

CHAPTER IV

CONCLUSION

After analyzing the problem, I found two causes of my problem. The first cause is I only have limited knowledge about tourism sites in Bandung, while the second cause is the Korean guests cannot speak English well. Besides my causes, my problem results two effects. The first effect is I could not give the information to my Korean guests, so I gave a bad impression to other guests. The second effect is I had disappointed my Korean guests. To solve my problem, I propose three potential solutions. First, I will learn about directions and destinations in Bandung from tourism guide books. Second, I will speak English more slowly and clearly to Korean guests and third I will keep myself calm.

After analyzing the three potential solutions, I choose to combine all of them to solve my problem because they are related. First, I will learn about directions and destination in Bandung from tourism guide books. Second, I will speak English more slowly to Korean guests, and the last is I will keep myself calm. As a result, I can explain the directions and tourist sites clearly. Therefore, when the guests ask me about the directions and specific locations, I can explain to them clearly and correctly. To conclude, by applying those three potential solutions, I will be able to solve my difficulty in handling my problem in overcoming foreign guests

from Korea. In this way, I will be able to give correct directions and tourist sites. In other words, I can give my best service to my foreign guests, in particular Korean guests.

As for suggestion, I have the following points to put forward. First, Vio Hotel Pasteur should give a short training to its front office staff when serving foreign guests. Second, the front officer should be trained to speak practical English. Third, Vio Hotel should provide the map of Bandung to be given freely to guests.



from Korea. In this way, I will be able to give correct directions and tourist sites. In other words, I can give my best service to my foreign guests, in particular Korean guests.

As for suggestion, I have the following points to put forward. First, Vio Hotel Pasteur should give a short training to its front office staff when serving foreign guests. Second, the front officer should be trained to speak practical English. Third, Vio Hotel Pasteur should provide the map of Bandung to be given freely to guests.

