

CHAPTER V CONCLUSION AND SUGGESTION

A. CONCLUSION

The compilation of the pocket book Indonesian Internship Experience at Sheraton Petaling Jaya Hotel Malaysia is a form of documentation of the author's journey while participating in an internship program at one of Malaysia's international star-rated hotels. The writing process went through several important stages, starting from idea preparation, initial draft compilation, content improvement, editing, and finally printing and distribution. Throughout this process, the author gained valuable lessons, both in terms of professional work experience and the ability to systematically and informatively structure written works.

The book details the internship activities conducted across various hotel departments, such as the Front Desk, Club Lounge, and Food & Beverage. It also explains the diverse tasks, challenges, and interesting experiences encountered during the work period. Each story shared is intended to provide new insights for students interested in pursuing an internship abroad.

Through this book, the author aims to convey the message that working experience in the international hospitality industry is highly beneficial for enhancing skills, professional attitudes, and communication abilities. It is hoped that this book will serve as a source of knowledge and motivation for other students, educational institutions, and all parties interested in the global workforce, particularly in the fields of hospitality and tourism.

B. SUGGESTION

As a suggestion, the author would like to advise students who wish to undertake an internship abroad in the hospitality industry to prepare themselves from the outset. Preparation includes good communication skills and basic knowledge of the hospitality industry. In addition, it is also important to document activities during the internship or keep a daily journal recording progress.

This can help in completing the final assignment or internship report more effectively and in accordance with academic standards. Do not hesitate to ask your mentor, supervisor at the internship site, or peers who have already participated in international internships, as they can provide valuable guidance, practical insights, and real-world perspectives that may not be found in textbooks. Through discussions, feedback, and shared experiences, interns can gain a deeper understanding of workplace expectations, professional responsibilities, and problem-solving strategies. This exchange of knowledge and experience is an essential part of the learning process, as it encourages personal growth, improves professional competence, and helps students better prepare for future careers in a global working environment.

The author hopes that the book “Indonesian Internship Experience at Sheraton Petaling Jaya Hotel Malaysia” will not only serve as a personal documentation of experiences but also as a guide and motivation for other students seeking valuable experiences through overseas internship programs.

