

## **CHAPTER IV**

### **CONCLUSION**

As a metropolis city, Surabaya might not be the beautiful tourism destination but Surabaya has high number of domestic and foreign tourist that visited Surabaya every year. Usually, the tourist came to Surabaya for business, travel or just visiting their family. As a big city, Surabaya needs an accommodation or places to stay for the tourist and business people. Surabaya provides many types of commercial accommodation especially hotels as the place to stay temporarily for the tourist. Besides hotel as a place to stay for the tourist, hotel has become a business sector that also supports the economic life of Surabaya nowadays.

As a three star hotel in Surabaya, D'season Hotel Surabaya has a given a lot of contribution to the public such as product and services. D'season Hotel Surabaya always tries to give the best product and services for the guest satisfaction. All departments in this hotel have important role in their respective duties especially in handling guest well. To get popularity among other hotels, D'season Hotel Surabaya still exists in the centre of Surabaya city. The hotel is also very accessible from many offices and iconic places in Surabaya that foreigners came in. Then, D'season Hotel Surabaya also provides some facilities such as meeting room, business centre, and healthy centre. Those facilities support the guests who commonly are business people that do their business during their stay in the hotel.

The best services of hotel 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. After joining internship in D'season Hotel Surabaya for a month as Marketing staff, the writer has gotten much information. It was a great experience became Marketer, so the writer getting knowledge about hotel management in D'season Hotel Surabaya. The writer did not only know about D'season Hotel but the writer also knew how handles the guest well. The writer has learned about how became good hotelier who has the main task to always give the best services to customer. The writer got a lot of experiences, skills, knowledge, and information about the duties of Marketing. Not only got many experiences, the writer also could practice and apply her English skill that she had gotten from her college when she did the internship.

The writer felt happy and proud of her internship in D'season Hotel Surabaya. The writer felt lucky because she could do an internship in this hotel. The hotel had situation made the writer felt comfortable to do all her duties during the internship. The staffs in D'season Hotel Surabaya were nice and friendly. They help the writer during her internship by explaining the duties specifically, so the writer could finished her duties well.

The writer hopes that the management in D'season Hotel Surabaya will be stable soon so the staffs and the trainees there will be comfortable working there. The writer also hopes D'season Hotel Surabaya will be more successful in the future.