

CHAPTER IV

CONCLUSION

After analyzing the three alternative solutions and their potential positive and negative effects in the previous chapter, I decide that the best solution for the problem of lack of trust at Checkpoint is solution one. Solution one is training the employees to handle complaints. The supervisor can held training about common problems with customers that the employees usually find.

I think solution one is the most effective way to solve the problem of lack of trust at Checkpoint because the solution provides a way for the supervisor to build trust in his employees because with the training they can work better. This solution will not cost as much money as the other possible solutions. Solution two is replacing the current employees with people who are more professional. I think solution two will cost a lot of money because professional workers will ask for high payment which cannot be afforded by Checkpoint. Solution three is also unsuitable to be applied in Checkpoint's situation. With solution three, the supervisor hires someone who can be trusted to be in charge in handling customer complaints at Checkpoint. The supervisor can hire his family member to

represent him. However, the supervisor could be not objective in dealing with the situation because family members are often disagreeing with each other or depend too much on each other.

I think solution one can be applied at Checkpoint's situation. The supervisor can hire a trainer who is professional in handling customer problem. However, hiring a trainer will cost much money; besides, the training could be improper for Checkpoint's situation. That is why the supervisor can teach the employees by himself with role-play about common situations of complaints which often happen at Checkpoint. Therefore, the supervisor will know about the capability of his employees, then he can trust them to handle complaints problem. By applying this solution, hopefully the working system at Checkpoint will be better and the working time can be spent efficiently. Thus Checkpoint can increase their service to their customers.