

## **CHAPTER V**

### **CONCLUSION AND SUGGESTION**

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#### 5.1 Conclusion

This thesis is made and aimed in giving a suggested course design and the materials of English for Tele-marketing as a part of English for Specific Purpose (ESP). This thesis is learned for pre service training. Through this thesis, the writer wants to suggests an additional teaching material and a new knowledge, especially for the learners who interested in telemarketing. The writer makes this study based on her experience as a telemarketer of a five-star hotel at three years ago. Realizing that English is needed and there are problems that are caused by smothless speaking English, the writer tries to solve those problems by creating and suggesting this course design and the examples of the materials. So, the learners can study and develop the course design and materials as their preparation before join the telemarketing network. month.

#### 5.2 Suggestion

Because this thesis is library study and material development, the writer would like to present the following suggestions for the English teachers, especially ESP teacher, and for the learners.

For the English teachers, the suggested course design and the material in this thesis can be used to enlarger field of study in order to make the learners ready to join telemarketing job.

Besides, the teachers can develop the suggested course design and the materials according to the students' needs and the demand of the period, such as English for Insurance, English for Multi Level Marketing, and English for Sales Counter.

Then, for the learners, this thesis does not have any try out, yet. Thus, it will be an opportunity to have a further research and try out about this suggested course design and the materials as your study.

The writer realizes that this study far from perfection. Hopefully better result can be obtained if other researchers construct the same kind of the study.

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