

CHAPTER V

THE CONCLUSION AND SUGGESTIONS

A. The Conclusion

After participating in internship activities for 3 months as a receptionist, writers can continue to learn to get used to or adapt in order to be able to adjust to the world of work, as well as open insights and encourage writers' creativity to innovate in the world of work related to the writer field and abilities. With the Internship, it can really encourage writers when carrying out internship assignments to practice the knowledge they have from education into the real world of work and add insight to the writer in interacting with the world of work.

During the internship period, the writer faced several problems such as dealing directly with guests who complained about various problems, and it was not uncommon for guests to be angry because of things such as suddenly bad networks, unclean rooms, lost items, or unexpected events with the power outage in the hotel even though it was only for a short period of time. However, with the help of hotel staff who are certainly much more experienced, the writer can learn more about how to respond to customer complaints or how to explain by remaining calm and not getting carried away by emotions .

B. Suggestions

There are some suggestions that can be used as positive and constructive input for the IXO Hotel Bekasi, as follows :

1. A guests or a reader need to be more selective when they want to stay at Hotel.
2. Do not be easy to believe anything what you see, and check carefully about all of the promotions are still available.
3. Make sure if ncreasing socialization or cooperation between leaders, employees, and interns and guests, so as to be able to foster harmonious and good family relationships. Discipline and discipline must be further improved in order to achieve the results and goals that are in accordance with what is expected.
4. Strive to continue to maintain and increase morale/work ethic, in order to achieve better performance. These are the suggestions that can be conveyed, after carrying out the Internship at IXO Hotel Bekasi. Hopefully it can be useful for the progress of the Hotel.
5. The readers had to confident to learn about the new things especially how to work at hotel, and can be practice to her real life.