

CHAPTER IV

CONCLUSION

In this chapter, I would like to conclude by giving the best potential solution to overcome my difficulties in listening comprehension when communicating by phone with foreign guests from non-English speaking countries. As I stated before in Chapter II, my difficulties in listening comprehension when communicating by phone with foreign guests is caused by my lacking of vocabulary, difficulty in understanding the customers' accents and my listening word by word to what the speakers are saying. As a result, it took a longer time for me to handle phone calls from the guests and I misinterpreted what the guests said. Based on my analysis, I have three potential solutions to overcome my problem: I will increase my vocabulary by watching movies with English subtitles, I should pay attention to keywords when listening to what the foreign guests are saying, and I will rephrase what the guests say.

Based on my observation and supported by the theories from books and the Internet sources in Chapter III, I have found the best solution to overcome my problem. Combining the three of the potential solutions above will be effective to handle my difficulties in listening comprehension

when communicating by phone with foreign guests. Increasing vocabulary knowledge by watching movies with English subtitles will be needed as the first step to solve my problem. The other benefits that I will have when I learn vocabularies by watching movies is I also can learn and pay attention to keywords by notifying what the characters are saying in the movies and I can practice it when doing phone conversations. As only knowing the keywords may make me not get the whole meaning, I need to paraphrase what the guests say based on the keywords to check my understanding and to avoid misinterpretation.

To sum up, the difficulties in listening comprehension when communicating by phone with foreign guests from non-English speaking countries at APPHCC might be solved by the combination of these three potential solutions. I hope I can handle this problem better, in the present and in the future. Besides, there is a suggestion for readers. I think it is important to always practice listening with foreigners to get experience of speaking English before doing an internship to become familiar with different accents and the real use of English.