

## CHAPTER IV

### CONCLUSION

My internship experience at Grand Royal Panghegar Hotel Bandung was not as easy as I thought, especially when I had to handle 1 foreign and 2 local impatient customers. There are three causes and effects of my difficulties in handling impatient customers. Those causes are: I did not have any experience in handling hotel customers, I did not really understand what the foreign customers said and there were limited computer and FO staff for handling a lot of customers. Furthermore, the effects are: the local customers were angry and complained to FO staff, the foreign customer were upset for not being to able use computer and left the BC, and I felt confused and was not able to focus on handling other guest. From my analysis, I have found three potential solutions that might be useful to solve the problem. The first potential solution is I will apologize to the customers. The second is, I will try to stay calm and listen to what the customers say. Lastly, I will get my manager to help and try to solve the problem together.

I have chosen the best solutions to solve the problem which is the combination of the first, the second, and the third potential solution, namely I will apologize to the customers, I will try to stay calm and listen to what the customers say, and I will get my manager to help and try to solve the problem together. By doing these, I will be capable of handling the local and foreign impatient customers.

I choose those three potential solutions because they are effective to overcome my problem. Whenever customers complain, I will apologize, apologize can defuse anger of the customers. Thus, they will assume that I am professional and I will make a good image for the hotel. I also choose the second potential solution because if I do not know what the customers want, the problem cannot be solved. I will try to keep calm and listen to the customers, because if I argue with the customers it can make a bad image for the hotel. In addition, the customers will realize that I am interested in their problem. I also choose the third potential solution because I think I cannot solve the problem alone, therefore I will ask my manager to help me. The problem can be solved because my manager has a lot of experience, and it is better to solve the problem together with my manager. Therefore, the impatient customers will not wait for too long because the problem is solved quickly.

In my opinion, it is better to get a training before working at the hotel because there will be a lot of problems in handling hotel

customers. From my experience I have suggestion for new hotel staff at GRP. On the first day of my job I did not consider the importance of knowing how to handle the customers. As a result, I began to have problems relating to handling impatient customers. By applying all the suggestions given, a new hotel staff can avoid having problems in handling impatient customers