

## **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 internship experience at the Sala Bar and Yue Department of Sheraton Petaling Jaya Hotel Malaysia has provided valuable insights and professional growth for the author. Through active participation in various events and daily operations, the author developed essential skills in hospitality services, including communication, teamwork, time management, and customer service, while also gaining exposure to international work environments. Also the use of conversation in English could be one of the sources in order to help the interns that internship in Food and Beverage Department to improve their English related to bar and restaurant hospitality.

Additionally, the process of creating the pocket book as a documentation of this internship allowed the author to reflect on the journey, consolidate meaningful experiences, and contribute an educational resource for future students. The pocket book, developed through a structured process involving prewriting, drafting, revising, editing, and publishing, serves not only as a personal record but also as an inspirational and practical guide for students who are preparing for internships, especially in the field of hospitality and international settings.

#### **B. Suggestion**

Based on the internship experience and the process of creating the pocket book, it is suggested that future interns prepare themselves thoroughly before starting their job training. This includes learning basic hospitality knowledge, improving English communication skills, and understanding the cultural values of the country where the internship will take place. Early preparation can help interns adapt more easily to a new

working environment and perform their tasks more effectively. It is also advisable to actively engage with mentors and colleagues during the internship to maximize learning opportunities and build professional relationships.

Furthermore, for students who plan to create similar pocket books, it is recommended to organize the data collection process from the beginning of the internship. Keeping a regular journal, documenting daily activities, and gathering photo evidence will make the writing process easier and more comprehensive. Collaboration among team members and effective time management are also crucial to ensure the final product is well-structured and informative. Using both printed and digital formats, such as adding a QR code, can help make the pocket book more accessible and appealing to readers.

