

CHAPTER IV

CONCLUSION

From the previous chapters, it is stated that the problem is i was not competent to handle complaints from the foreign and local guest at Grand Serela hotel. There are three causes, three effects and three possible solutions of my problem. First, the cause is I have never had any experience to work in a hotel. Second, the senior front office did not support me to handle the complaints from the guests. Third, I was afraid if I would give a wrong solution because I did not get any training from the hotel. The first effect, my manager will notice that I cannot do my work properly. Second, the guests will not be satisfied and the image of the hotel will be terrible. Third, I feel stressed out for not being able to handle complaints. In order to make myself become more competent in handling complaints, I propose three possible solutions. First, I ask the senior receptionists to be my mentor so I can handle the complaints from the guests properly. Second, I find out some information about how to deal with difficult customers by getting some resources from the books and the Internet. Third, I give suggestion to my manager to hold training for apprentices.

In this chapter, I would like to present the best solution to be competent to handle complaints from the foreign and local guests as a new receptionist at Grand Serela hotel. Based on the analysis of the potential solutions, I decide to choose the combination of two potential solutions. The chosen solutions are finding information about how to deal with the characteristics of difficult customers by getting some resources from the book and Internet and giving suggestion to my manager to hold trainings for apprentice. These solutions can support the staff effectively because the staff can learn useful information so that they can understand about handling the guests from the Internet or books. Moreover, the staff can also learn to practise in the training. Jef Menguin states that "Providing training for employees not only helps them develop their skills and knowledge, but it is also motivational and a building block to organizational success." (par. 2). Referring to the quotation, it is obvious that providing training for the employees will make them more productive. Although training will cost lot of money, it can be beneficial for hotel and staff in a long term. Training not only helps the receptionists become more confident but also improves their language skill to deal with the local and foreign guests. The apprentice can have training for at least 2 weeks before they work. This combination of two solutions is the best solution because by learning and practising, it would be easier for the receptionists to understand their task and to be successful at workplace.

To conclude, it is important for the receptionists to improve their competence to handle complaints from the foreign and local guests

because it will have an effect on the hotel's image. Grand Serela hotel needs an improvement in hotel's human resources. I suggest that the receptionists at Grand Serela hotel should start to improve their skills by finding information about how to deal with the characteristics of difficult customers by getting some resources from the book and the Internet. Besides, I also suggest that Grand Serela hotel should organize training for apprentice. Therefore, it will give profit to the hotel's development and make the hotel staff well-prepared in the midst of tight competition among hotels.