

CHAPTER IV

CONCLUSION

In the writer's opinion, having an internship at Swiss-belinn Manyar Hotel was a really worthwhile experience. The writer learned a lot from those experiences. After finishing her internship at Swiss-Belinn Manyar Hotel, the writer had improved her communication skill. The writer met a lot of people as her guests at Swiss-Belinn Manyar Hotel. The writer has not only learned about how to make official phone calls, but also how to communicate with other people by talking to guests or the other staffs in Swiss-Belinn Manyar Hotel. The writer could also know different characteristics of guests and how to handle them. The writer also experienced speaking English formally in the office.

In addition, the writer concluded from her experience that hospitality industry is promising and developing rapidly. Working in a hotel made her learn to be calm and collected while handling numerous guests from other countries. Besides, she learned about discipline and responsibilities since being an operator required a big responsibility and meticulousness.

Furthermore, the writer inferred that Swiss-Belinn Manyar Hotel is a suitable place to have an internship for English Diploma major. The writer positively recommends her juniors to have their internship at Swiss-Belinn Manyar Hotel. By having an internship at Swiss-Belinn Manyar Hotel, the writer could also apply the subjects had learned. The writer was really grateful of her internship experience at Swiss-Belinn Manyar Hotel. It was a priceless experience

that her might not get in other places. Due to its cooperation in facilitating her to do the internship, the writer hopes that Swiss-Belinn Manyar Hotel continuously cooperate with English Diploma Program of Universitas Airlangga for upcoming internship in the following years.

