

CHAPTER IV

CONCLUSION AND SUGGESTION

4.1. Conclusion

As metropolis city and has many business run in it, Surabaya needs an accommodation or place to stay for business people and travelers that happen have business or any matters in Surabaya. Hotel is one of accommodations that well known by people since the facilities are adequate. Surabaya Suites Hotel is one of four stars hotel in Surabaya. It provides facilities that usually four stars hotel has, such as: Suites rooms, meeting rooms, restaurant, pools, salon and spa, and many other facilities.

Every hotel needs staffs to run their management well, include Surabaya Suite Hotel. They need Front Office Department which is the first impression of the hotel. One of Front Office Department division is Guest Relation Officer who has duties to communicate with the guest as soon as the guest entered the hotel. Guest Relation Officers are important to the hotel because they collect information from the guest about their opinions, complaints, requests, or compliments. With those opinions, the hotel can improve more of its quality.

Having an opportunity to do her internship in Surabaya Suites Hotel as Guest Relation Officer gave the writer a lot of knowledge and experience in work field. During the internship, the writer learned how to communicate with the guest or the costumers in hotel, whether she speaks directly to them or by telephone line. The writer learned how to speak well, receive complaints and compliments. She also learned how to make good report in English as the standard in hotel. She also used to handle complaints and many reactions of it from the guests.

There were many difficulties that the writer found during her internship, such as: adapting with new situation and how difficult for her to use to her jobs. With those

obstacles, the writer also learned how to communicate and make a good communication with other staffs. This is important for the writer because she now knows how important the communication to build a good work, also it is important because she knows that in working environment, you have to learn everything fastly. She also got so much information about hotel matters and knew more about hotel system and management that she did not know before.

Furthermore, the writer felt that this internship was really precious experience because she got what she never known before and she could apply her English skill in it. Hopefully, the experiences and knowledge that she got during her internship can be useful in the future.

4.2. Suggestions

The writer's suggestion for Surabaya Suites Hotel is hopefully Guest Relation Officer position can be available and managed well. During the writer's internship, there was no Guest Relation Officer staff that supervised the writer. The position had been available before but before the writer was in that position, the jobs of Guest Relation Officer which also known as Guest Ambassadors was empty and taken by receptionist.

For the writer, hopefully this is useful for her future and as an experience that she can learn when she is in real working. For the readers, hopefully this report can be useful as information about Surabaya Suites Hotel and as shared experiences from the writer about her internship as Guest Relation Officer (GRO) in Surabaya Suites Hotel.