

## CHAPTER IV

### CONCLUSION

Being a concierge trainee at Hilton Hotel Bandung is not as easy as I thought, especially when I have to speak English with foreign guests. In dealing with foreign guests, I have difficulties in giving a correct and clear information to them. On account of the analysis in the previous chapter, I have found three causes and effects of my difficulties in giving information to foreign guests. Those causes are: I was not fluent in speaking English, the hotel did not provide English training for hotel trainees and I had limited knowledge about hotel and its surroundings. Furthermore, those causes will bring up some effects such as: the services I gave did not satisfy foreign guests' expectation, I became nervous in dealing with foreign guests, and the foreign guests could not understand the information that I gave to them. From my analysis, I have found three potential solutions that might be useful to solve the problem. The first potential solution is I will use body language when explaining something to foreign guests if necessary. Second, I will take an English conversation course with a native speaker of English as my teacher. Last, I will study the information book about Bandung and hotel product knowledge intensively.

From all the potential solutions above, the solution that I think might be the best to solve the problem is the combination of the second potential solution and the third potential solution, namely taking an English conversation course with a native speaker of English and study the information book about Bandung and hotel product knowledge. By doing these, I will be capable of giving a clear and correct information to foreign guests.

The reason why I choose those two potential solutions is because taking an English conversation course with a native speaker of English has a lot of benefits. As written in the previous chapter, when I speak with my English teacher, I can imagine that I am speaking with a foreign guest. Moreover, I will feel more confident when having a conversation with foreign guests in real situations. Besides, by interacting with native speakers, I could learn more about foreign cultures that might be useful for me to build a good relationship with foreign guests in Hilton Hotel Bandung. I also choose the third potential solution because based on my research, frontline hospitality staff must have a strong knowledge of their 'product' in order to deliver pro-active hospitality. Moreover, I could provide all guests with a prompt response. As a result, the guests will appreciate me as a professional staff. The reason why I do not choose the first potential solution is because it is problematic and culture-bound. It might either cause the guests not to understand the message or they might misunderstand it.

Finally, I have some suggestions to other students going to work as hospitality trainees, especially for those who will work as a concierge or a front office trainee. In my opinion, It is better to practice their English speaking skill before they start working as concierge trainees because there will be a lot of foreign guests that come and stay at the hotel. Furthermore, they must study seriously about the hotel product knowledge and the hotel surroundings because it will be very useful. Based on my experience, at the first day of my training I did not consider seriously about the importance of knowing the hotel product knowledge. As a result, I began to have a lot of problems relating to giving information to the guests. By applying all the suggestions given, a concierge trainee can avoid problems in giving information to foreign guests.