

## **Chapter 4**

### **Conclusion and Suggestion**

#### **4.1. Conclusion**

Observations that have been conducted in Agro Salatiga has given the writer a knowledge about receptionist jobs in the real working world. The writer had the opportunity to compare the theories that have been acquired during the lecture with the application in Agro Salatiga. There are several points that are in accordance with the theory, such as the duties of a receptionist and receptionist's attitudes. However there are some points that are not in accordance with the theory. Those points are: a receptionist authority to regulate other employees can be addressed by managing the authority of front office division.

During the preparation and implementation of the observation, the authors assigned the new knowledge in the field of the front office, especially the front desk. This experience is expected to help in preparing writers in entering the real working world. The shortage that occurred in the preparation and implementation of the short observation time such as searching space can be overcome with good observation by the author with the help of the FBS and Agro Salatiga

#### **4.2. Suggestions**

After conducting observations, the writer gives advice to the Faculty of Language and Literature by conducting the observation, which are:

- Students must be more prepared before conducting observation in terms of the selection of the observation;
- Students must be working closely with companies related to the learning process in order to provide many options for observations.

