

CHAPTER IV

CONCLUSION

In this chapter I would explain about my chosen solutions of my difficulty in speaking with the Australian guests during my internship from 13 January 2013 until 13 February 2013 in Naval Hotel, Bandung. The cause of my problem is I could not understand the Australian accent and I am lacked of vocabulary. Besides the causes, the problem has some effects. The effects are the Australian guests did not trust me and also my supervisor thought that I was not able to handle the Australian guests. After analysing the causes and the effects, I have found three potential solutions to solve my problem. The first solution is I will watch Australian films without subtitles. The second potential solution is I will use my body language. The last potential solution is I will listen to music.

For the best solution, I choose to combine the first and the second potential solutions. The reason of choosing these solutions is because they

support one another and can help me to solve my problem in difficulty speaking with the Australian guests. By watching Australian films without subtitles, I can learn the accent used by Australians and also my vocabulary will increase. Furthermore while speaking with them, I will also use my body language that enable me to communicate more easily with them. I do not choose the third solution because, it is makes me lack of concentration.

Finally, I suggest that as a Front Office staff, one should understand the accent used by Australians moreover, mastering English vocabulary is also essential to enable him or her to speak with the Australian guests fluently and more clearly.