

CHAPTER 5

CONCLUSION AND SUGGESTION

5.1 Conclusion

A university internship is a short-term work experience that is offered by colleges, universities, businesses, and other organizations so that people, normally students, can gain exposure to a particular industry or field of work. This is not only a work experience but also a learning opportunity. An intern must be able to work in a team, communicate effectively, and have a positive attitude to be successful in the hospitality industry. Internships are a great way to develop these important skills and gain experience in a realistic industry environment. There are many ways for an intern to spend their time, but it is recommended that they work on relevant projects, learn about the field, make connections with industry members, as well as develop both technical and soft skills during their internship. It is not uncommon for internships to lead to full-time employment opportunities.

A company can also use internships to fill their own full-time positions by using them as talent pipelines. An internship can be viewed as a lot of things by employers: an extended interview, the chance to train the candidate, and a smart way of hiring someone for an open position. Thus, some college students may be able to walk into their senior years with job offers in hand, which will allow them to have a much less stressful last year at university or high school. Shortly put, internships can be a great way to figure out the right path for you in your career, making it easier for you to get your first full-time job in the industry you want.

In general, tourism can be defined as the act of traveling and staying outside one's usual surroundings for reasons such as business or leisure, or for other reasons such as religious, scientific, or health related reasons. Hospitality is an industry that provides us with services that go beyond our basic requirements and generally require additional income to purchase. Among these services, there is a wide range of things such as accommodations, restaurants, transportation, and leisure activities. Tourism and the hospitality industry are interconnected, as the more tourists, the more services the hospitality industry sells.

Being a student in English Letters of Ma Chung University, all the student must take an intership and the writer took an internship oportunty in Ijen Suites Resort & Convention, one of the famous 4-star hotel in Malang, as a member of the Accounting Department and start the internship from the 1st of July 2022 until 30th of September 2022. While she was working there as an intern, the writer noticed the various interactions that took place between staff and guests from Indonesia as well as guests from abroad. Not only from the guests who checked in, the writer also had the chance to help in several important events such as wedding and meetings. There is a problem that the writer found. Sometimes, the staff could not understand the words the foreign guests were saying. The foreigners must repeat for several times before the staff understood. The writer began to analyze of what was happening and found out that the English proficiency of each staff are not on the same level. Consequently, sometimes when the foreigner guests talk to the staff with the low English Proficiency, the staff had a hard time to understand.

From that problem with low English proficiency, the writer starts thinking about the solution. The writer proposes two solutions aimed at human capitals department and staff with low English proficiency. The human capitals department must arrange a schedule for English class and the staff with low English proficiency can join the class. They can start from the simplest English materials. The class can be held every day and twice a day, because the staff sometimes have different shift schedule, and of course with the different teacher. And for the staff who are learning, they must be consistent of what they are learning, according to the theory, consistency is a huge help in learning a language. Furthermore, if they want to be faster in learning a language, they must apply it in their daily life, so that they will get used to it. The more they use it, the more efficient a language learning. They shall not be afraid when they encounter new words or difficult words. Instead, they must think faster and connect them with the context of the conversation and the situation where it occurs. They can also repeat the words in the conversation or using the synonym of the words that they understand. Additionally, in the near future, they may use the new words regularly, this way, it will expand their knowledge and vocabulary. In conclusion, Ijen Suites Resort & Convention can improve the quality of its staff further by providing English courses to all, along with good motivation and intentions from the learning staff.

5.2 Suggestion

When the writer had an internship in the hotel industry, she gained new experiences. However, the writer still has some suggestions for Ijen Suites Resort & Convention. First, the writer thinks that the human capital section should open more slots for Ma Chung's students in Front Office Department. Students from English

Letters in Ma Chung have very few experience in direct interaction with foreigners, especially because the students have no practical material, they will need this opportunity in internships. Furthermore, staff in Ijen Suites Resort & Convention should pay more attention to not to be subjective to the student who are currently as an intern there. And lastly, for the staff who are in charge to take care of the intern, they should pay more attention to the intern as the student need to learn there, such as not leaving messages on read.

Having completed a three-month internship at Ijen Suites Resort & Convention, the writer has suggestions for Ma Chung University, particularly the English Letters study program. It is better if frequent visits to hotels with high ratings are organized so that students can better understand the situation in the professional hospitality industry. It is also possible to have one of the hotel's professionals provide direct instruction to students. Additionally, adding subjects related to hospitality was a good idea. Courses are already available on guiding tours, and there is already practice being conducted, but there is insufficient information available on hospitality. As a result of this course, students will be able to gain a deeper understanding of the tourism industry.