

CHAPTER IV

CONCLUSION

Based on my analysis in the previous chapter about the difficulty in providing good business service to Korean Guest, the main communication problem is caused by the staff's weak listening skill in understanding the Korean accent and coping with their speech speed in Arion Swiss-Belhotel Bandung. Now I would like to propose the best solution.

The solution that I choose as the best solution is asking the Korean guest to write their request in the form request. The potential positive effects and negative effect of this solution became my consideration in choosing it. The solution can make the requests understandable for the staff in completing the request because the Korean accent, which is the one of the biggest challenge in fulfilling the guest's request, will no longer be a problem.

The request form can give information for the staff about what the guests want. The guests can write down clearly what their request is on the forms . Another benefit for the staff is the staff can have more time to the request to

make sure that the staff really understand it clearly. Hence, the staff will be able to fulfill the guests' request and the guests will think that the staff give the good service and are careful in completing the request.

This suggestion for Arion Swiss Belhotel to make a guest request form, will be beneficial not only when the hotel is visited by Korean guests, but also by other guests from different countries that may have thick accent, in their language dialect. Thus, it will reduce the potential problem caused by the different language and accent. As a result, hotel can make their guests satisfied by fulfilling their needs and the at the same time giving good service.