

CHAPTER V

CONCLUSION AND SUGGESTION

A. Conclusion

From six-month job training at the Sheraton Petaling Jaya Hotel showed the author how much it improved organizational abilities and professionalism skills. Furthermore, the author can say with confidence that the front office requires efficient and professional work practices, which makes job training a challenging process. The author feels more prepared for the workforce because of the author's early exposure to it thanks to this kind of training. The conclusion is the author feels that many things changed when the author went through the internship program at Sheraton Petaling Jaya. The author became more confident when dealing with strangers, for example, a guest. Became friendlier and always smiled. In this hotel, everyone is very nice and often says hello. Therefore, the author can give the author's opinion that this internship really helps the author recognize talent. Now the author feels more confident than before.

Futhermore, the process of creating a pocket book entitled "Indonesian Interns Experience at Sheraton Petaling Jaya Hotel Malaysia" has run smoothly. Through various stages, starting from prewriting, drafting, revising, editing, and publishing, this pocket reflects the internship experiences of Indonesian interns. In conclusion, the creation of this pocket book highlights the importance of teamwork among authors in producing this pocket book.

B. Suggestion

After completing the job training at Sheraton Petaling Jaya Hotel as a front desk intern for about six months, a few suggestions can be delivered to improve the front office department and for the next interns. First, as a front desk intern should be well-prepared about grooming, because grooming is the first impression that guets see. From there guests can recognize that the staff work professionally.

Second, being a front desk staff requires emotional intelligence, because

in the future they will face various types of guest personalities and dispositions, and must remain professional in any situation by maintaining a high level of emotional control. Third, for the front office department it would be better if the front office improve its shift management by arranging replacement in advance, so that when someone is unable to attend, the previous shift doesn't have to stay longer. Last but not least, a smile is key to attracting people. A smile can change the atmosphere, make the situation feel more comfortable and spread kindness through a smile. The job training as a front desk intern is highly recommended for English Diploma Program students who are passionate about hospitality. This job training provides real experience in the hospitality industry.

