

CHAPTER IV

CONCLUSION

After doing some observations at G.H. Universal during my internship, I found that it was not easy to serve the guests. There are two causes that make the GRO trainees have a hard time to perform their best in doing their responsibilities. First, some trainees did not have a knowledge about hotels. Second, the hotel did not give any training to the trainees. Consequently, the effects are the trainees who did not know how to handle guests' complaints would feel bored and frustrated and there will be some time and money wasted because of unfinished and unsatisfactory jobs done by the trainees. There are three potential solutions to avoid this problem from becoming worse. First, the front office supervisor should give individual guidance and instruction to the trainees every day. Second, the front office department manager should plan training, which must be done at least once a week. Third, the hotel should not accept any trainees who do not have any knowledge about hotels.

In this chapter, I would like also to present the best solution to help the GRO trainees be able to handle the guests well. Based on the analysis of the potential solutions that have already been discussed in the previous

chapter, I decide to choose the second solution. Holding a training for trainees, which must be done at least once a week, will surely help the trainees know what and how to do their job well.

Training can help the trainees know their responsibilities and be able to improve their ability in their work. This is supported by Stephen J. Shriver's theory, a hotel management should give training to an employee to make sure their employee knows the performance standards to be achieve effective in their job (237). An effective result in doing the job will surely make the guests get satisfaction, and it gives advantages to the hotel.

To conclude, holding proper training is very important to improve GRO trainees' competence, especially for those who do not have knowledge of hotels, because they play an important role in determining the hotel's image. I suggest the G.H. Universal Hotel management hold a training programme which is planned well. Thus, they will be able to produce GROs who are ready to serve and handle the guests well.