

CHAPTER IV

CONCLUSION

In this chapter, I would like to present the best solution for my problem at Hotel Hilton Bandung. Based on my experience when I was doing my internship at Hotel Hilton Bandung, I find that handling guests' complaints is a problem for me. The problem happened because I did not have any previous experience so it is hard for me to handle those complaints, I also did not have enough knowledge of the hotel facilities and I had fear of conflict or confrontation when handling guests' complaints. The problem results in my not enjoying working at Hilton Hotel, the guests not being satisfied with the answers that I gave and my feeling stressed out because I could not handle those complaints. I find three potential solutions, and after considering the positive and negative effects of the potential solutions, I am convinced that combining the three potential solutions will be the best solution of my problem.

Clarifying the issues and the guests' expectations is a good step to approach the guests when they are complaining. When the staff know what the issue of the problem is, the staff can give a proper solution to the guests and also when the staff know what the guests expect, the staff will

also know how to satisfy the guests' need. The second is the staff have to apologize to and empathize with the guest. If the guests complain and the staff who handles their complaints can show empathy, the guest may feel that the staff respects them or understands their feeling and their position. The third solution, I will consult with my supervisor so that I will know what kind of complaints that usually appear in the hotel and I will also learn from my supervisor's experience so that I can handle guests' complaints appropriately.

Based on those three potential solutions of the problem, I conclude that combining the three potential solutions is the best and most suitable solution of the problem. In dealing with complaints, when the guests are angry and I try to help them by clarifying the issue, I will know what to do next. By knowing the issue, I can empathize with the guests and apologize sincerely. This can make the guests calm down, which can avoid conflicts to happen and increase my confidence when dealing with the guests. My lack of knowledge about the hotel can be treated through consultation with the supervisor. This also will help me to understand how to face the guests when they are complaining, so that I can provide the right treatments to the guests.

Hotel Hilton Bandung has given an opportunity to me to have an internship and I got a lot experience from Hotel Hilton Bandung. As a suggestion for those who want to have an internship at the hotel, they should know that working at the hotel is not as easy as it seems. It needs passion, hard work and strong mentality. Besides, they should prepare good communication skills because the skill will be needed when dealing either

with the guests or with the staff. Having knowledge about the hotel even just a little, will also be of advantage to adapt yourself with the hotel industry.