

CHAPTER IV

CONCLUSION

In this chapter, I would like to discuss about the chosen solution for my problem which is difficulties in dealing with various guests' questions about the hotel and tourist destinations when working as a bellboy at Novotel Hotel Bandung. There are two causes of my problems. First, I, as a bellboy trainee, had only little knowledge on both the hotel and tourist destinations in Bandung. Second, I was too much relying on senior staff to help me answer every guests' question that was asked by the guests. The problem also affected my performance during my internship. The guests were disappointed with me as I could not give satisfying answers, also the bell captain or supervisor was disappointed with my performance, and the other staff thought that I was not capable of giving satisfactory answers, when handling guests' questions. There are three potential solutions to my problem. The first potential solution is I use tools to help me, such as hotel brochure and the map of Bandung. The second potential solution is I ask support from my senior

colleagues who can advise and teach me. Then the last potential solution is I should have a training before starting doing the job.

After doing an analysis of the potential positive and negative effects of each potential solution, I conclude that to combine all of three potential solutions will be the best solution to my problem. The reason why I combine all the potential solutions is because each solution can support one another to help me be more confident and ready to answer all guests' question. When the hotel provide the hotel brochures, I can be more confident as I can refer to them when the guests ask questions about the hotel. Cooperation with the senior colleagues will also help me when the guests ask detailed questions about the hotel. When the guests ask questions about tourist destinations, for example, about location of one museum in Bandung which I never heard about. I can ask my experienced senior staff and help the guest by showing the map of Bandung to the guest. Having a training before I start working is also important, as it can help me know what I have to deal with as a bellboy trainee. In addition, the training can also give knowledge on how I should deal with the guests. When I can provide answers for the guest's questions but without having the knowledge in how to answer the guests' question in a proper way, the guests may feel disappointed with how I behave. Having the training can also decrease my tendency to be dependent on my senior colleagues. Thus, using all three potential solutions, the brochures, maps, the help from senior and having the training program will help me overcome my difficulties.

