

## CHAPTER IV

### CONCLUSION

The writer was on the job training from February 1<sup>st</sup> to February 28<sup>th</sup>, 2017 as a receptionist in Elmi Hotel Surabaya. This hotel is located at Jalan Panglima Sudirman no 42-43, Surabaya. This hotel is three stars hotel and it was built in 1973. This is a business type hotel which the guest have more business affairs.

The writer had a job as a receptionist which that is the part of front office department. For a day, the writer has worked as long as 8 hours and every week has a different shift. For a week the writer has once times for day off, as long as became receptionist in Elmi hotel. The writer can work as a receptionist although the writer has many risks but the writer never gives up to learn something new, like giving a service to the guest, picking up the telephone and handling the procedure to make a reservation, bookings hotel rooms, making a RFID card or hotel key rooms.

The writer gets many experiences as a receptionist there, like how to communicate with the people and how to work with team-work, and also how to be more responsive in a situation and workplace. The writer also gets to know about the world of the workplace. If we work, we should do something with a full of heart. It can make enjoy the work time, and the guest is our king or queen, so, we should give the best service and be more responsive with the guest. The writer

also realizes that suggestion and criticism from the senior of the hotel staff is important. The writer knows and also learns about the mistake, such as the writer must listen and do what the suggestion and criticism for senior. The writer should be more attention about her appearance, and should be more discipline and more responsible. The writer also learns that discipline to use time is important.