

CHAPTER V

CONCLUSIONS AND SUGGESTIONS

5.1 Conclusions

This study was concerned about the politeness strategies use occurred between male and female waiters in fast food restaurant. This research aimed to reveal how male and female waiters produce language while they interacted, asked or serve the customer and to explain the reason of the using of politeness strategies uttered by male and female waiters in the way they were. By accomplishing the analysis, there were some findings could be drawn as the following;

1. It is found that all types of politeness strategies occurred in fast food restaurant, namely bald on record strategies, positive strategies, negative strategies, and off record strategies. In fast food restaurant, the most dominant of types of politeness strategies used by male and female waiters was standard positive strategies.
2. In realization of politeness strategies, not all ways in the realization of politeness strategies were used by the students. For bald on record, all ways realization were used by the waiters. In positive politeness strategy, from fifteen ways realization exist, the researcher only found three way realization by the waiters. For negative politeness, not all ways of realization were found. From ten ways realization of negative politeness, there are only three ways of realization were used by the waiters. And for off record, there are two realization. In this case, both

of waiters used positive politeness strategy dominantly in serving the customer

3. The reason why the waiters should be polite to all the customer is because it is their job. They have one motto if the satisfaction of customer is number one. This is suitable with the interview the manager of fast food restaurant. Based on the interview, the manager said that all the employee including the staff or waiters should be served all the customers well without seeing the age or the statues background. The manager also said that the waiters should do the best while facing the customer although the customer makes them annoyed.

5.2 Suggestions

This study has analyzed the strategies used by male and female waiters in *fast food restaurant*. Based on the conclusions stated above, this study has some suggestions in the following items;

1. It was suggested that possitive language as possitive politeness strategies should be applied for the customer.
2. This finding just concerned on male and female waiters in fast food restaurant. Further studies of strategies can be applied on another fast food restaurant in Medan, not only in KFC. So, if the waitres do the positive politeness, so it can make comfortable weather to the customer. The waiters should be doing their best while facing the customer without seeing the age or statues background of the customer.

3. Although some of customer make the waiters annoyed, they should be do the best suitable with the procedure of responsibility in fast food restaurant.



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