

## **CHAPTER V**

### **CONCLUSIONS AND SUGGESTIONS**

This chapter presents conclusions and suggestions concerning the service given by bellboys in hotel Aryaduta Palembang.

#### **5.1 Conclusions**

Based on the explanation and the fact that have been described in previous chapters, the writer concluded that the service given by bellboys based on the writer observation in Hotel Aryaduta Palembang are to maintain a high standard of grooming at all times, to provide a courteous and professional service at all time, to assist the guest carrying their luggage to the receptionist or their room, to escort the guest to the receptionist table, and the other services and responsibilities based on Standard Operational Procedure. But the writer found some problems which were not appropriate with arrangement of Standard Operational Procedure such as, the guest often complained about the time of service because the service sometimes was so slow, not all the bellboys attended the briefing activity, the guests were not always escorted by bellboys to the receptionist table, the information about all activities in the hotel was not always updated by the bellboys, and the event's information board was not always up to date.

#### **5.2 Suggestions**

The writer offers some suggestions to Hotel Aryaduta Palembang and also the bellboys.

Hotel Aryaduta Palembang should create good working situation among the bellboys, the Hotel should recruit more bellboys so that they can give good services to the guests, especially when Hotel Aryaduta in a high occupancies. In addition, the bellboys should obey the Standard Operational Procedure (SOP) that have been made

in order to make the guests feel satisfied with the service given by the bellboys of Hotel Aryaduta Palembang.