

## CHAPTER IV

### CONCLUSION

In the previous chapters, I have analyzed the problem I had when I did my internship, which is my difficulty in handling guests' complaints. There are three causes of the problem. The first is I had a lack of knowledge about the hotel policy. The second is I had a lack of experience of the right attitude to handle guests' complaints. The third is I felt worried. I also find two effects of my problem. The first is I experienced some awkward moments with the guests. Second, I lost control over myself and the situation. There are three potential solutions to solve the problem. The first potential solution is I should know the hotel policy. The second potential solution is I should ask for some advice from my supervisor. The third potential is I should control my emotions.

Based on the analysis in the previous chapter, I conclude that the best solution to solve the problem is by combining the three potential solutions. I need to know the hotel policy as the first step to make me know how to

provide a way out of the guests' complaints. However, just knowing the policy is not enough. I also need to know how to behave so as to have the proper attitude toward the guests. Therefore, I need to apply the second and the third potential solution. By learning from my supervisor, I can get first-hand advice from a reliable source. Besides, I need to control my emotion so that I can treat the complaining guests properly.

Even though it is difficult to handle guests' complaints, without the guests' complaints, the hotel and the worker cannot grow to be the hotel which can give the best service based on the guests' needs. So guests' complaints are important so that the hotel and the hotel staff should get feedback to make the hotel a better place for the guests.

At the end of this term paper, I sincerely hope that this term paper could give educational information to the readers, specifically to those interested in the hotel industry and service. Moreover, I hope this term paper will be an option to help anyone who has the same problem as mine.