

CHAPTER V

CONCLUSION AND SUGGESTIONS

In this final chapter, I would like to make a conclusion based on my research. I conclude that one of the factors that makes a hotel successful is the hotel employees' appropriate use of manners and expressions especially that of receptionists. This is because receptionists are those who first and often interact with the guests in their position as front office personnel and whose primary job is to handle check-in, check-out, and give information about the hotel to the guests.

Appropriate use of manners and expressions has an essential role because it will make the guests feel comfortable and enjoyable to stay in the hotel and create a positive image for the hotel. Therefore, appropriate use of manners and expressions is able to make the guests become loyal guests and help to promote the hotel.

Finally, I want to give some suggestions to those people who are interested to become receptionists. They should pay attention to the procedures of a hotel in handling check-in and check-out because probably there are different procedures applied in each hotel. Besides, they have to pay attention to which expressions

that should be used or avoided and to their attitudes as the representative of an image creator of the hotel.