

CHAPTER IV

CONCLUSION

Before discussing the chosen solutions of the problem, I would like to summarize the previous chapters. The problem is my difficulty in handling a Filipino customer who got angry at P.T. Sinar Continental from December 20th, 2011 to February 15th, 2012. There are three causes of the problem. First, the customer was from the Philippines whose accent when speaking English was not clear for me. Second, this Filipino customer did not want to understand that the process of making fabrics needed time. Third, I did not know the needs of this Filipino customer. The effects of this problem are I felt stressed, I could not do other tasks, and I could not handle the other customers. Then, there are several potential solutions to solve the problem at P.T. Sinar Continental. First, I find out the reasons why the Filipino customer gets angry. Second, I learn more about the Filipinos' accent when speaking English. Third, I give other fabrics choices for this Filipino customer who gets angry.

Based on the analysis in the previous chapters, the best solution to handle the Filipino customer who gets angry is the combination of all the

potential solutions. From the three potential solutions, the one that has to be done first is I should learn more about the Filipinos' accent when speaking English. It can help me to understand what the Filipino customer says better, to be able to give an explanation that the Filipino customer needs; thus, he will feel happy with the service that I give to him. The next solution to do is I find out the reasons why the Filipino customer gets angry. This solution can help me to better understand him, give the best response to him, and then he will be satisfied with the service that I give to him. After that, I give other fabrics choices for the needs of this Filipino customer. This solution is important to keep the good relationship between the Filipino customer and the company.

These three potential solutions are chosen because combining the three solutions is better than doing only one of the potential solutions. It is because if I only learn more about the Filipinos' accent when speaking English, without finding out the reasons why the Filipino customer gets angry, I will not understand how to handle him and I will not understand what he needs. If I try to find out the reasons of his anger without learning the accent, I actually will not be able to understand him. The last solution, which is giving him other fabric choices, will also be difficult for me to do without learning his accent.

The three chosen potential solutions, that are explained in the previous paragraphs, when they are done together are the best solutions. It is because these solutions together are effective to handle the Filipino

customer who gets angry and also help customer service staff to serve the customers better.