

## **CHAPTER 4**

### **CONCLUSION**

As one of the branch offices of PT KAI, Wonokromo Train Station applying English as a second language to communicate when a tourist came to their train station and thus, English is a must have the second language for every employee in Wonokromo Train Station. Customer Care Staff is one of the important parts of a company because Customer Care Staff acts as public relations for the company and hold the responsibility to deliver information to their client and also representing the Customer Care Staff company in their respective domestic area and as well as across the countries and cultures (Manley, & Valin,2017).

During his internship in Wonokromo Train Station, the writer has acquired a lot of useful experiences in order to understand the professional work field in a government owned company like PT KAI. Furthermore, in his internship position as a Customer Care Staff, the writer has learned that he had to have the abilities to not only adapt but also socialize in a new work environment. In addition, the writer also experienced how to solve an unexpected problem which sometimes occurred in the work environment by reacting to the problem and thinking how to solve it as quickly as possible. In a new work environment, the writer also learned all sorts of knowledge about the position he was in charge with

applying the knowledge continuously at the same time of improving his work performance.

The writer did not have enough opportunity to implement and practice the English skills which he had already learned as a student in English Diploma Universitas Airlangga, mainly because his internship place was not the main station in Surabaya where all of the tourists usually visit like Gubeng Baru Train Station. For the English skills subject, the writer only able to implement a few important subjects during his internships, such as Computer Application, Public Speaking, Business Communication, Ethics and Personality, Speaking, and Public Relation. The mentioned subjects became a big support knowledge for the writer during his internship in Wonokromo Train Station.

During the writer internship term, the writer encountered some problems during his internship, but he could find the way out of it and solve the problem. The internship in Wonokromo Train Station was the first time the writer could feel and experienced how does it feel working at one of the PT KAI branch offices. He felt nervous and confused at first because he did not have enough experience, he needed more time to get used to the new work environment as Customer Care Staff as well as experiencing how the work environment can be so challenging. Aside from the writer's responsibility for assisting the customer, and guiding the customers, there is a daily activity when the writer who was being a Customer Care Staff had to participate in the daily briefing. The important things that he learned from his internship were to have the abilities for to solve an unexpected problem which sometimes occurred in the work environment by reacting to the

problem and also thinking how to solve it as quickly as possible. In a new work environment, the writer also learned all sorts of knowledge about the position he was in charge with as well as followed by additional skills to adapt to every new customer that he has met and also adapt to ever changing situations and also skills to interact with customers who have many kinds of personality.

Finally, The writer hopes that his internship experience could inspire the English Diploma Juniors to try and practice their English skills by doing an internship in a company that provides service as the main selling point. The writer also hopes that Wonokromo Train Station could provide even better transportation services in the future and makes PT KAI as the best transportation provider in Indonesia. The writer suggests that English Diploma should provide more company/hotel option to choose as well as more detailed information regarding the internship for the future internship candidate.