

CHAPTER IV

CONCLUSION

Language is a human system of communication that uses by all the people in the world. Even, there are many languages that can be used, we can easily being connected to each other using a language called lingua franca. A language which is commonly spoken and used as a communication language is English. This is in line with English as a universal language (Crstyal, 2013). In fact, English in Indonesia has been applying in many sectors, such as education, economic, politic, and business.

In the business world, English has become a necessity because it is used for international communication (Cheshire, 1990). A big company, such as EF which has a concern in foreign language, arranges its company using English to interact with customers, students, teachers, and other staffs. Due to the importance of English in business world, especially in the language institute, the writer decided to apply for an internship at EF Plaza Surabaya. Five weeks' worth of internship made the writer learning several lessons from EF. She was able to talk English formally in an office setting. She met a lot of people as her customers. She also recognized different characteristics of customers and how to assist the customers differently based on their needs. She did not only give services to the customers, but also learned how to handle the class, arrange the filing sheets, operate the ODIN+, and carry out *Media Hub EF Parents*.

The writer realized that in the present English has become our necessity. Working in an English course institution required her to speak in English in some

situations since some of her working partners were teachers from another country. It is obvious that she had to use English when she wanted to talk with them. She also had new friends from Indonesia and other countries, such as Australia, Canada, US, and UK. From that internship, the writer also knew how the business world is run and learned some strategies that should be used to keep customers' loyalty. It was an honor for the writer to be a part of English First Plaza Surabaya.

There are also few recommendations the writer would like to give for the future interns who intend to have internships at EF. EF is a suitable place for an English Diploma student to have an internship in. The writer definitely suggests her juniors in college to intern at EF. By interning at EF, the writer could apply the subjects that she had learned. Thus the writer was really grateful she could do her internship at EF and deal with customers. It was a precious experience that the writer might not obtain in other internship opportunities. The writer also would like to give suggestions for English Diploma program to increase the students' ability. Public Speaking and Public Relation subjects are really needed, especially in the business sector. It would be great if the students get more knowledge about those two subjects. Besides, because we are Diploma students, it would be better if we got more chance in practicing our skills. Through practice, it gives the students a chance to increase their ability when they have to deal with the customer or with their partner business. So, it would help the future interns in a business sector.