

## CHAPTER IV

### CONCLUSION

Hotel is the place where the foreigner usually come to take a rest when they are in a vacation or business trip. Sometimes the foreign who come to Indonesia cannot speak Bahasa Indonesia so the writer found out that English is very useful to communicate with foreigner. For example, when a foreigner asked about the direction to the writer, He spoke in English so the writer answered the question in English too.

When the writer was doing his internship, he got so much knowledge. The writer learned how to deal and help the guest, so he could solve the guest complaint. When the writer could solve the guest problem and make the guest smile, the writer felt very happy because he could deal the complaint. The writer learned how to speak politely to the guest and control his emotion. The writer felt very happy and proud of his internship in Surabaya Suites Hotel because he learnt many thing about hotels especially in Front Office department. He was lucky that he could do an internship in this company.

The writer recommended Surabaya Suites Hotel as a good place to do the internship because Surabaya Suites Hotel gives a good knowledge for the juniors who come to do the internship such as, how to handle the guest's complain, how to satisfy the guest's request, and the skill to accommodate the urgent guest's needs. The writer got a lot of experiences, skill, knowledge, and information about work being front office staff. The situation and condition of the hotel was nice and all of the staff were friendly, made the writer could finish his duties well. More importantly, the writer feel happy and comfortable to do all his duties during the internship at Surabaya Suites Hotel.

In addition, the writer would like to point out that the internship program here was very influencing in his everyday life; and to gain various new job's skills. The writer very enjoyed having job training at Surabaya Suites Hotel. It was a very great experience of being on the real atmosphere and condition of working, also getting knowledge about Hotel management in Surabaya Suites Hotel.

