

CHAPTER IV

CONCLUSION

In this chapter, the analysis of the term paper will be concluded. I would like to summarize the previous chapters before reaching the conclusion. Firstly, I had the internship from 15 January to 20 February 2016 and I experienced difficulties in communicating with foreign clients. The problem appeared because I was not familiar with foreign accents and I lack of adequate English vocabulary. The effects of the problem are I failed to satisfy the clients with the service, I did not feel confident to communicate with foreign clients, and I made slow communication with the clients. I propose three potential solutions in order to handle my difficulties. The potential solution is I will watch English movie, I will have conversation with foreigners using video chat, and I will use body language.

After I analyzed the three potential solutions, I chose to combine all of them as the best solution. In my opinion, they are supporting one another. To illustrate, in the first place, I will watch English movies. When I already feel familiar with the foreign accents, I will try to have conversation with the foreigners using video chat. I will try to use body language in order to make the communication go smoothly during the conversation with them. Afterwards, my listening and speaking proficiency will be improved because of the practices.

As a final point, improvement on listening and speaking proficiency will have impacts on communication difficulties. In addition, non-verbal communication like body gesture will become handy to create effective communication. However, listening and speaking proficiency will not drastically improve without a lot of practices. Moreover, there are so many things that I should understand in using effective body language. By the same token, I suggest that as a front office or other similiar occupation working with foreign clients, should practice a lot in order to improve listening and speaking proficiency, and understand in using effective body language to maintain smooth communication.

