

CHAPTER IV

CONCLUSION

When working at a new place as a new employee, it is common to find a problem. The problem can affect the employee performance negatively in working. During my internship at GSH, I had a problem in completing my tasks when I worked as a sales administration staff. The unavailability of training for the sales administration staff and job description about how to do the job have caused a problem. This problem also effects me. I felt confused about what to do and I could not give satisfactory results to my tasks. In order to solve the problem, I have found three possible solutions. The first solution is GSH should give training to the new employees. Second, I made a to-do list. Third, the hotel should provide a person in-charge at the office.

After having discussed the problem. I figure out that the best solutions for me is the combination of the potential solution. The first solution is GSH

should give training to the new employees. The second solution is I make a to-do list, and the third solution is the hotel should provide a person in-charge at the office.

To be good at work, training is the solution for the employees, because it will help them to handle their job effectively. It can also increase their productivity and help them to set their job goals. The second solution is I made a list to-do. List to-do can help me to organize my tasks. As a sales administration staff, I had a lot of tasks. Therefore, I need to organized them all. By organizing the tasks, I became more focused and help me to set my job priority. The third solution is the hotel should provide a person in-charge at office. PIC has a responsibility to supervise employee at office and give them training about how to do the job. Beside that, the employees can ask the PIC if there something they do not understand.

I believe that the solutions that I have chosen can be applied by other employees as well, especially sales administration staff and the Human Resouces at GSH. I suggest that GSH should be more focused to the training program for the employees, because employees is the people who serve the guests. Therefore, if they do not get any training about how to do the job, they cannot serve the guest optimally, and give negative effects to the hotel's image.