

CHAPTER IV

CONCLUSION

As a three stars hotel in Surabaya, Oval Hotel has given a lot of contribution to the public. Oval Hotel is the first hotel that shaped oval in Asia, Oval Hotel always tries to give the best services to the guest satisfaction. All the part of department in this hotel have important role to support the services and facilities.

As a hotel which is rate three stars from five, Oval Hotel Surabaya has many divisions like any other hotels. One of division is Front Office as the main division to welcoming the guests. The writer had an opportunity to do his internship as the Front Office in Oval Hotel Surabaya. The duties of the Front Office are important because Front Office is a place where we can directly deal with the guests, and every guest have different personalities. During the internship the writer learned about all the task given such as; learning about how to dealing and helping the guest, knowing what guest satisfaction and understanding what guest need are the most important knowledge that the writer was got in his internship at Oval Hotel Surabaya. It was really an amazing and challenging experience for the writer to be able to be an agent there.

In order to improve the quality of Oval Hotel Surabaya, especially the Front Office Staff, the writer had some suggestions. First, for the staff need to have a self-discipline to help the Front Office become better. Second, they also need to update their official website regularly so people can get the latest information and promo that the hotel give. For the last, for the Front Office Staff need to improve their language skill of English, so the staff can communicate easily when they have a foreign guest

The writer learned a lot while he was doing his internship such as the culture of foreign guests, how to handle various guests with different personalities and hotel system management. The most important thing the writer has learned is the confidence in talking with foreign people. Having real working experience in international company really is an advantage for the writer. The writer also made many channels there to help him in the future.

