

CHAPTER IV

CONCLUSION

In this chapter, I would like to present the conclusion about the topic I discuss in this paper after doing the analysis. I find that handling complaints from local and foreign customers during my internship at Bandara International Ngurah Rai is quite hard. Based on the analysis, I find two causes of the problem. The first cause is I did not have enough knowledge about the airport information, while the second cause is I did not know appropriate skills to handle complaints. There are also two effects of the problem. The first effect is customers were not satisfied with what I was doing and they were angry. The second effect is I considered myself not a skilled professional. After analyzing the causes and the effects, I propose three potential solutions that might solve the problem. The first potential solution is the airport management or customer service supervisor should hold an orientation program for the new staff. The second is the supervisor or the senior staff should prepare some people to do coaching. The third is I should learn about effective communication skills.

In order to solve the problem, I choose to combine the three potential solutions. As mentioned in the previous paragraph, the first and the second potential solution talk about the solution provided by the airport. I, as the one who has problem, should also do something. The third potential solution is a solution that I, as the employee, have to do. By combining the efforts of both the employee and the airport, it will be easier to handle the problem and achieve the best result.

In conclusion, handling complaints is not an easy thing to do. It will need special knowledge needed by the customers. Furthermore, to deal with customers will also need good both interpersonal skills. However, it is important for a customer staff to be able to handle complaints. Thus, I hope this term paper could help other who face the same or similar problem as mine to solve their problem.