

CHAPTER 4

CONCLUSION

This chapter will give the conclusion of my research and the chosen solution for the problem that occurs at Rosani Hotel. I have chosen the third potential solution, which is giving all of the hotel staff extra training in customer service quality.

I choose the third potential solution as the best solution because giving the staff extra training in customer service quality can make the staffs improve their skills. About training, Elbert Hubbard says, "One machine can do the work of fifty ordinary men. No machine can do the work of one extraordinary man". What Elbert Hubbard says can be implemented in extra training that will be given to the staffs. Extra training can make the staffs have special talent and do excellent jobs. By improving their skills, they will become more professional and will not make mistakes that can cause customer dissatisfaction. The third potential solution is better compared to the others because the third solution cover all positive effects of the other solutions combined. The third potential solution is more complete and efficient because the hotel will not need to do quality control

and the staff will not need to fix the mistakes as the third potential solution is giving the staff extra training which will make the staff improve their skills and attitude. By improving their skills and attitude they will be able to lessen making a mistakes.

This solution can solve the service quality problem in Rosani Hotel and can be applied to Rosani Hotel, but there is a potential negative effect of this solution, which is the hotel will need extra time to train the staff and also extra money to do the training. This potential negative effect can be solved by dividing the staffs into groups, each group will have training on different days without bothering their jobs and corrupting their time of jobs, as the staff in Rosani Hotel are limited. For the extra money that has to be spent, I suggest Rosani Hotel to use the money from retained profits for next year, which mean this year's profits which will not be paid out to the owner or the investors, as an investment in service quality for a larger future profit.