

CHAPTER IV

CONCLUSION

During my apprenticeship at Hotel Hilton Bandung, I faced a problem that is the difficulty in having communicative interaction with the guests at the Executive Lounge. The difficulty is caused by my lack of confidence, lack of experiences working at a hotel, and my limited knowledge about the menu there. As a result, the guests did not feel comfortable, I could not give the complete information to the guests, and the hotel would be underated by the guests. I propose three potential solutions to solve the problem. The first is I read books, the second is to I ask a mentor to share his/her experiences and knowledge, and the third is the hotel provides special trainings for the trainees before they start working.

Among the three solutions, the first and the second solution are chosen to be the best solutions. The reason I choose the first potential solution is because I want to learn and find theories about communicative interaction with the guests by reading books. I also choose the second potential solution because by asking a mentor to share his/her experiences and

knowledge, I will expand my way of thinking of interacting with the guests. Moreover, I will improve my performance in having communicative interaction with the guests at work. Furthermore, to be professional at work, every staff needs a lot of insights and has to be able to do his/her work skillfully. The reason I do not choose the third potential solution is because giving on-the-job training for the trainees is time-consuming for the trainer.

To conclude, having communicative interaction with the guests is very important. With good competence in having communicative interaction with the guests, the guests will be satisfied and become loyal to the hotel.