

CHAPTER IV

CONCLUSION

After presenting the three potential solutions, I will choose the best solution to solve my problem as a new waitress during my apprenticeship at Gambrinus Restaurant and Curry Kitchen. The problem that I cannot serve customers appropriately mainly would make some customers who come to Gambrinus Restaurant dissatisfied with my service. To avoid this problem become worse, I will choose one of the three potential solutions that I have described in the previous chapter. I will choose solution one which is asking the help of other waiter or waitresses whom I work with to describe and give examples of what I should do as a new waitress to serve customer well and to handle customers' complaints.

The knowledge and skills to serve well and handle customers' complaints can be improved if I learn much from the people who are more experienced in that field. According to Marcia, I can learn by asking the help of other waitresses whom I work with to describe and give examples of what I should do as a new waitress because I can get information directly from the expert about how to serve customers well and to handle customers' complaints (par 2). By getting this information, I can be more

helpful and professional, which would affect the quality of Gambrinus Restaurant and Curry Kitchen as a good quality restaurant will make customers satisfied. Moreover, the benefit for me is I can know many new things which are shared by the other waitresses when working as a waitress in a restaurant.

I suggest that all staff at Gambrinus Restaurant and Curry Kitchen can provide more time for a new waitress or waiter before they start working. For example, some seniors explain about the job two hours before working for several days so the new waitress or waiter will not be confused and disturb others' work while working. The explanation can be about serving and handling complaints or about the menu or other services before they do their real job.