

CHAPTER V

CONCLUSION & SUGGESTION

5.1 Conclusion

Based on the results of the research and development process, it can be concluded that the development of the bilingual guidebook, specifically for the Housekeeping Department Chapter, along with the supporting instructional video, and the Grooming Standards at the Five-Star Hotel Chapter was successfully carried out using the Research and Development (R&D) method adapted from Borg and Gall. That chapter is then integrated with the other chapters in the bilingual guidebook entitled *Guidebook for Front Office, Housekeeping, and Food and Beverage Departments in Five-Star Hotel*. The other chapters are completed by the researcher partners and can be seen on their reports, which are Arum Kusuma Wardhani and Diva Aina Putri Kartono. However, due to the time and source limitations, the development process in this study consisted only of eight stages, namely research and information collecting, planning, developing the preliminary form of the product, preliminary field testing, main product revision, main field testing, final product revision, and dissemination and implementation. The needs analysis was conducted through observations and questionnaires to the Applied Foreign Language students to justify the needs of creating this guidebook. Then, the sources used to help researchers develop the content of the guidebook were obtained through Interview with the Housekeeping supervisors from Padma Hotel Semarang and Grand Candi Hotel Semarang, and documentation using relevant hospitality references. Based on the collected data, the researchers developed chapter three and four for the bilingual guidebook containing information on housekeeping professions, duties and responsibilities, professional ethics, and hotel grooming standards. In addition, an instructional video introducing the Housekeeping Department was developed to provide a more interactive and practical learning experience for users.

Furthermore, the feedback from stakeholders regarding the guidebook indicated a positive response to the developed materials. Evaluation results from supervisors and stakeholders showed that the content is relevant to industry practices, easy to understand, and beneficial for students, trainees, and prospective employees preparing to enter the hospitality industry. The stakeholders also considered that the guidebook and supporting video successfully provided comprehensive information regarding hospitality operations and professional grooming standards in five-star hotels. Although there are several suggestions from the stakeholders regarding the guidebook, the suggestions are mostly for the guidebook illustrations and the practical applications of the guidebook, and not specifically for the material and content of the Housekeeping chapter and Grooming Standards at Five-Star Hotel chapter. However, the suggestions obtained are minor and the guidebook is indicated appropriate and feasible for dissemination and implementation without requiring substantial revisions.

5.2 Suggestion

Based on the findings and development process of this research, several suggestions are proposed for future improvement and implementation. Since the product is only limited on three operational departments which are Front Office, Housekeeping, and Food and Beverage Department, the future researchers are encouraged to expand the scope of the guidebook by including additional hotel departments, such as Sales and Marketing, Human Resources, Engineering, and Finance, in order to provide a more comprehensive introduction to hotel operations. Then, the relevant educational institutions are also encouraged to utilize the developed guidebook and instructional videos as supplementary learning materials to enhance the students in theoretical and practical knowledge, with more interesting explanations. Finally, a continuous revision can help ensure that the learning materials remain relevant and beneficial for future users.