

CHAPTER V

CONCLUSION AND SUGGESTION

In this chapter the writer present the conclusion from previous chapter.

5.1 Conclusion

Based on the explanation and facts shown in the previous chapter, the writer can take some conclusions. In serving the guest, receptionists has essential attributes such as high sense of personal grooming and hygiene, self confidence, communication must correct and clear, diplomacy, calmness to take the busy demands of a reception's operation, ability to remember name and faces, and personality from receptionists. Most of all receptionists at Aryaduta hotel do the excellent service to the guests with the procedure in order to make the guests feel satisfied in the hotel, receptionists staff needs to be given more attention with the guests, more friendly, and always show the best appearance and first impression when the guests come to the hotel and improve a good personality with all of the people.

The writer offers suggestions to the hotel, especially for the receptionists to keep maintance the essential attributes in giving their excellent service for the guests. And always keep brand image for the Aryaduta Hotel and Convention Center Palembang.