

Chapter V

Conclusion

5.1 Conclusion

Based on the data that has been collected for this research which has been done through observation done by the author some in-depth interviews within the hotel staffs in regarding of the communication in the hotel. Interview has been done within 10 staffs of Karaksa Hotel Osaka Namba. Consisting of 1 assistant manager, 3 Japanese staffs, 6 staffs from foreign countries. From the answer of the interviewees, it can be concluded that:

1. Communication that has been done in the hotel so far is quite good. Although with the presence of foreign staffs, everyone is very fluent, thus resulting a good communication to occur.
2. In terms of communicating, interviewees stated that communication to be done through speaking is better than writing. Because of several reasons such as writing is sometimes a little bit hard to be understood because of difficult Japanese terminologies or the other speaker cannot really understand the mood or message the sender really wants to convey.
3. As a result of having lots of staff's majority who are not locally from Japan, when communicating must also be aware of the Japanese level of the other speaker in order for the message to be delivered effectively.

5.2 Suggestions

According to the conclusion that has been explained above, the author has some suggestions that would like to share as listed below:

1. When communication is being done, get to understand and know first the person receiving message. For example, their language ability, if their ability is average and difficult terminologies are a bit difficult to be understood, then use more general terms for the message to be able to be understood better.

2. Communicating more through speaking to be able to convey the message right into the related person. Because this is the way where the two-way communication will take place. This way, it can be proved that the person's message is delivered and understood well.

