

## CHAPTER IV

### CONCLUSION

This chapter is about the conclusion of my analysis. I had a difficulty in handling a local guest who expresses his dissatisfaction about the service during my internship at de JAVA Hotel Bandung. The causes of my problem is I did not get any training from the Human Resources Manager about handling complaints, I was not able to make the guest listen to my explanation, and the guest could not control his anger when expressing his dissatisfaction. Next, there are three effects of my problem, the guest influenced other people not to stay at de JAVA Hotel by posting negative comments at public website, my supervisor was angry with me for not being able to handle the guest, and it took so much of my time to handle the guest who was complaining that I could not take care of other guest. There are also four potential solutions that will help me to resolve the problem, I should listen actively to the guest whatever the guest is talking about, I should show my sympathy by making apology to the guest whenever the guest complaint, I should offer a solution to the guest based

on the hotel's policy, and I need to get training from Human Resources Department about handling hotel's guest.

As the best solutions, I choose to apply all of my potential solutions, because they support each other to resolve the problem. First, I need to get training from the Human Resources Department, because training is an important thing for a new staff. If I get a proper training from the Human Resources Department, I will avoid making mistakes in handling hotel's guest. Next, if I just listen actively to the guest and do not apologize to the guest, it will not resolve the problem. Likewise, if I just apologize to the guest without offering a solution based on the hotel's policy, the guest will not be satisfied with my solution and my problem will not be resolved.

These solutions are applied consecutively. When the guest come to me and complains about the service, the first thing that I should do is listening to the guest because the guest wants to be heard. After the guest finishes talking about the problem, I should show my sympathy and make apology to the guest, because it will help the guest to feel understood. Finally, to make the guest feel satisfied, I should offer the guest a solution. One of these solutions should not be skipped, because if I skip one of these solutions, the solution will not work out effectively.

Handling a guest is an important thing in a hotel, it will give a positive effect for the hotel if the guests are satisfied with the service. I have some suggestions for the staff at de JAVA Hotel Bandung who have the same problem with me. It is important for a staff to be patient in dealing with guest's complaint. Patience also shows someone's maturity to resolve the

problem. On top of that, serving the guest with the best attitude will make the guest satisfied and feel happy with the service.