

CHAPTER IV

CONCLUSION AND SUGGESTION

4.1 Conclusion The receptionist is one of the most important parts of the front office in general because it deals directly with guests and can be said of the office's activity center. Therefore, as a receptionist needs for mastery about the understanding of his workplace. In other words, service delivery to customer starts here and a receptionist should provide a pleasant first impression to customers. At P2T, which is a government agency, it is necessary to provide excellent service to customers to increase trust and a sense of comfort between the agency and the customer. There are conclusions of the writer that can be taken after the internship as follows:

- 1.) The ways the receptionist of P2T provides excellent public service in order to realize the vision and mission of this agency includes the main aspects such as pleasantness, speed, and accuracy, . These aspects implemented in the steps, every customer who came must be served with a friendly smile, giving information to customer about the kind of service we can serve and also always be ready and responsive to help customers as well.

- 2.) The obstacles when providing excellent service for improving customer satisfaction is basically a common problem for companies or agencies which are engaged in services also experienced such as the estimated time of completion of the document is too long, and how receptionist services the customer. These things can

be handled with a few steps such as, stay calm, polite and friendly, learn and find out the cause any customer complaints, and also speed up the document creation. So, the customer who came to the P2T felt satisfied with the excellent service given the receptionist. This is proved by the questionnaire which was given randomly to 70 customers who visited P2T Surabaya. The questionnaire contains questions and statements, especially on the excellent service provided by the receptionist for customer satisfaction and 80% of them felt trusted and satisfied with the performance result of P2T.

After doing the internship in P2T, the writer has got many experiences that had been taken from his agency. He learned a lot about the real implementation how to handle and services the customer who came to the office properly from the subjects that had been studied before in university. This experience had been useful for the writer in his preparation for the next his workplace and also shares his experiences of the students from another university who will do the internship as the same place. Being a part of a government agency is a pride of its own felt by the writer.