

CHAPTER IV

CONCLUSION

In this chapter I would like to discuss the chosen solution for the problem which is the inability of GRO apprentices in handling the guests' complaints especially foreign guests in Arion Swiss Belhotel Bandung. The chosen solution is determined based on the comparative study of the positive and negative effects of the three potential solutions.

Among the three solutions I have mentioned in the previous chapter, the third solution is the best solution which has to be applied. The solution is when handling complaints from the guests, especially foreign guests, the apprentices are accompanied by the supervisor. This solution has no costs for the hotel, and it is faster to take effects compared to the other solutions, which is giving training to the apprentices and holding English class more often for the apprentices. Having an apprentice accompanied by the supervisor when handling complain will make the apprentices more confident, learn fast directly from the "role model", and set feedback which will build the apprentices 'skill and knowledge'

Therefore, I would like to give a suggestion for Arion Swiss Belhotel to get the supervisor or a senior GRO to assist the GRO apprentices in handling complaints. The supervisor or a senior GRO should help when there is a difficult complaint that the apprentices cannot handle, and he or she also has to give examples of handling complaints for the apprentices to observe. The English class can be held more often so that the staff can learn and practice their English to improve the communication skills with the foreign guests. I also suggest Arion Swiss Belhotel to continue making the internship cooperation so that the students can get the opportunity to work in an international hotel where their English can be applied and studies about hotel field can be more various.