

CHAPTER 5

CLOSING

5.1 Conclusion

An internship is a media that trains students to know the ins and outs of the world of work and also as a student media to apply the theory obtained during lectures into the scope of work. With the aim of preparing students to enter the actual scope of work. In addition, the internship is also a compulsory subject to obtain a Diploma degree at Darma Persada University.

The writer do the internship program on March 14, 2022, until May 31, 2022 in Royal Tulip Gunung Geulis Resort and Golf. There are a lot of meaningful memories as a trainee. This internship program provides motivation for writers to work in hotel and hospitality field, and to know what activities are related to guest service in Front Office Department.

During the internship as a Guest Service Center and Guest Relation Officer, there is a flow of writer's work which includes: orientation and introduction, receiving calls and taking guest request, transferring calls to other departments, courtesy guest, asking for feedback from guest, preparing amenities and occasion request, and writing daily report. The writer understand that the ability to communicate effectively is a very important in Front Office Hotel, including voice and intonation in speaking, good vocabulary selection, and the ability to convey answers, thoughts or ideas in a clear and concise manner to the guest.

Through this internship program, the writer can experience the real work environment which is very different from lectures but still sustainable. The writer

can improving communication skills especially in English with guests and staffs. Also understand the concept of leadership, trained to work in teams, the courtesy of employees, and knows about dress code in a work place.

5.2 Suggestion

The writer does the internship program in Front Office Department in Royal Tulip Gunung Geulis Resort and Golf in the period of March 2020. Many experiences that the writer gets during the internship period. So, the writer wants to give some useful advice to other students. The writers hope in the next of the internship the next student can run it well and also this suggestion provides benefits for these students. The advice is:

1. Students who want to do the internship in a hotel or hospitality field, it would be more effective if the student do some research and learn about basic knowledge of hospitality. So that the student can do the task easily.
2. Student have to maintaining manners during the internship activities, because it will affect the good name of the University. and also will affect the next internship program participant who wants to apply for an internship at the same hotel.
3. Student as an internship participant must be active and initiative to do the work. Do not hesitate to ask questions to the staff if there is some difficulties in work.
4. Be professional and dicipline in order to create a conducive work atmosphere. One of the most important things is not to make an internship program only to qualify for graduation, but also to make it as valuable learning and experience in the future as a provision in the world of work.