

CHAPTER IV

CONCLUSION

4.1. PROBLEM and SOLUTION

1. Misscommunication

Miscommunication often occurs in various places of work, for example, if an order comes in, the paper should be placed in the correct order, but because of miscommunication the order is not placed in the correct order, so if there is an incoming order, it is sorted in the correct order.

2. Complain from customer

One of the most frequently encountered reasons for customer complaints is poor products or services. Such as damaged products, not according to the description, incomplete, and so on. This can be a weapon for customers to submit complaints to the business. Even though it seems trivial, checking is very important to ensure that all your products are suitable for use. Because if you don't do it, it will have fatal consequences, one of which is customer complaints.

4.2. CONCLUSION

- The internship program helps students learn about real work.
- The internship program helps students adapt to the work environment.
- The internship program helps students learn to manage working hours.
- The internship program helps students to learn about leadership and how to be responsible.

4.3. SUGGESTION

4.3.1. Suggestion for student

- Do everything efficiently (quickly and correctly).
- More discipline and responsibility.
- Be physically and mentally ready.

- Don't complain about work (having the mindset that everything that happens will teach us something).
- Don't be afraid to try, ask.
- Always think positively.

4.3.2. Suggestion for JW Marriot Surabaya

- Don't underestimate intern.
- Need to know the situation if need serious do seriously.
- Casual need to train properly.

4.3.3. Suggestion for Ottimmo International Master Gourmet Academy

- To keep a good relationship with JW Marriot