

## **CHAPTER IV**

### **CONCLUSION**

I discuss this topic for the reason of making communication between the waitresses and the guests in Gambrinus better. I have experienced how the lack of vocabulary can become a problem in communicating with the guests, and this problem is also faced by my other coworkers. And after I found the causes and the effects of the lack of vocabulary, I become aware that there is a relation between the lack of vocabulary and the smoothness of communication build between the guests and the waitresses.

After I found out the potential solutions for the problem, it is time to choose the best solution. I have compared the positive and negative effects of each solution, and decided to choose the combination of the second and third solution, which is to search vocabularies from Internet and books which I want to learn, and make it easy to remember by writing the words on flashcards. I choose this solution because it is the most practical, and by doing these the process of learning and memorizing vocabulary will be faster.

Gambrinus as one of the places for apprenticeship can help the waitress by giving them list of words which is usually used in serving. The

list can include difficult vocabularies about the menu, or several expressions which can be used in handling complaints. In return the waitress can help Gambrinus by applying better communication and giving better services.

I would also give suggestions for Gambrinus in order to be a better restaurant. I suggest them to give a training for new waitresses so they will not be confused on their first day working. They can also invite English trainer from Maranatha Christian University to improve their English, so the waitresses can communicate better with the customers.