

CHAPTER V

CONCLUSION AND SUGGESTION

A. Conclusion

The conclusion that the writer got during on job training at Harris Hotel is how to manage a sport and recreation area so that the writer can always provide entertainment that guests enjoy and guests feel a good impression when staying at Harris Hotel and have the desire to come back to the Harris hotel at another opportunity.

Although there are many obstacles that the writer has experienced during the writer works there as the writer has explained, the writer feels that it is a challenge that will always be faced by hotel employees. Because the writer sells the best service so whatever problems or complaints from guests we must kindly serve these guests.

Accordingly, the discussion of field work practices that have been the writer conducted in HARRIS Hotel & Conventions Bekasi . In writing this report the author has still a lot of mistakes and deficiencies that require improvement, considering the limited knowledge possessed. Any suggestions or constructive criticism can make this field report practice more perfectly, so that in the future this Job Training Report can be useful for all parties.

B. Suggestion

In accordance with the work practices that have been implemented, the writer has self assessment of service provided by the hotel to hotel guests. There are still shortage in serving a guest in HARRIS Hotel and Conventions Bekasi, for that the author has some suggestions that may be useful for the hotel. As a recreation attendant, the facilities of hotel should be more variative, add the jakuzi or personal trainer at fitness center. Employees must be communicated with foreign guests, especially foreigner guests. Improving the foreign language is important, there are many foreign guests. Providing foreign language training continuously to the hotel employees to increase the ability of public speaking. The respect and helping each other among employees working in other department should be increased. Before carrying out fieldwork practices, the students should be self-guided with knowledge about the world of work. In choosing a place of work practice, the students should not be too fixated on the field of study being studied because the purpose of this work practice is to train and know what the world of work is. During conducted of work practices field, the students must be a good name of the university and majors.