

## CHAPTER IV

### CONCLUSION

As a trainee at Concierge outlet in HBH, I have some problems in communication skills. One of the problems is starting conversation and having small talk when meeting and escorting the guests. The causes of the problem are I did not understand what the foreign guests said as they spoke fast, I lacked confidence when talking with foreign guests, and the lastly I did not have sufficient knowledge about suitable topics when speaking with foreign guests. Besides this, the problem has some effects, namely I seemed incapable of understanding English, I might seem socially awkward in communicating with the guests, and I could not make a good relationship with the guests. Therefore, I have to find some potential solutions to solve my problem because the problem influences my working performance. I found three potential solutions that might solve my problem. First, I will consult with hotel staff and my supervisor about my problem or find some tips in having small talk from the internet. The second solution is I will practise my conversation skills by starting conversation and having small talk in English with other hotel staff and my

supervisor. Third, I will practice small talk immediately when facing foreign guests.

The best solution to solve my problem is combining the three potential solutions that I have mentioned before. Those are I will consult and ask for the tips, practise it with the hotel staff and my supervisor and lastly apply it by practicing conversations and small talk with foreign guests.

There are some reasons for choosing the three potential solutions. I choose to combine the solutions because all of the three solutions can be a step-by-step solution. Therefore, it could be more effective to solve my problem. First, I consult my problem with people who are experienced to solve the problem. After asking and consulting them, I will apply the solution. Lastly, I have to take action to start conversation with foreign guests. Nelson believes that some steps to solve problems in the workplace are listening and applying the ideas from colleagues by practicing them frequently (16). Thus, I will be able to start conversation and have small talk with foreign guests after applying the three potential solutions.

To sum up, the difficulty in having small talk might be solved by combining the three potential solutions. Having small talk with hotel guests is important to build a good relationship with hotel guests. Showing hospitality by having small talk can make the hotel be the first choice for guests. The guests will be satisfied with the service and feel comfortable to stay in the hotel. Therefore, I suggest that the hotel staff in HBH have small talk more often with the guests to enhance the quality of service.