

CHAPTER IV

CONCLUSION

In the previous chapters, I have discussed my difficulty in doing small talk with guests from Australia during my internship from 1 July 2013 until 25 July 2013 in de JAVA Hotel Bandung. The causes of the problem are I am not familiar with the Australian accent and pronunciation, and I had a lack of English vocabulary. This problem also gave some effects. Those effects are I was nervous when speaking with guests from Australia and I felt uncomfortable during the small talk. To solve the problem, I propose three potential solutions. The first potential solution is I will learn to use appropriate non-verbal communication for Australians. The second potential solution I will find out what topics are suitable to use for small talk with Australian guests. Then, the third potential solution is I will have more practice in listening to the Australian accent and pronunciation.

In my opinion, the best potential solution to solve my problem is a combination of all the potential solutions. First of all, I will find out about some topics that are suitable to use during small talk with Australian guests, so that I can prepare myself with the topics for doing the small

talk and I will not be at a loss for words. After that, I will have more practice in listening to the Australian accent and pronunciation. It will help me to understand what Australians say during the conversation. Then, I will learn to use appropriate non-verbal communication that I can apply during the small talk with Australian guests. I choose to apply all of the potential solutions because when all of them are applied, those potential solutions will support one another and will create successful small talk with Australian guests. Besides this, those potential solutions can help me cope with the causes of the problem. If I find out some topics that are suitable to use during the small talk with Australian guests, I will be prepared with what to talk about, including the vocabulary needed to talk about the topic. If I practise listening more to the Australian accent and pronunciation, I will become familiar with it and also understand what the Australian guests are saying during the small talk. Then, if I find out about appropriate non-verbal communication, it will help me to do small talk more smoothly with Australian guests. Thus, it shows that applying all of the potential solutions is the best way to do small talk with Australian guests.

The combination of all these potential solutions is the best choice. However, there is one thing that must be considered, which is being aware of individual differences during the small talk. Although I have already known the appropriate non-verbal communication, the suitable topics, and be familiar with Australian guests' pronunciation and accent in general, there is a possibility that I will deal with some Australians who have

different interests. Thus, I suggest that the front officers should be aware of this possibility and prepare themselves.