

## CHAPTER IV

### CONCLUSION

Handling guests in a hotel is not easy for me who has no experience in hospitality area especially if I have to handle the temperamental one. Because of this, I could not fulfill the guest's expectation and satisfaction, the guests kept complaining, and I look unprofessional. To solve my problem I find some of solutions during the internship. First, I have to read a book about how to handle temperamental guests. By reading a book written by a professional, it is expected that I can improve my knowledge and will find it easier to handle the guests. Second, I find the information from the Internet. The Internet provides a lot of information about handling such guests. Third, I interview the manager who has many experiences about handling such guests.

In this chapter I am going to analyze the chosen solution that I think suitable and effective for my problem. From all the potential solutions offered, the most suitable solution for my problem is the combination of potential solution one and three which are reading a book and

interviewing the manager who has many experiences about handling such guests.

The reasons why I choose that as the suitable solution for my problem is because reading a book written by an expert of hospitality will increase my knowledge about handling such a guest in an appropriate way. In addition, by interviewing a manager, I can have reliable and practical information from him about handling such guests. The manager has many experiences and tips about handling guests. Even, some of the tips are not even written in the book. For example, my manager said that the hotel staff can read the guest's characters from the guest's appearance. For example, a perfectionist guest, we can see it from the way he or she gets dressed. Basically, this guest wants everything to be in a perfect way. By doing this, the hotel staff know how to handle the guest.

In order to give good services for the guests, it is very important for the hotel staff to handle guests effectively, because, it will make the guests feel like they are really being taken care of. Thus, the guest will have a good impression to the hotel and later on they will be back again.