

CHAPTER IV

CONCLUSION AND SUGGESTION

4.1 Conclusion

One of the problems that was often faced by the writer during his time at the internship is the miscommunication that happened over time because a of the crowded situation of the hotel itself. The writer then found another problem that was often faced by the staffs of food and beverages of Bekizaar Hotel. The other problem that the writer found was that many staffs of Bekizaar Hotel, especially those who were responsible in the waitressing department, experienced miscommunication because of low English proficiency.

The solution regarding problems in giving customer service can be overcome or even avoided if the staffs of food and beverage in Bekizaar Hotel conducted the proper and correct steps. The first step that the hotel needs to conduct is to look for a team of people who can dedicate their talents in the industry and enjoy their work. The next step that should be conducted by the Bekizaar Hotel is by hiring more selective personnel that are more capable, skilled, and have many pieces of knowledge regarding the field of food and beverage.

The writer also experienced problems related to how the writer identified problems faced by the F&B staffs of the hotel, the problem was that he had troubles of doing the job as an intern for the food and beverage department of