

CHAPTER IV

CONCLUSION AND SUGGESTION

4.1. Conclusion

During her internship the writer had valuable working experiences in hospitality-welfare services such as, procedures in giving good services, handling the complaint and giving solution. Next, the writer also improved her communication skill with people with different culture and background. Thus, by doing her internship the writer learned new experiences and encouraged her self-confidence in public environment.

From the previous chapter, the writer concluded some points. The first point is identifying the most frequent problems in serving the international students. Based on the observation of the writer the most frequent problems were mistyping the identity of the international student, accommodation, and health issue. Therefore, by observing and identifying the problem, the writer could handle the problem and gave the solution that appropriate with the procedures.

The second point is the procedures in handling the problem. In handling the problem the International Services uses the regulation that written in *Instruksi Kerja Pengelolaan Stakeholder* (Work Instruction in Handling the Complaint), this regulation is conducted by Airlangga Global Engagement and it is referring to the management of ISO (2018). Due to her assignment in handling the complaint, the writer learned how to handle the complaint and gave solutions.

Finally, the writer could improve her skill in many sides such as Hospitality, business communication, and office management. Besides that she could raise her cultural awareness. In brief, Airlangga Global Engagement is a great institution which assists the writer to get work experience before entering the job field.

4.2. Suggestions

4.2.1. Suggestions for the institution

The writer suggests the Airlangga Global Engagement to follow the regulations or the procedures in handling the problem which refers to the *Instruksi Kerja Pengelolaan Keluhan Stakeholder* (Work Instruction in Handling the Complaint), especially in the using of the complaint receipts. The complaint receipt is important as the record of problem solving and it can be the evaluation in services.

4.2.2. Suggestion for English Diploma Program

The writer suggests the English Diploma Program to develop the potential of the student. Therefore, developing the courses in relevant to the major of Business Communication could be one of the way to improve the student's job performance. Additionally, English Diploma should have more practical or project in certain courses that relate to business major is much suggested in order to develop great potential and prepare the student for the future.