

## CHAPTER IV

### CONCLUSION

Before conveying the best solution to the problem, I would like to present a summary of the previous chapters. The problem that I discuss is I had difficulties in handling customers' complaints. There are two causes of the problem, namely I got panicked and I did not concentrate. There are also two effects of the problem, namely I got stress easily and I was not interested in my job anymore. To solve the problem, I propose three potential solutions. The first potential solution is I will keep calm. The second potential solution is I will speak softly. Then, the third potential solution is I will apologize.

In my opinion, the best potential solution to solve my problem is all of the potential solutions. First of all, I will keep calm. So, when customers come or phone me and they complain to me, I can directly show them my behavior to be more professional in front of them. Then, I will speak softly to my customers, so their anger will be reduced and they can speak softly too. The two potential solutions above will not be perfect without the third potential solution which is I will apologize. This helps me keep the good relationship and show my respect to my customers.

In conclusion, the combination of all these potential solutions is the best choice. However, there is one thing that must be considered, which is that hostilities may happen in being calm. Although I have already spoken softly and apologized to my customers. It is possible that I am ignored by my customers because they are not satisfied enough. Therefore, I suggest that a ticketing and tour staff with the same problem as mine should know these possibilities and prepare to keep their focus when applying the solutions.

