

CHAPTER V CONCLUSION AND SUGGESTION

A. Conclusion

As someone who was interested in experiencing the world of work abroad firsthand, I felt very grateful to have had such an opportunity. The internship at a five star hotel abroad provided a valuable experience for me, both in developing professional skills and understanding cross cultural interactions. In this pocketbook, I described in detail the process of adaptation, learning, challenges, and achievements during the internship program. The experience taught me the importance of perseverance, discipline, and the ability to quickly adapt to new environments.

The opportunity to work in a professional international environment shaped my character, broadened my knowledge, and improved the communication and teamwork skills. This experience not only strengthened my readiness to face the professional world, but also ignited a passion for continuous self development. Each day became a new lesson that I could not have learned in college. From that experience, I realized that having the courage to try new things could open many opportunities in life.

Writing this experience in a pocketbook entitled " Internship Experience as a Front Desk Club Lounge Department at Sheraton Petaling Jaya Malaysia" was not only a form of documentation of the journey from the beginning to the end of the internship of the me and my friends, but also a form of gratitude from me for this extraordinary internship journey. I hoped that this pocketbook could serve as an inspiration and reference for other students or anyone who wanted to gain similar experiences and prepare themselves to face the real world of work with greater confidence.

By sharing the experiences, challenges faced, and the journey during the internship in the form of a pocketbook, I aimed to provide a clear picture and motivation for other students to dare to take new steps in gaining extraordinary experiences. Through this, I believed that individuals could understand themselves more deeply and develop their potential by facing various new challenges.

B. Suggestion

I wanted to convey that for students who wished to participate in internship programs, especially abroad or in five-star hotels, it was best to start preparing themselves from the beginning. There were several important things that had to be prepared before entering the world of international professional work. One of them was practicing communication skills in a foreign language, as being fluent in using a foreign language made it easier to carry out work. Curiosity was a good thing, before undertaking an internship, it was advisable to find out about the hotel in question, the work system, and matters related to the internship implementation. I also suggested actively asking questions about things that were not yet known.

The internship was short, so I made the most of every moment. I built relationships with guests and hotel staff that could prove useful in the future. I took advantage of the available time to gain more experience, for example by taking part time jobs. I also used time wisely to broaden knowledge of hotel systems. In addition, I advised maintaining communication with the supervisor regarding the product and final project to ensure everything planned ran smoothly and was completed promptly.