

CHAPTER IV

CONCLUSION

In the previous chapters, I have discussed my difficulty in opening conversations with foreign customers during my internship from 25 December 2013 until 10 January 2014 in STA. The causes of the problem are I did not have enough vocabulary and I was lacking in confidence when I had to talk in English. This problem also produces some effects. Those effects are I did not feel comfortable when I had to open conversations, and the customer did not listen to what I said. To solve the problem, I propose three potential solutions. The first potential solution is I will practise using my body language. The second potential solution is I will learn the vocabulary for selling. Then, the third potential solution is I should practice my conversation by talking in front of the mirror (doing self talk).

In my opinion, the best potential solution to solve my problem is if I combine all the potential solutions. First of all, I will practise using my body language. So when I do not know what to say to the foreigners, I can still make them understand what I want to say to them. During my spare time, I

will learn the vocabulary for selling in English so when I have to talk in English I can express what I want to say appropriately, and the foreigners can understand what I say. The two potential solutions above will not be perfect without the third potential solution which is practising my conversation by talking in front of mirror. Because in my opinion practice in front of the mirror can make me feel more confident, so I can be more comfortable when talking in English with foreign customers.

In conclusion, the combination of all these potential solutions is the best choice. However, there is one thing that must be considered, which is that I only focus on facial expressions and gesture when practising. Although I have already known the vocabulary for selling and the appropriate body language, it is still possible that I make a mistake in a real conversation because I only focus on my facial expressions. Thus, I suggest that shopkeepers with the same problem as mine should be aware of this possibility and prepared to keep their focus when applying the solutions.