

## CHAPTER V

### CONCLUSION AND SUGGESTION

#### A. Conclusion

From the results of the discussion that have been explained in the previous chapter, it can be concluded that the use of an English pocket in the Food and Beverage Department could be one of the sources in order to help the Food Beverage Department's staffs improve their English related to restaurant hospitality. From the job training that has been carried out by the author, it was known that the ability to communicate in English is generally used in hotels to maximize the guests and customers' experience in the hotel, especially for foreign guests. Elsotel Purwokerto is a 3-star hotel in Purwokerto and would improve its services as time goes by. Therefore, the ability to communicate in English to obtain guests' satisfaction, especially foreign guests is needed. Good service quality and good communication would prevent miscommunication between the Food and Beverage Department's staffs and the foreign guests, which could obtain the guests' good impressions of the Elsotel Purwokerto and would increase their chances of coming back.

#### B. Suggestion

Based on the data obtained while doing the job training at the Elsotel Purwokerto, there are several suggestions and solutions to improve the service quality of the Food and Beverage Department, especially to handle

foreign guests in the hotel restaurant or for the room service. The author suggests the Food and Beverage Department's staffs improve their ability to communicate in English, so the staffs that can handle foreign guests increases and it is not only handled by the supervisor or particular staff only. The staffs can enrich their ability to communicate in English by practicing simple English conversations that often happen in the restaurant or when handling room services, which is provided in the English pocket book that the author created.

The pocket book also provides vocabularies of items that are often used by the Food and Beverage Department, so it could help them enrich their English vocabulary related to the hotel restaurant and minimize miscommunication when they communicate in English. The staffs would be expected to read and learn from the pocket book as one of their quick reference of English training in order to improve their service quality in assisting the foreign guests. The suggestions are written based on the observations that have been made by the author during the job training. It would be great if these suggestions could be accepted and implemented by the Elsotel Purwokerto to sustainably improve their service quality and make good impressions from the guests.