I lacked of training in handling the customers' complaints, and I was poor in communicating with customers. In addition, the problem has some effects, namely the customers got angry, and the hotel got bad review from a foreign customer. Therefore, I have to find some potential solutions to solve my problem because the problem influenced my working performance. I found three potential solutions that might solve my problem. First, I have to get training from the company before I start to work. The second solution is I will practice English more to improve my communicating skill. Lastly, I I will listen with empathy.

The best solution to solve my problem is combining the three potential solutions that I have mentioned before. There are some reasons for choosing the three potential solutions. In my opinion, being trained by the company before I start to work is not enough. After being trained by the company, I also need to practice speaking in English to improve my communication skills. After I already do the two potential solutions, I will know how to handle the

customers' complaints. The last solution is I should listen with empathy, to make me perfect in handling customer's complaints.

I also have a suggestion for the hotel receptionists who may have to handle customers' complaints. The receptionists should be equipped with training before working and have more practice. As a result, the customers will be happy with the good service from the receptionists and it is very possible that they will come again to stay at the hotel. This is also important for the hotel's good reputation.