

CHAPTER IV

CONCLUSION

Surabaya might not be the best tourism destination in Indonesia, but the number of domestic and foreign tourists visited Surabaya increases every year. They usually come to Surabaya for business, travel or perhaps for visiting their relatives. As a big city, Surabaya provides many types of commercial accommodations especially hotels as the place to stay temporarily for the tourists. In other words, hotel has become a business sector that also supports the economic life of Surabaya nowadays. Surabaya has many numbers of hotels in various types to complete the tourists' needs.

To get popularity among other hotels, Surabaya Suites Hotel still exist in the centre of Surabaya city. The hotel is also very accessible from many offices and iconic places in Surabaya that most foreigners come in. Then, Surabaya Suites Hotel also provides some facilities such as; meeting rooms, business centre, and internet group. Those facilities support the guests who commonly are business people that do their business during their stay in the hotel. Not only domestic business people who stayed in Surabaya Suites Hotel, but many foreigners also stayed at the hotel because the hotel has international standard of business facilities and other facilities.

The existence of hotels with international standard in Surabaya can be good opportunity for college which has English Diploma program like Universitas Airlangga where the writer is now studying. To equip its graduates with proper skills and knowledge, this English Diploma program required its students to take an internship program, and Surabaya Suites Hotel is one of the alternative sites for the internship. The students will improve their English skills and knowledge when they communicate with the guests and staffs on doing the hotel operation.

Doing an internship at this hotel, the writer got many experiences about real working situation as GRO in Surabaya Suites Hotel for three months. The writer learned about how to be a good hotelier who has the main task to always give the best services to the guests or customers. Not only got many experiences, the writer also could practice and apply her English skill and other knowledge that she had gotten from her college when she did the internship. Those lessons are very precious for the writer because in every job that she will have soon, she must give the best services for her clients by applying her skills to her career in the long term.

