

CHAPTER IV

CONCLUSION

The writer had the internship from 11 January 2016 to 7 February 2016 as the staff of Conservation, Preparation and Education Sub Unit at the 10th November Museum. The 10th November Museum is located inside the Heroes Monument tourism area on Pahlawan Street, Surabaya. This museum was officially opened on 19 February 2000 by the third President of Indonesia, Mr H. Abdurrahman Wahid. This museum is also one of the tourism objects that currently managed by The Surabaya Department of Culture and Tourism.

The writer's main responsibility during the internship was to guide the tourists that visit the Heroes Monument tourism area. The writer also had some secondary responsibilities like standing by at the museum information corner, taking care of the museum suggestion box, and writing the visit schedule on visitor visit board.

From this internship, the writer got a lot of knowledge about how to guide the local and foreign tourists. The writer learnt how to give the welcome speech to the tourists, how to deliver the information about the museum's collections by using understandable language, how to communicate with the local and foreign tourists, and also how to give the farewell speech at the end of the tour. The writer also educated the tourists about the true meaning of history and mainly about the heroes who sacrifice their lives to defend the freedom of Indonesia.

The writer also learnt many different work aspects from the internship that can be applied in the future. The first aspect was the teamwork. The writer learned how to work with the other guides while guiding some groups of tourists. The other aspects were the discipline and communication, the writer had to come on time every day during the internship and the writer also learned how to communicate with the other staffs who work on the Heroes Monument tourism area and also the tourists.

