CHAPTER IV
CONCLUSION AND SUGGESTIONS

A. CONCLUSION

The experience of having the job training in Kusuma Sahid Prince Hotel had given a lot of knowledge about activities of Reception, Guest Relation Officer, Reservation, Telephone Operator, and Bellboy. By doing the job training, the writer also had an opportunity to learn how to make a good communication and interaction with the guest.

Based on the discussion, it can be concluded:

1. The kinds of jobs in Front Office Department which need English.
   a) Receptionist,
   b) Guest Relation Officer,
   c) Bellboy,
   d) Reservation,
   e) Telephone Operator.

2. The quality of English used for each job in Front Office Department.
   a) Receptionist:
      The quality of English in Receptionist is quite good. It is shown when they serve foreign guests. They could handle it and satisfy the guests.
   b) Guest Relation Officer (GRO)
      The quality of English in Guest Relation Officer is very bad. They can’t speak or understand the English language. They often misunderstand about the guest’s need and it causes many problems.
   c) Bellboy
      The bellboys in Kusuma Sahid Prince Hotel don’t talk too much. They only do what the guests orders. The quality of English of the bellboy is good enough. They need to improve their English to increase their service.
d) Reservation

The reservation in Kusuma Sahid Prince Hotel has a good quality of English. It is proved from the way they handle the guests by phone or email. They can handle the guests very well.

e) Telephone Operator

The telephone operators in Kusuma Sahid Prince Hotel have good English. It is proved by their service in Kusuma Sahid Prince Hotel. They can give a clear information in English to the guests.

B. SUGGESTION

There are several suggestions from the writer to improve the performance of Kusuma Sahid Prince Hotel especially in Front Office Department:

1. The staff of Front Office Department should improve their English skill to handle and serve the guests especially foreign guests.
2. The recruitment of employee in Front Office Department is necessary to improve the performance of the staff to handle the guest.
3. Front Office Department needs to hold regular briefings to evaluate the work performance for each section to improve the quality of work performance.
4. It is very important to make a good relation or cooperation between the manager, employees in the Front Office Department and the other Departments in supporting the hotel operation.
BIBLIOGRAPHY


