

## CHAPTER IV

### CONCLUSION

The problem I faced during my internship is difficulty in communicating with Arab guests in English. The problem has two causes and two effects. The first cause is Arab guests added extra vowel sound to certain words to make pronunciation of words easier for them. The second cause is Arab guests could not really say what they requested in English. The first effect is Arab guests could not able to deliver what they want to say well and the second effect is there was miscommunication between the guests and me. After having analyzed the causes and effects, I find three potential solutions to solve the problem. The first solution is I will double check what the guest say to me by phone. The second potential solution is I will learn Arabic language to interact better with guests. The third potential solution is I will communicate face-to-face and use gesture with the Arab guests.

The best solution to solve my problem is the combination of all the potential solutions. First, I will double check what the guest said to me by phone in order to reduce the error that I avoided, such as repeating what the guests ordered. Secondly, to understand what the guests said if he could not express it with the correct English words, I will communicate face to face and use gestures with the Arab guests. I will

also learn Arabic language while I am learning some gestures that I could use to help communicating with Arab guests.

To conclude, being able to communicate well with foreign guests in English is important when working as a hotel staff, especially as an operator where we directly communicate and receive each of the hotel guest's requests. Without good communication, the information cannot be delivered properly. Finally, I suggest that Crowne Plaza Hotel Bandung can provide a training of Arab language for their employees because most of the hotel's guests come from Middle East or Saudi Arabian. Therefore, employees who cannot speak Arabic do not have to rely on one or other staff who can speak Arabic.

