

## CHAPTER IV

### CONCLUSION

Handling foreign guests is not as easy as I thought before. It was hard because they have a different accent, pronunciation and language. I found that when I was doing my internship, the Concierge staff found it hard to handle foreign guests. Therefore, sometimes there was miscommunication between the staff and the guests. This miscommunication can be dangerous for the hotel. The guests may be disappointed and not feel satisfied with the service of the hotel. To solve this problem, I have three potential solutions for the concierge staff and the hotel. First, the hotel should provide English training for concierge staff. Second, the hotel can provide the application of an English day. Third, the concierge staff can learn English through an online course.

In this chapter I am going to analyze the chosen solution that I think is the best for the problem that the concierge staff has. From all the potential solutions that I offer for the hotel and the concierge staff, the best solution is the combination between potential solutions one

and two, which are to provide English training and the application of an English day in hotel.

The reason why I choose those two potential solutions is because it will give a benefit not only for the concierge staff but also to the hotel. The concierge staff will increase their skills in English and in communication. The good communication that the concierge staff have can increase the quality of their job and communicate well with all of the guests in hotel. On the other hand, hotel will get the advantage of the increase of the concierge's staff skill from the new program training and learning English. The hotel will get a good impact and result from the training as a good quality of service for the guests. The concierge staff will be able to handle the guests well, which will make the guests come back to stay in the hotel.