

CHAPTER IV

CONCLUSION

Globalization has big impact to most aspects in a country. One of them is economy aspect. Therefore, many countries compete to take advantage of the condition by promoting tourism potential in their country. One of the ways to do so is by treating the tourist well and improving a country's hospitality. One of the fields related to hospitality aspect is hotel industry.

As a 3-star hotel in Surabaya, Oval Hotel Surabaya was the first hotel to be ever built in oval shape in Asia. Oval Hotel always tries to give the best service for guest satisfaction with the cooperation of all Oval Hotel staffs, each of them has an important role in developing the service quality of Oval Hotel Surabaya.

The writer had the opportunity to do his internship as the front office staff of Oval hotel Surabaya. By doing his internship at Oval Hotel Surabaya, the writer understands the importance of dealing with guests with different personalities. During the internship as the front officer, the writer learned about all the task given such as; learning about how to deal and help the guest, knowing the standard to guest satisfaction, and understanding what the guests need. Those points are among the most important aspects to learn as an intern at Oval Hotel Surabaya. Additionally, the writer's English major helps him a lot during the internship as he could cope with the task for two months and felt grateful. The

internship not only gave him great challenges but also gave him unforgettable experience and new knowledge about hotels.

In order to improve the quality of Oval Hotel Surabaya, especially the front office staff, the writer would like to suggest that Oval Hotel Surabaya should hire more staff so that they can improve the work because complaints were handled for too long. They also need to update their official website regularly so people can get the latest information and promo about the hotel. And the last, the front office staff need to improve their language skill of English, so they can communicate easily with foreign guests. Also dealing with the complaints, the writer would like to suggest that staffs from other departments, such as the house keeping department, can synergize as one so that the complaint could be handled well and quickly.

The writer learned a lot while he was doing his internship such as how to handle various guests with different personalities, having more confidence in talking to other people, and many others. It was really an amazing and challenging experience for the writer to be able to be a part of Oval Hotel Surabaya.