

CHAPTER IV

CONCLUSION

As an international language, English is used all around the world by people to communicate with each other including at the writer's internship in the Java Paragon Hotel and Residences where the guests come from different class and different circle. It is a fact that wherever the guests come from they would speak one language to communicate with the writer and the staff that is, English. It turns out that English language becomes very important especially in a business world.

By doing her internship at the Java Paragon Hotel and Residences, the writer understands the importance of English. The guests who come from a non-English country are still using English when they want to communicate with people in the hotel. Furthermore, during the internship the writer learned that her English improved since she practiced speaking with most of the foreign guests there especially when she was in charge as an operator and a receptionist.

Apart from the perfection of the Java Paragon Hotel and Residences, it may also have the imperfections, such as, the lack of staff at the Front Office Department and complaints that were handled for too long. The writer would like to suggest that the Java Paragon Hotel and Residences should hire more staff so that they can improve the work. Besides the complaints, the writer would like to suggest that staff from another department like the House Keeping Department can synergize as one so that the complaint could be handled well and quick. The Java Paragon Hotel and Residences should shine as well as the four-star they would accomplish and make it better, so they can get the five-star hotel status.

The writer's internship in the Java Paragon Hotel and Residences was very nice and challenging. Her English major helped her a lot during her internship. She could cope with it for three months and felt gracious at how her internship turned out to be unforgettable experiences and new knowledge about hotel. She would gladly recommend for the future intern who wanted to take their internship at Java Paragon Hotel and Residences.

