CHAPTER IV
CONCLUSION

In this chapter I would like to discuss the conclusion of the previous chapters. Specifically it will discuss the three causes and effect and also the chosen solution of my problem. During internship, I had difficulty in booking a ticket using an Abacus system at AVTT Bandung. The causes of my problem include that I did not have the knowledge of formula and the abbreviated English tour and travel terms to book a ticket, I did not make any notes about my senior's instruction when I did my on-the job training, and I rarely practiced to book a ticket using an Abacus system. The problem resulted in three effects. The effects that I felt confused of what I had to do, my productivity decreased and my senior was unhappy with my work performance. I have three potential solution to solve my problem. First, I will ask my senior to do internal training program more often. Second, I will ask my supervisor for her guidance. Lastly, I will take a note when I get the training by writing every piece of important information on the notes.

I decided to choose all of the potential solutions because together they can become the most effective way to solve my problem. First, I will ask my senior to do internal training program more often. Because I am not able booking a ticket using

Abacus system, I will ask my supervisor to hold the internal training program more often after work on in her free time. Second, I will take a note when I get the training on instruction by writing every piece of important information on the notes. To make me able to do my job easier than before, I will write notes on what I learnt in the internal training program, it is important to me to take a note on important things related to booking a ticket using Abacus system. When I forget the formulas and abbreviated terms, I can open my notes and review. Lastly, I will ask my supervisor for her guidance. After I get internal training program, if I still do not understand about booking a ticket using Abacus system, I will ask my supervisor for her guidance. It is important to me to take a note on important things related to booking a ticket using Abacus system. With these three potential solutions, I will be able to book a ticket using Abacus system correctly.

If I only use the first and second solutions, I might be able booking a ticket using Abacus system. However, I will not develop my skill in booking a ticket using Abacus system. Because by asking my supervisor's guidance, she can give me the knowledge about booking a ticket using an Abacus system. Meanwhile, if I only use the second and the third solutions I will not know the basic of Abacus system which I get from internal training program. Also, if I only apply the first and the third potential solutions, I cannot review what I have learnt when I forget about abbreviated terms and the formula which I previously learn from the internal training and my supervisor's guidance.

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To conclude, I have learnt that booking a ticket using Abacus system is really important for people who will work in the tourism sector. I hope this paper will help the readers who get the same problem to be able to solve the problem.