

## **CHAPTER V**

### **CONCLUSION AND SUGGESTION**

In this chapter the writer present the conclusion and suggestion 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, concierge section staff has the activities such as *welcoming the guest, handling check-in procedures, accompanying to do guest check-in and doing luggage delivery, placing the guest luggage to the room, explaining room facilities description, handling check-out procedures, storing the luggage, delivering the newspaper, joining the briefing, handling the room move, handling taxi services, doing the job as driver, valet parking service, making a report of foreigner guests and updating the events information board*. Most all of the concierge section staff at Aryaduta hotel do the services to the guests with the procedure in order to make the guests feel satisfied in the hotel, concierge staff needs to be flexible on the procedure in order to adapt with the situation and to create a good service. Although there are differences found between the theory and the fact in serving the guests, concierge section staff has served the guests based on the hotel procedures adapting with the condition of the hotel and the guest itself.

#### **5.2 Suggestion**

The writer offers suggestions to the hotel, especially concierge section staff should greet the guest all time and explain all hotel facilities to the guest, should recruit more staff to fill in the vacant position, should give more knowledge and motivation to the staff in order to make the guests feel satisfied with the service given by concierge section staff at Aryaduta hotel Palembang