

CHAPTER V

CONCLUSION AND SUGGESTION

5.1 Conclusion

Through the findings and discussion, it can be concluded that there are four kinds of complaints. They are mechanical problem, attitudinal problem, service related problem and service related problem in uncommon condition. All these complaints are handled by front office department at Aryaduta Hotel Palembang.

In addition the staff handled the complaint well because they had followed the SOP made by Aryaduta Hotel Palembang. The SOP made by Aryaduta Hotel was almost similar with Darsono (2004, p. 116) and Agusnawar (2004, p.85-87) theory. There were two steps different between SOP made by Aryaduta Hotel Palembang and Darsono (2004, p. 116) and Agusnawar (2004, p.85-87). They were in possible situation the staff ask the guest to sit and move from another guest to maintain the privacy. The staff did not do this procedure because of the situation is face to face in front of the desk of receptionist so the staff just explained the cause of problem from their desk. Then, the staff did not write the complaint in log book because the complaint is very secret for company so they did not want if their complaint will be known by another people.

5.2 Suggestion

The human resources department in Aryaduta Hotel Palembang should remind the staff about the standard operational procedure in handling complaint at Department Front Office and provide proportional facility for staff to make their job quickly. Besides the staff must do the coordination among departments in order that they have good coordination.

Then, the human resources department should review the procedure of handling complaint and should add a step to write the complaint in log book and provide seat area beside front office in order to ask the complaining guest to sit and move from another guest to maintain privacy in possible situation. With this way, it will remind another staffs not do the same mistake in the next time. In order to maintain the privacy of the log book of complaints, it should be kept and put in the secret place so other people cannot find and read it except the staff. Finally, the front office staff should continue the follow up step by asking or calling the guest to know whether he/she had been satisfied with the solution or not and apologize once again with the inconvenience to maintain the guest' satisfaction and loyalty.