

CHAPTER IV

CONCLUSION

In this final chapter, I will present the conclusion for the problem which I had during my internship in Grand Odiseus Novotel Bandung. The problem was I had difficulty in handling customers who speak English with strong Korean and Japanese accents. There are two causes of my problem. The first cause was that I could not understand clearly what the customers said and the second cause was that I was not confident when dealing with customers, especially customers who speak English with strong Korean and Japanese accents. I also found that the problem creates several effects. First, I could not give the right information to the customers. Second, I felt disappointed when I could not handle the customers.

I propose three potential solutions to solve my problem. First, I will familiarise myself with Japanese and Korean accents by listening and watching more English speaking videos with Korean and Japanese accents. Second, I will ask the customers who speak with Japanese and Korean accents to repeat what they say. Third I will ask my supervisor to help me handle the customers.

After analyzing the potential positive and negative effects of each potential solution, I think combining the three potential solutions is the best solution to be applied in solving my problem. The first thing I will do is that I will familiarise myself with Japanese and Korean accents. By watching and listening more English speaking videos with Korean and Japanese accents, I will be familiar with the accents and will understand with what my customers say. If I still do not understand what they say, I will ask the customers politely to repeat what they say. For the last solution in handling my difficulty if I still have problem with the customers, I will ask my supervisor to help me handle the situation. Therefore, my customers will be served properly and they will satisfy with my service.

In conclusion, all the potential solutions are well connected with the problem that I have, which is difficulty in handling customers with Korean and Japanese accents. Those potential solutions might be effective in solving the problem. Moreover, I can be a better person in handling my customers and can use my experience to be a successful person.