

## CHAPTER IV

### CONCLUSION

When I did my internship at Hilton Bandung Hotel as a trainee at Executive Lounge, I had difficulty in handling the difficulties in making a small talk with foreigners. The causes of the problem are I lack of small talk topics, I was afraid to make a mistake, and I had lack of experience to communicate with foreigners. Besides the causes, the problem has some effects, which are the guests felt awkward, I should always find excuses to end the conversation, and the last is I could not engage with the guests. After analyzing the causes and effects I have found some potential solutions to solve my problem. The first potential solution is I will prepare some questions to be asked to the guest. The second is I will practice to make a small talk with my colleagues. And, the third is I will use relevant topics and questions in small talk.

For the best solution to my problem I will combine those three potential solutions that I have mentioned before which are I will prepare some questions to be asked to the guest, I will practice to make a small talk with my colleagues, and I will use relevant topics and questions which are usually used by Australians in small talk.

The reasons why I choose these three potential solutions is because

the three potential solutions support one another. By preparing some questions to be asked to the guest, I can ask the right questions, and by practicing making a small talk with my colleagues, I can be more confident. Moreover, by using relevant topics and questions, I can make the small talk easily. Therefore, by combining the three potential solutions, I will not find difficulty in making a small talk with foreigners.

Having a small talk with the guests is really necessary to make the guests feel respected and valued. Furthermore, I can get to know about their satisfaction about the quality of the hotel's facilities and services.