

CHAPTER V

CONCLUSION AND SUGGESTION

A. The Conclusion

Antero Jababeka Hotel by Prasanthi is a four-star service facility so it takes satisfying performance from all departments. The Concierge was a front and first service in giving the first impression on hotel guests. Based on the description in the preceding chapter, the writer may draw a conclusion, as follow:

1. The role of Concierge is needed for carrying out luggage when guest arrive at the hotel until a guest leave the hotel. The role of Concierge toward the service of a guest's belongings is primarily about ethics and timing. To be professional Concierge officer has several requirements and rules to make and are employed by appearance, conduct, and skill in rendering services that suit any guest's wishes.
2. In carrying out the basic duties and responsibilities that a Concierge must maintain regarding the carrying out of a guest's luggage at check-in and check-out procedures, then the external as well as the inside handling procedure and the steps involved following the program according to the standard operating procedure.
3. The Concierge's work relationship with another department goes hand in hand to meet and minister to any guest's needs. Cooperation with other

departments can overcome any obstacle facing the Concierge Antero Jababeka Hotel by Prasanthi.

4. The lack of coordination between the Concierge and the guest became the main obstacle. Improving the quality of service by building good communication with guests became the solution to every obstacle facing the Concierge at Antero Jababeka Hotel by Prasanthi.

B. Suggestion

There are some suggestions that can be used as positive and constructive input for the Antero Jababeka Hotel by Prasanthi and Concierge staff, as follows:

1. It requires better team work between fellow Concierge staff and the rest of the department to keep together to work in good and proper performance.
2. Establish good communication with guests and make each guest complaint a guide and motivation for better work.
3. Handle over in any of the employees of the Concierge to prevent miscommunication.