

CHAPTER IV

CONCLUSIONS

In this chapter, I would like to state the best solution which is chosen to solve the problem of sending and receiving information to Singaporean and Taiwanese office staff in Svenson Hair Centre. The chosen solution is based on the comparison of positive and negative effects of each solution in the previous chapter.

The best solution to prevent misunderstandings in business communication in sending and receiving information to Singaporean and Taiwanese office staff is to communicate not only by telephone but also by emails. Thus, after the staff communicate via telephone, the staff can use an email to confirm the message. Since there is no accent in written language it can reduce the misunderstanding. Moreover, email as one form of written language can always be re-read again, thus one can re-check if he is not sure at the first time reading or has forgotten it after some time. Using emails also has some advantages for Svenson Hair Centre; because it is efficient, faster and cheaper.

I would like to give suggestion to Svenson Hair Centre to use email every time they have to communicate with the office staff in Singapore and Taiwan so that they will not be confused with the accent. Moreover, the senior staff who had an experience in speaking with Singaporean and Taiwanese office staff could share a knowledge and an experience when dealing with the staff from Singapore or Taiwan. I also suggest Svenson Hair Centre to improve their English to give better service in the future.