CHAPTER IV

CONCLUSION

Malang Tourist Information Center is a tourism information institution which offers tour services in Malang or outside Malang for domestic and foreign tourists. The writer did the internship as an information staff and a tour guide. During the internship, the writer got an opportunity to learn about tourism places as well as the job and responsibilities of an information staff and a tour guide.

As an information staff, the writer learned about the officer daily routine such as greetings, handling tourists, giving tourism information about Malang and Mt. Bromo-Ijen Crater based on the map. Besides, the writer learned about the discipline, the importance of following instructions, the confidence while speaking in English with foreigners directly every day.

The most interesting thing during the internship was the role as a tour guide. The writer had a chance of becoming a tour guide intern for some foreign tourists to Mt. Bromo and Ijen Crater. The writer practiced explaining about rules, safety, etiquettes as well as tourism objects to tourists. As a tour guide, there were many problems that had to be solved. It pushed the writer to be more confident, possess good mentality and create memorable tour for tourists.

In short, taking an internship at Malang Tourist Information Center was very useful to practice English skills and implement the subjects learned especially listening and speaking as student of English Diploma at Universitas Airlangga. On the other hand, the writer suggests that MTIC should make an official website to promote the company internationally. Moreover, MTIC should fix the operational office facilities to support the staff’s job.