

## CHAPTER IV

### CONCLUSION

In this chapter, I would like to present the best solution to avoid misunderstanding foreign customers' order as a new company's secretary assistant at TOMA Technical Supply. Based on the analysis of the potential solutions that I discuss in the third chapter, I decide to choose the combination of those three potential solutions.

The first solution is I should learn more about my job and also the products specification of my company. It means that I must understand my job description clearly and know deeply about the products that the company produce. Therefore, I will do my job better and if there is a customer who asks about the products of our company, I will be able to explain each product to the customer as clearly as possible. The second solution is that I should be an effective listener. It means that I must increase my concentration, especially when listening, and also always focus on what is being said. Therefore, my job will be better without any mistakes. The third solution is I must be brave to recheck and review something which is not yet clear. It means that if someday there are some words of the customer which are not clear, I must be brave to ask the customer back the words which are not clear and also ask

the customer to be more precise. This solution can also minimize the chance of making mistakes.

The combination of those three solutions is useful to avoid mistakes especially, misunderstanding foreign customers' order because those three solutions are supporting one another. If I only learn more about my job and the products specification without concentration, it will be useless because the learning process needs concentration. If I only increase my concentration without knowing my job and the products specification, it will also be useless. The braveness to recheck something unclear is also important to avoid misunderstanding. I am sure that the combination of those three solutions is very effective to avoid misunderstanding. Therefore, I am sure that the combination of those three solutions can help me to improve my job quality as a new company secretary assistant at TOMA Technical Supply.