

CHAPTER V

CONCLUSION AND SUGGESTION

5.1 Conclusion

Quality of service is determined by the employees who have duty in service. They should know the criteria of service such as reliability, responsive, and empathy. If all of employees know about that criteria's maximally when they are serving the guest, the guest will be satisfied. From the data that collected, there are correlated between the service qualities toward guest satisfaction in Aryaduta Hotel because if employee performance that given to the guest is good, hotel guest will feel satisfied.

5.2 Suggestion

From the conclusion above, the writer wants to give some inputs to Hotel Aryaduta Palembang. For the first, the Aryaduta Hotel and Convention center Palembang should have training program to increase the performance of employee. Then the Aryaduta Hotel and Convention Center Palembang should always increase and make improvement in service aspect to reach the guest satisfy. And the last, the Aryaduta Hotel and Convention Center Palembang should give English training for each employee, not only for the receptionist because there are some international guests.