

CHAPTER V

CONCLUSION

After comparing and contrasting the positive and negative effects of the four potential solutions, I will choose the best solution to solve my problem. The best solution can be determined by combining two of four potential solutions that are stated in the previous chapter.

To solve the problem that I faced when I did my apprenticeship at Gambrinus German Pub and Restaurant, I will combine solution 1 (ask the other waitresses how to handle customers' questions) and solution 2 (learn more vocabulary) because by combining these two solutions, I can give a better service and improve my English skills.

Service quality can be improved if I learn more from the person who is more experienced in that field. Besides, improving service quality can make customers satisfied and repurchase the restaurant's products. Furthermore, improving my English skills is the most important thing because nowadays we are expected to be able to speak, listen, read, and write in English.