CHAPTER IV

CONCLUSION

In the previous chapter, there are three solutions that can be used to solve the problems I got during my apprenticeship at Gambrinus Restaurant. The first solution is the owner should employ staff who are able to use English language. The second solution is improving staff’s ability to use the English language by practicing with the students who are doing apprenticeship programme. The last solution is holding training for the employees about English expressions which are usually used in giving service and taking order.

From the three solutions above, I think the best solution is a combination of two potential solutions, namely solution two, that is improving the staff’s ability to use English language and solution three, that is give training about English expressions to the staff because by combining these two solutions, I believe the staff can give a better service quality, and thus, will not get difficulties in taking order.

Improving speaking and listening skill of the staff’s is very important in Gambrinus because these skills are always used in daily interactions.
I believe that learning English needs more than just a tutor, but also daily practice. Therefore, if the staff learns about the use of English expressions from the training specially provided by the restaurant for new staff, and then sharpens the skill through the daily interaction with the apprentices, their speaking and listening skills in English will improve. If the staff does not have these skills, they will get difficulties in communicating in English. Furthermore, this might lead to miscommunication, like the case I present earlier, which affects the service quality. Overall, this inability to use English will give a negative impression of the staff and the restaurant performance.