

CHAPTER V

CONCLUSIONS AND SUGGESTIONS

5.1 Conclusions

Based on the first statement of the problem, the result shows that the development process presented in this report specifically focuses on the Food and Beverage Department and Job Interview chapters of the guidebook entitled “Guidebook for Front Office, Housekeeping, and Food and Beverage Departments in Five-Star Hotels.”, although these chapters are part of a comprehensive guidebook developed collaboratively. The guidebook was developed using Research and Development model by Borg and Gall (1983) in Waruwu (2024), through eight stages: research and information collecting, planning, developing the preliminary form of the product, preliminary field testing, main product revision, operational field testing, final product revision, and dissemination and implementation. The Food and Beverage Department and Job Interview chapters were developed based on the results of the needs analysis, expert validation, and product testing to ensure that the materials were relevant, practical, and appropriate for Applied Foreign Language students preparing for internships in the hospitality industry. The integration of supporting videos through QR codes further enhances the guidebook by providing interactive learning resources that complement the written materials.

Then, based on the the second statement of the problem, the result indicates that the stakeholders provided positive feedback regarding the developed guidebook as a whole, rather than specifically evaluating the Food and Beverage Department and Job Interview chapters separately. The expert validator recommended improving the guidebook by reducing the amount of text in the Food and Beverage chapter and incorporating more visual elements to enhance readability and learner engagement. Meanwhile, the respondents who participated in the operational field testing perceived the guidebook as informative, attractive, easy to understand, and useful for

internship preparation. They also provided several suggestions, such as adding more real-life case studies and making minor improvements to the cover design. Overall, the stakeholders' feedback demonstrates that the guidebook is feasible, practical, and beneficial as a learning resource for students preparing to undertake internships and pursue careers in the hospitality industry.

5.2 Suggestions

After conducting this research, the researcher realized that the guidebook was limited in several ways, particularly in terms of its materials, which were restricted to general knowledge about the Front Office, Housekeeping, and Food and Beverage departments. therefore, it is recommended that future researches expand the scope of the material by including more detailed case studies, as well as involving other hotel departments to produce more comprehensive material. Supporting materials might also be developed in a more interactive format. For students and trainees, this guidebook can be used as a supporting learning resource, while for the hospitality industry, it can serve as an additional training material for beginners.