

## CHAPTER IV

### CONCLUSION

When I worked as part of the Front Office staff as a phone operator, I learned that coordination and communication among the staff members is the key of successful team. However, I experienced lack of coordination among nine Front Office staff members. The causes are there was lack of communication among Front Office staff members, the computer system was not complete, and the supervisor did not give enough supervision to his Front Office staff members. Then, there are effects of the problem, which are the guests' requests could not be fulfilled, the guests got angry, and it decreased the number of guests. To solve this problem, I suggest three potential solutions. The first solution is supervisor adds learning material about communication and team work between staff members in the hotel's regular training for the staff. The second one is IT department makes the hotel's computer system complete by adding a form for details of guests' requests and reminders about the guests' needs. The last solution is the staff members give inputs to the Supervisor about the situation in the Front Office by talking personally face to face.

I think the best solution for the problem is to combine the first and second potential solution, which are the supervisor adds learning material

about communication and team work between staff members in the hotel's regular training for the staff, and IT department makes the hotel's computer system complete by adding a form for details of guests' requests and reminders about the guests' needs.

There are some reasons why I choose those two potential solutions. The reasons are by adding a material about communication and team work in the training, the staff will communicate better with each other and it will create a better team work. A better team work of Front Office staff members automatically will make the guests happy because they are served well. Furthermore, making the hotel's system complete by adding a form for details of guests' requests will help the staff to fulfill the guests' needs. When the guests' needs are fulfilled, they will be happy. It is true that Francis says, "Keeping customers happy, and getting them to tell others about the great service they received, will propel a business forward" (par. 1). At the end, it comes to guests' satisfaction and consideration to come back to the hotel with the great service, also it is possible for them to tell their relatives and friends about the hotel. In a further result, it will increase the number of the hotel's guests and the hotel's profit. The third solution is not as effective as the other ones because it is difficult to push someone to give a comment about his/her senior. It can create a lot of prejudice from the supervisor as mentioned in its negative solution.

To sum up, the combination of these potential solutions hopefully will help the Front Office staff members at The Ardjuna Boutique Hotel and

Spa to deal with their problem in coordinating the Front Office staff members. These solution also could be taken by the readers who have the same problem as The Ardjuna Boutique Hotel and Spa.