

## **CHAPTER 5**

### **CONCLUSION AND SUGGESTION**

#### **5.1 Conclusion**

Based on the results of the discussion in the previous chapter, it can be concluded that Lokawisata Baturraden does not provide tour guides who can speak English, but there are also some staff who do not understand English. Almost all of the staff do not really understand English, this is because they rarely use English in their workplace. Besides that, foreign tourists who come always bring their own tour guides, so this makes the staff not practice directly to talk to foreign tourists.

#### **5.2 Suggestion**

In this subsection, the suggestion is given for Lokawisata Baturraden to add requirements for prospective job applicants to be able to speak English. This can also be done by providing training and counseling about guiding tours using English.

This suggestion is written based on the observations that have been made. It will be very good if the suggestion can be accepted and implemented.