CHAPTER IV

CONCLUSION AND SUGGESTION

4.1. Conclusion

The usage of language expression is very important in business letter, such as apologizing, satisfactory, thanking, interested, expectation, request and complaining expressions. In each paragraph such as the opening, the content, and the close paragraph, the buyer or the seller has intention in using language expression, such as the language expression used by the seller toward the buyer is to give the best services and keep the customer to stay in business. Whereas the buyer toward the seller is to get satisfying services and show interest in business. In analysing this report, the writer compares the ordering e-mail in the CKLIK Internet Cafe and ordering letter by looking at the perspective or the usage of the language expression. It is done to know the intentions from the usage of language expression. It is clear that both formats have similarity on the usage of the language expression on each paragraph for opening paragraph, content paragraph, and closing paragraph, in structure. Probably, the different of the use in language expression on the opening paragraph depend on the seller stock. In addition, the use of language expression aims to determine a costumer target, whether are old or new costumer and it is important for holding the business in the way to serve the particular costumer.

4.2. Suggestion

After finishing the research, the writer had some suggestions for the students who will take the report of business letter, as in the follows:

1. The students should find various data from another field of study such as letter of permit, letter of credit, and conversation.

2. Related to no 1, future writer can figure out either the simliarities or the differences of the letters.

Additionally, the writer can explain the intention of the langauge expressioSns in the letter or in another media.