

## CHAPTER IV

### CONCLUSION

During my internship at Grand Serela Hotel, I faced a problem that is the front office staff are not competent in communicating with foreign guests. The incompetence is caused by lack of listening and speaking skills, and vocabulary. As a result, the guests did not feel satisfied and complaint. In chapter III, I analyze the problem with its negative and the positive effects. Moreover, I describe some potential solutions to solve the problem. However, there are also negative and positive effects of the potential solutions.

There are three potential solutions. The first is to find the opportunities to talk with foreigner, the second potential solution is to give front office staff an English training once a week, and the third potential solution is watch English movies without Indonesian subtitles. I have chosen the second and the third potential solution. The reason I choose the second potential solution is because from the theory that I have read, taking English training is a good way to improve English skills. Based on the second potential solution theory, taking an English course can help in improving the English skills such as

listening and speaking skills. Beside the second potential solution, I also choose the third potential solution because by watching English movies without Indonesian subtitles, we are forced to hear what the actors or the actresses say in English. By doing this, our listening skills will be improved. The reason I do not choose the first potential solution because it is difficult to find foreigners in Bandung city. Another reason is there is a possibility that the foreigner will reject to give a respond because some of them do not want to waste their time speaking with someone they do not know. Therefore, the opportunity for front office staff to get a chance to talk with foreigners is very small.

To conclude, competence in communicating with guests is very important for a front office staff. Without that competence, front office staff cannot interact with the guests well and cannot fulfill the guests' needs. Moreover, with good competence, the guests will be satisfied and become loyal.