The concierge's staff difficulty of handling foreign guests at Novotel Bandung

**Causes**
- The staff that recruited does not have good communication skills.
- There is no English training in the hotel for the concierge staff.

**Effect**
- The concierge staff have miscommunication with the foreign guests.
- Concierge staff hand the job over to the trainee.

**Negative Effect**
- Concierge staff needs more time to participate in training.
- Hotel has to spend more money to hire a trainer for English training.
- Concierge staff will not concentrate on his tasks and his responsibility to learn English at the same time.
- Some concierge staff might not be good at understanding the computer system.
- The concierge staff will not always be disciplined in time to learn from an Online course.

**Potential Solution I**
Make a program of English training for staff

**Potential Solution II**
The application of an English day in the hotel

**Potential Solution III**
Learning English through an Online Course

**Potential Solution**
Potential solution I and potential solution II which are making a program of English training for concierge staff and the application of an English day in the hotel.**