

CHAPTER IV

CONSLUSION AND SUGGESTION

4.1. Conclusion

From previous discussions, the write gets some concluisons. The conclusions are first, about using features by chat via WhatsApp at TAF English. When contact the customers, the writer applies some features to guide the writer sending massages to the customers. The writer finds three features that were appropriate to be used by chat via WhatsApp; the greeting, the body and the complimentary closing. Second, about the obstacle using features by chat via WhatsApp. Since using features by chat via WhatsApp was a rare thing to do, the writer must be familiar using features to contact the customers, because it is reflect the writer's manner. And also, the writer has to try hard to omit her worst habit which was typo. Third, about the added values using features by chat via WhatsApp is the writer could be more careful and be more patient when typing the messages that will be sent to the customers

Next, about the interactions or responses given by the customers in English and *Bahasa Indonesia*. There are several interactions or responses given by the customers, some of the customers could give responses or reply the writer's or feedback in English even though with a short reply, and most of them replied it with *Bahasa Indoensia* in detail and a long explanation. Moreover, the customers

reply the chats informally although the writer uses formal communication. Then the obstacle, the writer must typing down long sentences completely and correctly when the customers ask the writer to explain TAF English's programs. Last, added values that writer gets are the writer could do communication with many customers, she could know about the customers' story about they need in English, and she could give them suggestion to find the way out.

4.2. Suggestion

4.2.1. Suggestion for the company

The writer suggests that TAF English could more appreciate it employees or the internship students and could gave more attention to them not only to the customers and the target. It would much better if this company do and convey something by a proof rather than just say it in the words. The writer also suggests that all the Educational Consultants could apply English little by little to contact the customers to improve this company's quality. Also, the writer suggests that TAF English could make a good relationship towards Universitas Airlangga.

4.2.2. Suggestion for D-III English Language

The writer suggests that D-III English Language could create a course about how to use features by chat via social media. And also, the writer's suggests that D-III English language of Universitas Airlangga could build a good relationship with TAF English.