

## CHAPTER IV

### CONCLUSION

As a trainee at Hilton Hotel Bandung I had a several problems. One of my problems is in communicating with foreign guest when I was an operator. Based on the analysis in the previous chapters, I would like to discuss the solution that I choose to handle my problem. The causes of the problem is foreign guests spoke fast, I seldom hear foreigners speaking and the last I did not understand the guest's accent. Therefore the effects of the problem are I cannot answer foreign guests questions, I had miscommunication with guests, the last I gave slow response. Thus I have to find potential solution to solve my problem, because the problem influences my working performance.

There are three potential solutions that might solve my problem. The first potential solution is that I concentrate more when communicating with foreign guest, the second potential solution is I will repeat what the guests say to clarify to the guest, and the last potential solution is I will try watching movies using English subtitles.

Having analyzed the potential solution, I choose to combine all my potential solutions. The reason why I choose to combine them is because it

support each other. By concentrating when foreign guest speak make me focus and understand what foreign guests say. By repeating what the foreign guests say to clarify the message will make me avoid misunderstanding. Also by watching movies using English subtitle will make me get used to hearing foreigners speaking. Communicating at Hilton Hotel Bandung is important, because it needs a good communication to give a good service. Therefore I have to make my communicating skill good. I hope the potential solutions can help other people who has same problem as mine