

CHAPTER IV

CONCLUSION

As a five star hotel in Surabaya, JW Marriott Surabaya hotel has given a lot of contribution to the public such as services and products. JW Marriott Surabaya always tries to give the best services and products for the guest satisfaction. All departments in this hotel have important role in their respective duties especially in handling guests well.

After joining internship in JW Marriott Surabaya hotel for six months as Business Centre Staff, the writer has gotten so much knowledge and information. The writer did not only know about JW Marriott Surabaya hotel but the writer also knew how handles the guests well. The writer has learned about how to deal and help the guests, understand what the guests. The writer also learned about how to make the guests feel happy and satisfied with the services. These are the most important knowledge that the writer got during his internship in JW Marriott Surabaya hotel.

The writer felt happy and proud of his internship in JW Marriott Surabaya hotel. The writer felt lucky because he could do an internship in this hotel. Because of his internship, he got a lot of experiences, skills, knowledge, and information about hotel and the duties of Business Centre Agent. The staffs in JW Marriott Surabaya were nice and friendly. They help the writer during his internship by explaining the duties specifically, so the writer could finish his duties well.

This situation made the writer felt happy and comfortable to do all his duties during the internship. In this conclusion, the writer enjoyed his job training in JW Marriott Surabaya hotel. It was a great experience of being a Business Centre Agent on the real atmosphere of working and getting knowledge about hotel management in JW Marriott Surabaya hotel.