

CHAPTER V

CONCLUSION AND SUGGESTION

A. Conclusion

In conducting this research, the writer has got a different schedule each month due to the shifting system determined by the Cambridge School of English. Apart from teaching, the job of welcoming guests, filing documents, and managing payment are the jobs that mostly done during the research. It was followed by a receiving call and getting a training session. Teaching has sustained a stable percentage every month because it was the second job besides the front desk officer. Almost all reports are included in the filing document. Welcoming guests were always in touch with providing information according to guest needs, which showed that the front desk officer can also be called an informant. Managing payment described how a front desk officer played a role as an administrator. However, of all the duties as a front desk officer, welcoming guests has the biggest role in its implementation.

For all the job done as a front desk officer at Cambridge School of English, there were several problems during the research implementation. The bad thing might happen without us being able to prepare in advance. For instance, the writer found a few guests who yelled sometimes and imposed something quickly.

Somehow, a front desk officer needs an agile attitude that can establish a decision quickly in any situation. All of the decisions and services provided will affect the company's image. This means, carefulness is also very an important thing.

B. Suggestion

To support all activities and for the successness of Cambridge School of English, the writer would like to give some suggestions as follows:

1. Maintaining existing cooperation and good relationship among employees..
2. Maintaining and increasing cooperation between schools and Cambridge School of English will create more advantages.
3. Creating more events to attract new students to increase the number of students such as various kind of English competitions.
4. Providing extra salaries for high performing employee or teacher, especially for them who have served themselves in Cambridge School of English for a long time. It can also be used to increase employee and teacher spirit.

Another suggestions are also directed to fellow front desk officer and job seekers to this position as follows:

1. Have a nice and pleasant personality and always ready to help guests when needed.
2. Doing the same job from morning to evening, boredom is the first word that must be faced. It can lead the receptionist to negligence at work.
3. Responsible for the job and always try to complete the duties properly and on time without being supervised.
4. Dealing with situations at the front office in order to make decisions quickly and accurately.

