

## CHAPTER IV

### CONCLUSION

In this chapter, I would like to conclude the best solution to overcome my difficulties in communicating with foreign tourists from non-English-speaking countries. As I stated before in Chapter II, that communicating with foreign tourists from non-English-speaking countries was difficult due to my inability of being used to hearing to the tourists' accents, pronunciation and their speech speed. The using of limited English words by the tourists also caused my difficulties to communicate with them. The last cause of my difficulties was my listening skill was not too good. As a result, I could not understand what the tourists meant easily, I was confused of what the tourists said, and I misinterpreted what the tourists said. The solutions to overcome my difficulties are using gestures, focus on listening to what the tourists say, and clarify by repeating what the tourists said.

Based on my observation and supported by the theories from books and internet sources in Chapter III, I have found the best solution to handle my

problem. Combining the three of the solutions above will be very effective in communicating with the tourists. Listening attentively as well as using appropriate gesture and clarification is very important to reach an effective communication. Tourists from non-speaking-English countries tend to have unfamiliar accents and poor pronunciation. Thus, listening attentively will be needed so that I will catch what the tourists say correctly. The meaning will be interpreted well in order to build a better communication. The using of gestures during the conversation will help me to deliver what I want to say easily. Clarification will be needed to make sure that the tourists and I have the same understanding about the messages. It will avoid misunderstanding of what the tourists say. I will be able to catch and understand what the tourists say more accurately in order to provide the correct information for what they ask for.

Finally, I suggest use simple words when communicating with the tourists from non-English-speaking countries. Coates states that “in any conversation with a person who is using a second or other language, it is more important than ever to use the simple words” (45). It will help me to deliver my message and the tourists will also understand what I say easily.