

CHAPTER V

CONCLUSION AND SUGGESTION

A. Conclusion

Through the process of making a pocket book entitled “Internship Experiences of Indonesian Students at Sheraton Petaling Jaya Hotel Malaysia as a Waiter in Food and Beverage Feast Department”, I gained a lot of valuable experience and learning, not only in terms of undergoing internship activities at an international hotel, but also in terms of designing, compiling, and completing a product in the form of a book. The internship at Sheraton Petaling Jaya Hotel gave me the opportunity to see the world of work in the hospitality industry, from how hotel staff serve guests, a professional work system, to how to communicate with colleagues from various backgrounds. All of these experiences are certainly important provisions for I in the future, especially if he wants to work in a similar field.

This pocket book was created with the main purpose of becoming a guide as well as a source of information for other students or people who want to know more about what it is like to take part in an internship program in a hotel, especially an international hotel. This book contains various first-hand experiences that I experienced during the internship, as well as some tips and information that might be useful for readers who are interested in taking a similar path. Hopefully, this book will not only be a personal documentation, but also can help other students or the general public in preparing themselves before the internship, both mentally and physically.

B. Suggestion

As a suggestion, I would like to say that for students who want to take part in an internship program, especially abroad or in big hotels, they should start preparing themselves from the beginning. The preparation

includes the ability to communicate well, understand the basics of the world of work in the hospitality sector, and dare to learn new things. In addition, it is also important to actively document activities during the internship, as this will be very helpful when compiling reports or final products such as this pocketbook. By regularly recording daily tasks, observations, and significant experiences, through notes, photos, or other media, I can more easily understand the learning process I experienced during my internship. This documentation is very helpful when compiling the contents of reports or final projects such as this pocket book. In addition to serving as reference material, the documentation also helps me see what needs to be improved and the personal development I experienced during my internship.

Engaging in inquiries and participating in discussions with supervisors or more experienced colleagues constituted a vital component of the learning process within a professional environment. Such interactions offered substantial insights and facilitated a deeper comprehension of workplace tasks and responsibilities. Through open and constructive communication, individuals were able to resolve uncertainties, acquire practical knowledge, and prevent the recurrence of previous errors. This continuous exchange of information made a significant contribution to both personal and professional development, particularly in the context of internship programs.

That was why it was important for students to be active and not hesitate to seek guidance when needed. By doing so, they built confidence and adaptability in new environments. The book was intended to serve as both an inspiration and motivation for other students, encouraging them to embrace new challenges, explore opportunities outside their comfort zones, and remain enthusiastic in pursuing their personal and professional goals.