

## CHAPTER IV

### CONCLUSION

The problem I faced during my internship is difficulties in communicating with Japanese guests in English. Besides the problem, I also have observed the causes and effects. There are three causes of the problem. The first cause is the use of consonants by the Japanese guests made it hard for me to communicate with them. The second cause is the Japanese guests speak rapidly. The third cause is the Japanese used different vowels when they speak English. The first effect is I made a wrong assumption and the second effect is I got confused. After having observed the causes and effects, I find three potential solutions to solve the problem. The first solution is, I will ask the Japanese guests to speak slowly. The second potential solution is, I will ask the Japanese guests for clarification of what they say. The third potential solution is I will paraphrase what the Japanese guests say.

The best solution to solve my problem is the combination of the three solutions. First, I will ask the Japanese guests to speak slowly so I can understand what they said better. Secondly, to make me more focus on the topic of conversation, I will ask the Japanese guests for clarification of what they said. Finally, to make me

understand what the Japanese guests mean more clearly, I will paraphrase what they said. I believe the combination may help me to solve the difficulty in communicating with Japanese guests in English.

To conclude, being able to communicate well with foreign guests in English is important when working as a hotel staff. Without good communication, the information cannot be conveyed properly. Finally, I suggest that HIBP can provide trainings to improve the staff's English communication skills, so that the similar problem like what I faced can be avoided. As a result, HIBP staff can give better service to the hotel guests.

