

CHAPTER IV

CONCLUSION

I have completed my internship at Hilton Hotel Bandung. I had difficulties in escorting and serving the guests in Purnawarman Restaurant as an outlet server. The causes of the problem are I did not have relevant hospitality skill, I did not have any experience working at the restaurant hotel, and I did not know well about the menu in the restaurant. The effects of the problem are I could not give satisfactory service to the guests, I often disturbed my coworkers by asking for help from them, and I did not have self confidence in dealing with the guests. The potential solutions of the problem are my mentor at the restaurant should give me supervision as the new outlet server twice a week about food and beverage services and product knowledge, I will ask my mentor when I have difficulties in dealing with the guests and in doing my job, and I should read the books and articles about hospitality when I am not working.

The best solution to solve the problem is the combination of all potential solutions. The trainee needs to get the outlook and overview about escorting

The application of the potential solutions can be effective. It is not enough for me as a new outlet server if I only use one of the potential solutions for improving my skills and knowledge. Canfield states that, by mentoring process the trainee could get the solutions of the problem (par. 4). Then the trainee should ask the coworkers about the job, so that the trainee could get the information and more knowledge about the job. Canfield states that “when facing a challenge or trying to figure out how to accomplish a goal, most people ask their friends, neighbors, co-workers, siblings, and others for advice (par. 1). Besides, I should develop myself by reading the books and articles. By reading relevant books and articles, I would get knowledge, information, and solutions. London states that, “Reading is also a valuable learning tool that helps expand knowledge, skills and vocabulary, which in turn give readers more confidence to deal with a variety of situations and discuss a wider variety of topics” (par. 4). The combination of all solutions are suitable to improve my competence and develop my understanding about my job.

Three potential solutions are useful for the trainee in the hotel. Moreover, these can be useful for the trainees who do not come from the major of hospitality. In addition the trainee can get more knowledge and information to develop themselves. My suggestions for Hilton Hotel Bandung staff is to maintain the excellent service for the guests and the quality in educating the trainees.