

CHAPTER IV

CONCLUSION AND SUGGESTION

4.1 Conclusion

From the discussion section, these are some lesson learnt for the writer :

Firstly, there are problems when communicating with foreigners via phone. Communicating via phone is different with direct communication or face to face because there are limitation and barriers that will happen when communicating via phone. The barriers are come from the device and the communicator. The problem from the device is occur because telephone equipment is not functioning properly, so it will disturb the communication because it will lead to misunderstanding. Next, the problems are come from the communicators and it consist of the communicators different accent and miscommunication.

Secondly, there are strategies to faced the problems. First, be clear. Every information should be enuciated clearly to avoid misunderstanding. Second, repeat to clarify. When we are not sure about what receipient say, we can repeat it and clarify if it correct or not, so it will reduce misunderstanding while communicating. Third, spelling aout the uncommond words. When we are hearing a new word for the first time we can spell it out to make sure if the word is correct or not.

Third, the writer meet several problems that appear while her internship time such as the writer need to adaptation first with the workplace because she was busy doing the job.

4.2 Suggestion

4.2.1 Suggestion for Qatar Airways Cargo Jakarta

The writer gives a suggestion for Qatar Airways Cargo Jakarta to keep the quality of the services and also have to keep the quality of human resource so the customer and agents will be satisfied with the services of Qatar Airways Cargo Jakarta.

4.2.2 Suggestion for D-III English Language

The writer gives a suggestion for D-III English Language to give the student chances to practice the skill it the workplace more, so the student can understand and learn how to work in the future. D-III English Language also should build more connection with company or an institution because it will help give the student a good chance to enhance their skill.