

## CHAPTER IV

### CONCLUSION AND SUGGESTION

#### 4.1. Conclusion

From this discussion in the previous chapter, I got some conclusions. The first is about the rules which must be followed in order to make a good business correspondence. There were eight rules that are most frequently used in business correspondence those are, honesty, clarity, accuracy, comprehensiveness, accessibility, conciseness, correctness, and professional appearance. Those rules are very important when writing a letter. If the writer did not obey the rules it will have a bad impact on the name of the company. The important things when writing a letter are correctness and comprehensiveness. If, the letter that the writer makes with wrong grammar or with mistakes in typing then the recipient will be difficult to understand the contents of the letter. For comprehensiveness, if the letter does not have complete information, there will be a misunderstanding between the sender and the recipient of the letter.

The next is about common problems that appear when trainer make a business correspondence in Bali Government Tourism Office. I got several problems that occurred when writing a letter because it is different from what I got in my lecture. Firstly, correctness such as grammatical error. Grammar is important because the wrong grammar will make the meaning of the contents letter change. Lastly, the business letter format. I got confused when writing a business letter because of the

format. Actually, Bali Government Tourism Office did not have a guide of the format book to make a good letter. They just show me the previous letter to be a reference in writing letters.

The last is the writer also got obstacles from several problems such as the lack of vocabulary about tourism. To overcome the problems the writer should consult and discuss the problem with the staff, taking time to discussion. The writer also got added value from this process such as got knowledge about making a good business correspondence.

## **4.2. Suggestion**

### **4.2.1. Suggestion for Bali Government Tourism Office**

I suggest that Bali Government Tourism Office should improve the performance to employees especially in business correspondence and conducting training for employees before being given assignments. The writer also suggest that Bali Government Tourism Office keep maintaining its good name in order to make relation with partners. The last suggestion is do not make same mistake that can be affected to the name of Bali Government Tourism Office.

### **4.2.2. Suggestion for D-III English Language**

I suggest that D-III English Language to make collaboration with several companies especially in business correspondence, seminar or company visit to make

D-III English Language exist in the field. I also suggest that D-III English Language adds more learning in Business Vocabulary.