

## CHAPTER IV

### CONCLUSION

In this chapter I would like to conclude this term paper about my difficulty in providing beverage services in the Executive Lounge. In the previous chapter I have already explained about the causes, effects, and potential solutions of my problem. The causes are, I did not have any knowledge about beverage services, I was not given training about beverage services, and I did not have any working experience in the Hotel industry. The three effects are, I became stressful, I looked unprofessional and I could not work fast. In Chapter Three I have explained about three potential solutions. The first potential solution is I will observe the Executive Lounge staff in making beverages, the second is I will ask question to the staff about the beverage services when the staff is not busy, and the third is I will ask my supervisor to give me training during my working schedule.

I chose three potential solutions to solve my problem because all solutions are related for the steps of learning. The first step is I will observe the Executive Lounge staff in making beverages. I choose this potential solution as my first step of learning beverages because by observing I can get the information how to make beverages without disturbing the staff. I also can learn how to operate the coffee machine, mix the coffee with milk, etc. The second step is I will ask the staff about the beverage services when the staff is not busy. If I ask the staff about making beverages I will get clear and complete explanation that can make me understand about my job especially in making beverages. There are many techniques in making kinds of beverages and by asking the staff I can get clear and complete explanation. Besides, I can remember the explanation longer. The third step is I will ask my supervisor to give me training during my working schedule. Training gives me the real knowledge about making beverages. I can get the knowledge from the staff who knows exactly the techniques to make beverages. By training, I also can ask the staff about making beverages freely without disturbing the staff and the guests.

In my opinion, observing the Executive Lounge staff in making beverages, asking the staff about the beverage services, and asking my supervisor to give me training during my working hours are the most effective solutions which cannot be separated. My suggestion is I think it is important for HH especially the Executive Lounge outlet to pay more attention and give more

guidance to the trainees because not all trainees have the skills related to the job.

