

## CHAPTER V

### CONCLUSION AND SUGGESTION

#### A. Conclusion

In this part of the research, the writer can summarize the answers to the questions contained in the previous chapter. All questions will be answered by point based on the results of observations made during the three months of being a front desk agent. There are also conclusions from the writer apart from the questions contained in the previous chapter. The following are the answers and conclusions of this research:

1. Many things become the responsibilities of a front desk agent at the Grande Valore Hotel. Among the responsibilities of a front desk agent are making room reservations for guests, handling guests during the check-in and check-out process, making a courtesy call, taking inventory of each long-stay guest room when checking in and out, upselling products, inputting guest data into the Visual Hotel Program (VHP), and making daily front office reports. There are about 7 things that were done by the writer during the internship and these are the responsibilities of a front desk agent.

2. The responsibility of a front desk agent can affect the quality of the hotel, starting from the way a front desk agent provides services, upselling products, and more. Therefore, the responsibility of a front desk agent is a way for the hotel to improve the quality of the hotel and provide the best service for guests.
3. Around 7 duties are the responsibility of a front desk agent with various obstacles in each of the duties. The obstacles found by the writer are very diverse, from external factors caused by the guests themselves, such as not understanding how to use a hotel product. There are also internal factors that come from the writer, such as getting nervous, or internal hotel factors such as not providing an optimal service to guests.
4. Every obstacle faced can be resolved with various strategies that have been applied during the internship. The strategies that have been applied by the writer include asking staff or coworkers, reading notes, and doing trial and error to find solutions to every problem faced during the 3-month internship as a front desk agent. After going through this process, the most important thing when doing each of the duties is not to be anxious, to do the duty quickly and precisely, and carefully.
5. Being a front desk agent is not easy. The responsibility of each duty that must be done has a high risk if there is a mistake in it. All duties demand perfection, whether it is in appearance or individual factors of each person. To become a front desk agent requires a character that is adaptable, confident, friendly, has high precision, patience, and

dexterity, and is aware of the surrounding environment, as well as being able to communicate well because the front desk agent is an information center that is connected to all departments in the hotel.

## **B. Suggestion**

In this part the writer will provide suggestions to several of the parties that have been involved during the research and also the preparation of this scientific paper. This research is also aimed to be considered as an improvement for STBA JIA, as well as Grande Valore Hotel, and to be a consideration for further research to be better and have novelty in the future. The following are suggestions aimed at the parties involved in this study, namely:

1. To STBA JIA, the writer would like to suggest providing more insight into the workplace in a particular field for students. It can be started by having seminars with alumni who work in certain fields such as hospitality, banking, and other fields as speakers to provide insight to students. In addition, it is hoped that the STBA JIA library can provide books containing terminology in a field of work or books that contain an overview of how to work in a particular field such as hospitality and others.
2. To the Grande Valore Hotel, the writer would like to consider this research as a guide to provide suggestions for improvement for the hotel regarding the performance of a front desk agent.

3. To further research, it is hoped that this research can be used as reading material and find novelty in research that will be carried out in the future. In addition, it would be better if it could find significant differences that can be observed when being a front desk agent.

