**Chapter V**

**Suggestions and Conclusions**

**5.1 Conclusion**

According to the research question at the first chapter, the writer concluded that ungrammatical sentence does not have really big impact in handling foreign guests at Grand Mercure Hotel Bandung Setiabudi. Because when the GSA staff does not understand a question delivered by the guest, they first apolagize and ask the guests to repeat the question in order for them not the misunderstaand the demand by the guests. By the resarch that the writer did, it may be concluded that the level of each English skill of both the GSA and the guest has different impact at the Grand Mercure Hotel Setiabudi Bandung. Advanced class tend to have a big impact to the hotel because by the way they describe about the hotel’s services and facilities to their acquaintances is specified and they tend to praise the Hotel’s overall services. The beginner class has quite a big impact too to this hotel because they usually praise the hotel by the way the staff of each division try their hardest in understanding the guests demand even if the staff could not specifically understand what is the guests request. As for the intermediate class, they do have impact too to the hotel but not as much as the other class.

**5.2 Suggestion**

According to the result in Chapter IV, as suggestion for the GSA staff at Grand Mercure Hotel Bandung Setiabudi. More of the GSA staff at Grand Mercure Hotel should raise more their English grammar and their English speaking skill, in order to make their serving quality better for the foreign guests. Because the staff here are the bridge for guests to inspire their demand. That is why in here it is a must to train English speaking skill and English grammar in order not to misunderstand the request or question from both sides. Because as written in chapter 4, where there are still GSA and guests misunderstandung each other sentence. Which can lead in a bad review for the hotel itself and for the employees too. The writer suggest that the Front office department of the Grand Mercure Hotel should hire a few foreign employees that are skillful in the English language, not only in the talking section but even in writing, reading and the second most important is in listening. That way, when facing situation where is required a handfull skill in English, the foreign employees may come forth to handle those kind of situation.