

CHAPTER IV

CONCLUTION

Indonesia is one of big countries in the world and has many big cities, one of them is Surabaya. Surabaya is a city that is visited by many local or foreigners around the world. Sometimes, the foreigners come to Surabaya and stay temporarily for traveling, business or other purpose and therefore they need some places to stay. This leads to an opportunity to increase economic income of Surabaya by building some accomodation facilities such as hotels in Surabaya.

Hotel in Surabaya has clasification of stars. The clasification of the hotel is about one until five star hotel. The differences are from services and facilities. The five star hotel has complete facilities and services. Surabaya has many four or five star hotels for the foreigners to stay. Some of the four-star hotels in Surabaya are Garden Palace Hotel, Mercure Hotel, Surabaya Suites Hotel, and Novotel Hotel.

Surabaya Suites Hotel is a four star hotel that the writer chose as the place she did internship. Although Surabaya Suites Hotes is a four star hotel, this hotel has International standart facilities and many foreigners come to stay in this hotel. So, this hotel gave a chance for the writer to speak English directly with the guests. This hotel gave experiences for the writer about hospitality and how to be a good hotelier.

During her internship in Surabaya Suites Hotel for three months, the writer got a lot of new knowledges and experiences that she has never got before. When the writer did internship as Food & Beverage's Public Relation she had learned about how to promote products and upsell the menu to the guests who stay in Surabaya Suites Hotel. She also

learn about how to explain the details of menu and how to serve the menu to the guest. As a GRO she also got new knowledges and experiences such as: how to make good relation with new people, promote and give information about the hotel, and handle complaints and feedbacks of the guests. Furthermore, the writer felt comfortable when she did internship because all the staffs were friendly. They also helped the writer when she got some difficulties doing her duties by giving clear explanation and instruction.

The writer is taking English Diploma program in Universitas Airlangga which has English Diploma program. This program has a purpose of facilitating the students to be able to speak English fluently. Universitas Airlangga also has an internship program that is very useful for the English diploma students. This internship program helped the students prepare to face the real working atmosphere.

Before the writer did internship in Surabaya Suites Hotel, she learned about hospitality in her major at Universitas Airlangga. The subject was hotel and tourism. The writer learned about hospitality in this subject and this subject supported the writer easier to do internship in Surabaya Suites Hotel. Hopefully this subject can still exist and maybe the material of this subject should be added more about hospitality.

Finally, the writer hopes that after doing internship in Surabaya Suites Hotel she can easily get a job according to her major. Hopefully, the experiences and knowledge which the writer got during her internship can be useful for her career in the future.