

## CHAPTER IV

### CONCLUSION AND SUGGESTION

#### 4.1 Conclusion

Surabaya is the second largest city in Indonesia. As a metropolitan city, Surabaya is the center of economic activities in East Java and the surrounding area. Most of the population is engaged in services, industries and trades. A lot of large companies are headquartered in Surabaya. Moreover, Surabaya today is filled with dozens of malls and hotels. 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 good services. **D'season** Hotel Surabaya always tries to give the best services for the guest. 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 center 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, gym center, healthy center and swimming pool. Those facilities support the guests who commonly are business people that do their business or for tourists who are on vacation during their stay in the hotel.

After joining internship in **D'season** Hotel Surabaya for a month as Front Office staff, the writer has gotten much information. It was a great experience became Front Officer, so the writer getting knowledge about Front Office 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 Front Office. 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 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.

#### **4.2 Suggestion**

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. For the English diploma the writer hopes to provide more reference place of internship for the students and also give the Mandarin language lesson so that the students of English Diploma can speak Mandarin.