

CHAPTER IV

CONCLUSION

Based on the analysis on the previous chapters, I find out that it is hard to make small talk with buyers from Manila because of some reasons, such as I did not know much about the buyers from Manila and I had a lack of vocabulary. The problem also has some effects, they are I was nervous when speaking with the buyers from Manila and I looked unprofessional when having conversations. There are some potential solutions for that problem, such as I will search for information about small talk in the Internet or books, prepare some questions about what we can talk about during the small talk and be aware of cultural differences. In this chapter, I am going to explain the chosen solutions from the three potential solutions mentioned above.

The best potential solution for handling difficulties in making small talks with buyers from Manila is combining all the potential solutions. By searching, about small talk in the Internet and books, I know how to make small talk in a good way, which can make me be professional in doing the small talk. Besides this, I can find out about topics that can be of interest for the buyers. After I know the information about small talk, I can make a

list of questions. This is useful because when I meet the buyers, I do not have to be afraid of not having any idea about what to talk about when making small talk. By having a questions list, the small talk will be organized well and the conversation will going smoothly. Moreover, the cause of the problem about my lack of vocabulary can be eliminated by doing this preparation. In order to avoid misunderstanding, especially concerning the nonverbal cues, I should find specific information about the buyers' cultures and focus on the differences of their cultures and mine. By doing so, I will feel confident and comfortable when making small talk with the buyers.

Based on the above explanation, I can say that the three potential solutions are related one after another. Thus, by applying the solutions given, it is expected that I can do the small talk well and make a good business conversation with the buyers from Manila and from other countries as well.

I suggest that the administration staff at Acopindo Company increase their knowledge about small talk, so when he or she has to meet new buyers from other countries, he or she can know how to deal with them and how to make small talk with them. For the next interns who want to have internship and take the same position with me as an administration staff in CV Acopindo, I suggest that they learn more about small talk so that it will be easier for them to make small talk with the buyers from any country which have different cultures.