

## **CHAPTER V**

### **CONCLUSION**

After analyzing the cause-effect of the possible solutions, I find that hotel management, human error and unpredictable things can cause the guest complaint. This analysis is done to find out the best solution that can be carried out at Guci hotel.

I come to the conclusion that the solution is using computerization system for data input and link access from the front office to the other related departments such as house keeping, food and beverage, and so on. The computerization system includes the processing of reservations and registering of guests; updating room status; billing system and so on. Furthermore, the FO staff has to take some training such as how to operate the computerization system and how to handle unpredictable situation in a hotel. Besides, house keeping staff must do weekly maintenance for hotel facilities more regularly to minimize or prevent the guest complaints in order to increase the guest's satisfaction.