

## CHAPTER IV

### CONCLUSION

Based on my analysis in the previous chapters, I would like to present the chosen solutions in this chapter. The solutions are to overcome my problem in understanding the names of the food and beverages listed in the menu when I had my internship at HH Bandung as an operator. The causes of my problem are I feel nervous when answering the phone from guests, I am not familiar with the various names of the menu at the hotel, and I cannot catch the words properly and quickly when I listen to the guests' order on the phone. Then, the effects of the problem are I may misunderstand the names of the menus, I may disturb the room service staff and they will complain to me, and the hotel guests may wait longer and complain to me. The potential solutions of my problem are I study the names of the food and beverages by reading the list of menus at HH, I ask the names of items on the menu at HH to the staff at HH, and I ask the staff at HH who know how to pronounce the names of the menus correctly and record them.

Having analyzed the potential solutions, I choose all the three potential solutions, those are I study the names of the food and beverages by reading the list of names on the menus at HH, I ask the names of items on the menu at HH to the staff who have the knowledge of the menu and I ask them how to pronounce the names on the menu correctly and record them. In the article “How to Improve Your Vocabulary”, it is explained that to learn a lot of vocabulary, it is necessary to read English books, listen to records, and write the words in a notebook (par. 1). The reason I choose this solution is because I need to develop my skills in listening, speaking, reading, and writing. Reading can improve my writing skills, as I will know how to write the names of the food and beverages on the menu. However, I will not know how to pronounce the word correctly. Therefore, I need help from the other staff to solve my problem. I need to ask them about the names on the menu at HH and how to pronounce the names of the menu correctly. As a result, I can improve my knowledge of vocabulary related to the names of the food and beverages, I will know how to pronounce the word correctly and I can increase my listening skills by listening to the recorded pronunciation of the names of the food and beverages. All these steps will be helpful for me to listen to the guests’ order on the phone. Therefore, I will learn to be a good operator who is competent, both in spoken and written communication.

I believe that these chosen solutions can help other people who have a similar problem. I learn by myself and from other people, because if I only learn by myself, I will not know what my mistakes are. Moreover, if I only

learn from other people, I might rely too much on other people. For example, when the guests call the operator to order some food and beverages, the operator does not need to ask the other staff how to write and pronounce it correctly.

I can sum up that the ability to understand the food and beverages listed in the menu is needed for the operator staff at HH Bandung, so that the staff can listen to the guests' order without making mistakes. He or she can also write the names of the food and beverages correctly in the room service order form without asking the other staff. By learning product knowledge, the operator staff will feel confident when listening to the guests' order on the phone. I hope these chosen solutions can help other operator staff to handle a similar problem effectively if it happens in the future.