

CHAPTER IV

CONCLUSION

4.1 Conclusion

According to the observation and interview which had finish in hotel Surya Indah on 30 December 2014,the writer conclude that :

- The observation and and interview gave student opportunity and chances to know the work situation, especially in hotel Surya Indah Management. The writer link and connecting between theories and practices that had been learned in the classroom and found some experiences can be learned.
- English for Tourism and Hospitality Industry, Hotel Management, Customer Service, and any others subject help student to solve and finding the answer of the problems that faced in the real work.
- Experiences and understanding of the importance to apply theories and practices, the author aware that being profesional in the primary key in in working. Profesionality can be got from both of study and experinces.

4.2 Suggestions

In the end of this paper , writer would like to give some sugestions to the hotel Surya Indah Salatiga that it is better if they have a good managerial system so employee would easily understand responsibilities and it will make the guest create a better impression of this hotel. The hotel needs to be cared more, so it can fight with other hotels in Salatiga.

