

## CHAPTER IV

### CONCLUSION

In the previous chapters, I discussed about my problem of adaptation with the new working environment as a new Front Office trainee in Hilton Hotel Bandung. The causes of the problem are I did not have any experience working as a Front office before, I was not capable of working in a team, and I had a lack of self confidence. The problem also affect my working performance. I often felt bored during my internship ; besides, I could not get along well with the senior staff. I propose three potential solutions to solve the problem. The first is Hilton Hotel Bandung should provide a routine gathering program for new trainees and the senior staff. The second is I should model the senior staff in doing the activities. The last is Hilton Hotel Bandung should conduct an on-the-job training for the new trainees.

In my opinion, the best solution to overcome my problem is combining the three potential solutions. The first solution is chosen because gathering program for the new trainees and other members to have time together can

be an effective way to know each other. By conducting a gathering program, Hilton Hotel Bandung can help me and other new trainees, to build a good relationship with the other workmates from their own division and other divisions as well. The second solution is chosen because modelling the senior staff in doing their duties can be the fastest way to familiarize myself with the skills needed to do my work. The third solution is also chosen to help the new trainees adapt themselves with the workplace. As MSH publishing stated in "Preparing a Training Program" that a good training should tell the new worker what kind of work they should do in their work, so they can adapt themselves with the work (par 4). By doing a good training session before new trainees do their work as Front Officers, Hilton Hotel Management would make the trainees more ready for their adaptation at work.

This research shows that the problem of my difficulty in adapting myself with the tasks as a Font Officer in Hilton Hotel Bandung can be caused by various things. A combination of some potential solutions can help to overcome the problem. By having the problem resolved, new Front Officer trainees can be better prepared when entering the workplace.