

CHAPTER IV

CONCLUSION

Working as a Guest Service Agent gave many benefits for the writer such as the knowledge about business, the way to serve guest warmly, work atmosphere, and get along with new friends who could help the writer to finish his internship well. In addition, having an intership in one of the best three-star hotel in the world gave experience and network for the writer to find a job in the future.

As an English student, the writer was expected to perform excellent skills especially in English, whether oral or written. During the internship, the writer faced no problem of handling the hotel system which used English as the main communication language. Yet, the writer found hindrances in oral communication with foreigners. English student should enhance their English skills especially in speaking if they chose hospitality as their place for internship.

In addition, work atmosphere and campus atmosphere was totally different. In campus, the writer met the same person every day but in workplace, the writer met the employees who had their own interests, some of them were nice to the writer and some of them were not. In campus, when students were confused about their subjects, they could ask their lecture to solve the problem. In workplace, asking too many questions would lead to the perception of other employees that as an intern you cannot perform the job well. The writer also learned many things after he finished his internship such as: the way to communicate with foreigners and employees, solve the problem, get knowledge about business especially hospitality industry, and work experience as a hotelier.