

CHAPTER V

CONCLUSION AND SUGGESTION

Based on my interview and observation, in this final chapter, I conclude that negotiation can be done in two ways with spoken and written English. I think a negotiation should be arranged carefully in order to get a maximal result and the trust between customers and suppliers also affects the result of negotiation. Customers and suppliers should have the ability to make a good communication. After customer and suppliers reach good a communication and relation, they can get a deal.

I have an input for Maranatha Christian University for having a good relationship with companies in order to make students easier to complete their final assignment.

I have a suggestion for Trijaya Watch and Service to improve the spoken and written English of the marketing staff, if they have the capability in spoken and written English, it will give a big advantage for the development of the company.