

CHAPTER IV

CONCLUSION

The writer did internship from 1st until 27th February 2017. The writer did internship in Elmi Hotel Surabaya. Elmi Hotel is located in Panglima Sudirman with three stars. The writer chooses this place because the writer has a major that suitable for this hotel, such as how to welcome a guest that come from abroad, how to answer a phone well, etc.

During the internship, the writer enjoyed to be a receptionist in Elmi Hotel. But writer felt a little uncomfortable, because the writer must took off the jilbab. The reason why the writer still chose Elmi Hotel, because she run out of time to found another place beside Elmi Hotel. The writer thought that it was fine if took off her jilbab just inside Elmi Hotel.

The writer had a job as receptionist with eight hours per shift of working time. From this job training, the writer could improve her English skill by speaking with foreign guest. The writer learned how to respect and care each other. She was also improved her attitude to be more politely to other people. The writer used to wore make-up better. Because as a hotel receptionist, the writer must in good looking.

The writer also recommend to do internship in Elmi Hotel for juniors. There were some reason for junior to have an internship in Elmi Hotel, such as:

First, Elmi hotel has a nice environment. Because Elmi Hotel has a completed facilities. Such as, green open space, musholah, etc. Second, Elmi

Hotel' staff is a nice person. The writer felt welcomed by the staff of Elmi Hotel, especially in front office division. Third, juniors will get your chances to talk to the foreign guests This is a chance for junior to improve their English language skill.

During the internship, the writer and her partner are placed in front office division. Being a receptionist was not as easy as at the first time. There are many rules that have to be learned to be a professional receptionist. The writer learned about how to made a check-in or check-out process, how to made a room key card, how to meet and greet the guest. The writer got new experiences to be a good receptionist while doing this internship.