

CHAPTER IV

CONCLUSION

During my internship as a GSA at Grand Setiabudi Hotel & Apartment, I faced a problem in handling my listening difficulty during communication with foreign guests. There are several causes which could lead to my problem. First, I created physical distance with the speaker by not making proper eye contact. Second, I experienced psychological noise when listening. Third, some foreign guests did not speak English fluently. This problem has created two negative effects, both for the guests and for me. The first effect is there was misunderstandings between the guest and me. Second, I became ineffective in communicating with the guests. Therefore, I suggest three potential solutions to solve my problem. The first potential solution is I will focus on listening to the person whom I talk to, or in other words, do active listening. Second, I will do effective listening by not interrupting while communicating. Third, I should make good eye contact while listening to the speakers.

After analyzing the problem in the previous chapters, I would like to choose the best solutions to overcome my problem. I decide to choose the second and third potential solutions, as the best solution for my problem. The reason why I choose these two solutions is based on some considerations. First, it will eliminate

misunderstanding between the guests and me. Second, I will have a better performance in doing my duties as a GSA. Third, I can build good communication with the guests. I do not apply the first potential solution because I think that when I am not interrupting during communicating with the guests and make good eye contact, I will automatically be able to focus on listening with the person whom I talk to.

To conclude this term paper, I would like to present several points based on my internship experience. I realize a person working as a GSA or front office staff in a hotel should be able to communicate properly. To communicate properly with the guest needs mastering language skills. When dealing with foreign guests, a GSA must be able to communicate effectively in English with the guests. Thus, those who want to be a GSA, should improve their English skills, so that he or she can handle the guests well.

