

CHAPTER IV

CONCLUSION AND SUGGESTION

4.1 Conclusion

There were several main steps that could be concluded from this final report . First, the interview was conducted to find out the ability of the staffs in English, because I needed to measure their point of view to get the information about staffs' perceptions of the importance of English language in their daily work which including the problem which occur when using English, the important role of English for the company, and English skills that want to improve. The result of the interview was the staffs have an interest to develop the abilities, especially in speaking and writing to increase their service quality.

Second, after conducting an interview I needed another perspective to strengthen or support the result of the interview. I would like to find a better understanding to each person characteristics in order to identify their language needs and how it is related to the workplace standard. The assessment of the staff current skills in order to decide what they are lacking. The data were obtained by questionnaire in order to respond with their own views and self-rating. The questionnaire include the information of their own ability include speaking, writing, reading and listening skills. The result of the questionnaire is the participants cannot express the idea through English language, so it affect to the grammatical skills, ability to have a conversations by phone, and explain the hotel's facilities.

Third, Pre-test was conducted to see the actual English language skills of Bekizaar Hotel Surabaya staffs. In this process, I would like to activate the current knowledge in order to find the next steps to upgrade their English language ability. The result of the pre-test were the participants' skills are weak in concentration, grammar, close minded about the topic, less confidence, and have limited vocabularies.

Fourth, Based on the result of pre-test, it was necessary to hold a training designed to improve and motivate the staffs regarding to the English language skills. I give certain topic related to the hotel and tourism. The staffs will learn how to communicate effectively with the foreign guests by providing the directions and explaining the facilities.

Last, post-test are necessary to see whether the staffs' knowledge was enhanced after the training. In this process, there are several questions provided after the English training. The benefit of the post-test is get an idea of the abilities that achieved in the end of training section. The results of the post-test test were compared of the pre-test which had been done so I would be know the impact of English training for the hotel staffs. The results of the post-test were the participants get many improvement despite still lacking of confidence, difficulties in spelling, and used wrong grammar, so in the future they need write a messages in English, regularly read books, and try to communicate with foreign guests from all backgrounds.

4.2 Suggestion

4.2.1. Suggestion for Bekizaar Hotel Surabaya

One factor to develop the service quality standard is communication. The staffs needs to be confident in any given situation, know how to respond and act appropriately. It is very important guests can make request, give feedback and ask questions at all times. Many of the guests will be from other countries and speak English, so they may find it difficult to communicate with the guests. Therefore, they need several supporting skills such as English and communication abilities. With the sufficient of English language skills, all the problems related to miss communication will be resolved. The guests will be satisfied with the services and come back again to the hotel

4.2.2. Suggestion for D-III English Language

I suggest that D-III English Language always gains more collaboration with several hotel to improve students skill relating to the hospitality. The students need an opportunity to have certain knowledge to pursue their career after graduation as hoteliers. A career in hospitality requires a lot communication skills and English students are good at it. The collaboration with several hotel will create career opportunity and make D-III English Language exist in the field.