

CHAPTER IV

CONCLUSION AND SUGGESTION

4.1 Conclusion

After the writer did the study for one month at Spondol Indah Hotel Semarang., the writer got more knowledge how to receive guests well at the hotel. From all data that the writer got from the study, the writer can take conclusion the ethic of front office personnel ethic those are,

The ethics of front office personnel at Spondol Indah Hotel Semarang are smile, polite appearance, body language, hospitability and friendliness and personality .

4.2 Suggestion

In this paper the writer wants to tell some suggestions especially related the ethic of front office personnel, attracting more guests to come to the Spondol Indah Hotel and to giving good impression and experience to the guests during stay at the hotel to keep in keeping hotel's image. The suggestion are as following :

1. To give good impression and experience that can be memorized by the guests, the hotel management should increase additional services, such as welcome drinks and sourvernirs.

2. To attract more guests to come to the hotel, Front Office staff especially reception clerk should cooperate with marketing section to introduce the hotel to society and to increase hotel promotion.
3. To make the guest enjoy staying at the hotel, the hotel needs to create new situation by building some entertainment places, such as fitness center, bar, and swimming pool.