

CHAPTER IV

CONCLUSION

The problem that I face is that I, as a junior ticketing staff, was not allowed to book and issue tickets for the customers during my internship at TW Travel. The causes of my problem are I was a new and inexperienced staff at TW Travel, the two of my senior staff did not delegate the task to me for fear that I would make mistakes in the process of booking and issuing the tickets, and they were afraid that TW would have to accept the consequences if I made mistakes. The effects of my problem are I gained limited experience to book and issue the tickets by myself, it is time inefficient for the customers who have come to TW and I, and the other ticketing staff has to spend their time to help me book and issue the tickets correctly. Furthermore, the first potential solution to solve my problem is I learn from my senior ticketing staff by observing the way they book and issue the ticket for the customers. The second potential solution is I take initiative to approach and to ask the senior ticketing staff to personally teach me how to book and issue the tickets. And then the third potential

solution is I learn to perform my task while accompanied by the senior ticketing staff.

In this chapter I would like to present the chosen solutions to solve the problem that I got during my internship. I will apply all the three potential solutions for my problem. First, I learn from my senior ticketing staff by observing the way they book and issue the ticket for the customers. Then I also take initiative to approach and to ask the senior ticketing staff to personally teach me how to book and issue the tickets. Thus, after learning and observing, I will perform my task while accompanied by the senior ticketing staff.

Based on my experience during my internship at TW Travel, all of the three potential solutions are useful because they are related. First of all, I learn from my senior ticketing staff by observing the way they book and issue the tickets for the customers, then I take initiative to approach and ask them to personally teach me how to do them and the last I will try to learn to perform my task while accompanied by the senior ticketing staff during the process. These solutions could be effective for me as a new ticketing staff to be allowed to book and issue the tickets at TW Travel. In order to make the learning process happen, I need help from the other staff especially my supervisor and co-workers to solve my problem. Nelson explains, "Feedback from your boss, co-workers, or even friends can be invaluable" (181). It means that I need feedback from the other staff to learn in the process of learning how to book and issue the tickets properly. In addition, Bissonnette stated that, "Encourages the new employee to

view mistakes as a fundamental source of workplace learning rather than as failure” (13). Therefore, I need my senior staff help to teach me and support when I make mistakes in booking and issuing the tickets.

To sum up, I will try to apply the chosen solutions to handle the problem at work in the future. Doing mistakes at work is possible. Thus, my suggestion is giving trust to a new employee so that the person can improve his or her skills as a ticketing staff at TW Travel Bandung. Besides, junior and senior ticketing staff at TW could work together as a team so that they are able to monitor and help each other.