

CHAPTER V

CONCLUSION AND SUGGESTION

This chapter presents the conclusion and suggestion based on finding and discussion of the data analysis.

A. Conclusion

Based on the data analysis of the research, it can be concluded that:

- 1) English skill is required for people who want to be hotel staff included the receptionist, waitress, and housekeeper.
- 2) The skills are performed both in face to face conversation or telephone conversation.
- 3) A receptionist is required to use English in 5 tasks namely: (1) Handling reservations; (2) Checking in; (3) Checking out; (4) Providing information; and (5) Dealing with complaint.
- 4) A waitress is required to perform English skills in 3 tasks which cover (1) Taking a telephone order; (2) Welcoming and guiding restaurant guests; and (3) Providing guests' needs.
- 5) A housekeeper performs the least number of English skills which cover: (1) Offering housekeeping and room service; and (2) Delivering guests' orders.
- 6) Based on 9 communicative skills by Hargie (2006), only 5 communicative skills that appeared, namely (1) Question, (2) Reflecting, (3) Explaining, (4) Listening, and (5) Persuasion.
- 7) The sentence structures of English which is used by a receptionist, a waitress, and a housekeeper are dominantly questioning and offering, with the most

frequent tenses to appear are modal verbs, simple present and simple future tense the present perfect tense.

- 8) The vocabularies used by each hotel staff are generally different.

B. Suggestion

Based on the result of the data analysis and conclusion, the writer proposes some suggestions as follows:

- 1) It is suggested that government, school, and teachers provide the suitable materials that meet the students' needs who are taking hospitality major.
- 2) It is suggested that the materials are provided based on the target situation needs so the students can perform effectively.

