

## CHAPTER 5

### CONCLUSION AND SUGGESTIONS

#### 5.1. Conclusion

In order to fulfill her graduation requirements as a student of English Literature, the writer completed an independent internship at Grha Mahameru, one of the restaurants in Surabaya. During the internship, the writer also had opportunities to learn every practical skill that would help further develop and gain firsthand experience in the restaurant industry.

In this report, the writer is given full trust to meet the needs of guests professionally, improve service quality by providing customer satisfaction in direct interaction while still consulting with leaders and other employees.

During the internship at Grha Mahameru, the writer starting with the main agenda: Introduction, Documentation, Training, Direction, Monitoring, and Work performance. The writer found two main problems with service quality: a language barrier that limits staff from interacting with foreign guests, and a lack of interaction that may increase guest happiness. By using multilingual and audio-visual menus and offering language training to staff, restaurants can enhance the quality of their service to foreign guests and provide a positive impression of their quality, as suggested by the author's ideas and guidance. This coincides with Grha Mahameru's offer service conditions, which aim to directly introduce foreign guests to the restaurant's ornaments and every hole, giving the impression of a traditional restaurant with an elegant and luxurious ambience. However, on the one hand, it can still be

criticized for providing less than ideal service when it comes to serving foreign guests. In the meanwhile, if close communication with guests is prioritized, such as through open-ended questioning to better understand their wants and preferences and create a strong connection between staff and guests, the quality of the service will be improved.

## **5.2. Suggestions**

### **5.2.1. Suggestions for English Literature Program**

As writer with good experience working as a food and beverage server at Grha Mahameru restaurant, the writer recommends that English Literature students take advantage of this internship to learn how crucial and necessary communication skills are, particularly in the restaurant business. Like practicing role-playing techniques that simulate restaurant situations and customer service standards. The quality of service and customer satisfaction can be increased by having the capacity to communicate recommendations in an effective manner and using appealing language that is both powerful and easy to understand.

### **5.2.2. Suggestions for Grha Mahameru**

Throughout the internship, the writer assisted foreign as well as local guests by making suggestions, helping, and even giving directions in compliance with work regulations. However, the leader's assessment was substandard because it was conducted entirely through CCTV and without direct assessments, leading to miscommunication and a less transparent assessment. Aside from that, the author strongly seeks out information

throughout the internship by asking staff and leaders. However, when it comes to giving interns or casual workers guidance, leaders are less helpful. Therefore, it would be beneficial if leaders could give guidance, particularly to employees who are still inexperienced, for them to maintain high standards of guest satisfaction and service quality.