

CHAPTER IV

CONCLUSION

After doing some observation at CTS, I found that my problem is I cannot handle foreign clients by phone in English well. There are some causes of this problem, such as first time experience as a front liner, lack of product knowledge, and lack of listening skills. There are also some effects of the problem that I have when I do my internship, such as I looked unprofessional in the eyes of the foreign clients, and the clients did not get the solution they needed for their problem immediately. To solve my problem I find three potential solutions. First, I read a book about how to handle foreign clients by phone in English. Second, the company gives the front liners free training in English basic skills (especially speaking and listening) and in product knowledge which is used in handling foreign clients by phone in English. Third, I improve my listening skills by listening to a tutorial CD for English listening about business.

After analyzing the causes, effects, and the potential solutions with their positive and negative effects, I have a chosen solution that I think efficient and effective for my problem. From all the potential solutions offered, the most suitable solution for my problem is the company gives the front liners

free training in English basic skills (especially for speaking and listening) and in product knowledge.

The reason why I choose it as the most suitable solution for my problem is because by giving the front liners free training, the front liners do not need to spend their money to buy books or CD's for improving their knowledge about handling foreign clients by phone in English. Then, with the training, the front liners can directly practice with the experts, as stated in the article entitled "The Benefits of Training for the New Employees" that training can help the employees to get knowledge of skills and processes "directly from the experts" (5). The article further says that getting the knowledge from the experts will give more satisfaction than getting them from books or CD's. The front liners can get correction and suggestion from the experts if they get wrong. This will help the front liners improve themselves effectively.

To conclude, I suggest that an Internet service company which is still developing like CTS gives training for the front liners when the front liners just start their job in the company. Therefore, the front liners can make minimum mistakes in handling the foreign clients. In order to make the front liners able to focus on their daily jobs, the training can be held on Saturdays because it is an off-day for the employees, so the front liners can follow the training without taking their working time.