

## CHAPTER V

### CONCLUSION AND SUGGESTION

#### A. Conclusion

In the 6th semester of studying at STBA JIA, the writer had the opportunity to do an internship, which is a simulation of the world of work to get to know the world before going straight to work after graduation. The internship opportunity to do scientific writing at Hotel IXO is a new experience for writers. As long as the writer underwent an internship at the IXO hotel and getting to know the parts of the department that became the milestones for the running of the hospitality business, it was something new that the writer had not understood before.

1. At first the writer had no idea and worked hesitantly. By being given the opportunity for 3 months for an internship there to get to know and undergo the internship process, the writer has new knowledge about the world of the hospitality business. In addition, the mentors took the time to explain each part of the department where they served.
2. Second, the writer in undergoing an internship at the IXO hotel is not always smooth. In carrying out tasks, for example, the writer is rarely accompanied by a mentor to help and explain. Mentors also do not seem to have much experience in dealing with students who are interns there. This may be because the hotel company does not prepare a program specifically designed for students who want to do internships. But regardless of that the mentors

have a sense of responsibility on the interns to explain. Mentors are also open, friendly, and alert when writer ask questions.

3. Third, while undergoing an internship at the back office, the writer gets several tasks that are routinely carried out as administrative tasks. The task is to store data, scan physical data such as stuck shopping and proof of payment, input data into a computer, and count money. After undergoing an internship in the back office for 2 months the writer found problems with the work procedures for the work that the writer was involved in. Therefore, the writer analyzes and brainstorm to find ideas for solving the problem. The ideas from the writer's research will later become a hotel reference source.

Therefore, the writer considers the many lessons that have been taken when doing an internship at the IXO hotel and the company itself is both beneficial in providing opportunities to become the writer's guide in the future.

## **B. Suggestion**

1. For Hotel IXO in general, there are many students who want to do an internship in the hotel business to get to know that how hospitality industry works, including having an interest in doing an internship at Hotel IXO. The hotel should prepare a special program to train participants who want to intern there. In addition to providing benefits for interns, it can also promote the IXO hotel to the public.

2. For the back-office department of the IXO hotel, during writer internship there got 4 types of work, namely scanning physical data, storing physical data, counting money and inputting data into a computer. The writer has suggestions for two tasks that the writer undertakes, namely:
  - a. To scan physical data, the writer suggests providing a special scan engine from the company because scanning is an important activity for backing up data.
  - b. To input data into the computer, the writer suggests repairing the computer because a problematic computer interferes with the input process and is also expected to be totally damaged and cannot be used at all.
3. For the reader, the author suggests to read this scientific paper in its entirety and use it as a reference in the future. This scientific paper introduces the reader to the world of work in the hospitality sector so as to open up new insights such as experiencing it yourself like have worked there.
4. For Campus, Writer to see the collection of books in the library on campus is still not complete. Books on the hotel business are considered important enough to be provided in a variety of ways in the campus library. Because the writer believes that hospitality books are of particular interest to English literature students who want to work there.