

## TABLE OF CONTENTS

A FINAL REPORT .....	1
ADVISOR'S APPROVAL PAGE .....	<b>Error! Bookmark not defined.</b>
EXAMINER'S APPROVAL PAGE .....	i
DEDICATION PAGE.....	iv
TABLE OF CONTENTS .....	v
ACKNOWLEDGEMENT .....	viii
CHAPTER 1 .....	1
INTRODUCTION .....	1
1.1 Background of the Report .....	1
1.2 Statement of the Problem .....	5
1.3 Purpose of the Report .....	5
1.4 Significance of the Report .....	5
1.4.1 For the writer.....	5
1.4.2 For the almamater .....	6
1.4.3 For the company / institution .....	6
1.4.4 For other interns .....	6
1.5 Review of Related Literature.....	7
1.5.1 Tour Guide Verbal Communication .....	7
1.5.2 Tour Guide NonVerbal Communication .....	9
1.5.3 Translation Methods .....	11
1.6 Methods of the Report .....	13
1.6.1 Location and participants .....	14
1.6.2 Data collection .....	14
1.7 Framework.....	16
.....	16
CHAPTER II.....	17
COMPANY PROFILE .....	17
2.1 Company History .....	17

2.2	Organization Charts.....	19
2.3	Jobs and Responsibilities.....	20
2.3.1	Bank Indonesia Jatim Director.....	20
2.3.2	Bank Indonesia Jatim Vice Director.....	20
2.3.3	Public Relation Division.....	20
2.3.4	Manager of De Javasche Bank.....	20
2.3.5	Tour guide.....	20
2.3.6	Cleaning Service.....	21
2.3.7	Security.....	21
2.4	Locations.....	21
2.5	Facilities.....	22
2.5.1	Musholla.....	22
2.5.2	Toilet.....	22
2.5.3	Security post.....	22
	CHAPTER III.....	23
	DISCUSSION.....	23
3.1	Description.....	23
3.1.1	The Communication Strategies used to guide foreign visitors at De Javasche Bank.....	24
3.1.2	Methods of translating objects in De Javasche Bank.....	38
3.2	Obstacles.....	44
3.2.1	Obstacles in guiding foreign visitors using the methods at De Javasche Bank.....	44
3.2.2	Obstacles in translating objects in De Javasche bank.....	45
3.3	Added values.....	45
3.3.1	Added values in guiding tourist in De Javasche Bank using the methods.....	45
3.3.2	Added values in translating objects using the translating methods.....	46
3.4	Relating course.....	47
3.4.1	English for Hotel and Tourism.....	47
3.4.2	Cross-Cultural Understanding.....	47
3.4.3	Speaking IV.....	47
3.4.4	Listening IV.....	47
3.4.5	Pronunciation.....	48

3.4.6	Public Speaking .....	48
3.4.7	Practice in Translation III .....	48
CHAPTER IV .....		49
4.1	Conclusion.....	49
4.2	Suggestion .....	51
4.2.1	Suggestion for De Javasche Bank.....	51
4.2.2	Suggestion for English Diploma.....	51
REFERENCES.....		52
APPENDICES .....		54
Appendix 1 : Translating Brochure I .....		54
Appendix 2 : Translating Brochure II .....		55
Appendix 3 : Translating Brochure III.....		60
Appendix 4 : Translating Objects Description I .....		61
Appendix 5 : Translating Object Description II.....		65
Appendix 6 : Guiding Foreign Tourist.....		67
BIOGRAPHICAL SKETCH .....		70

## ACKNOWLEDGEMENT

I would like to thank Allah SWT for His blessings and guidance so that the writer could finish this final report. In this occasion, the writer would also like to say thanks to:

1. Mami, Papi, and for all of the writer's life.
2. Mrs. Rina Saraswati, S.S., M.Hum. as the Head of English Diploma major.
3. Muchamad Solakhuddin Al Fajri, S.S., M.A. as the final report advisor.
4. Mr. Lutfi Ashar Mauludin, S.Pd., M.A., M.Pd. as the lecturer of Writing V. Thank you for all the knowledge, advice and guidance.
5. All of the lecturers that have taught the writer during her study in English Diploma Universitas Airlangga. Thank you for all your knowledge and guidance for the past three years.
6. Mas Riski, as the Manager in De Javasche bank Surabaya. Thank you for all the information and time, and thank you for answering all of the writer's questions.
7. BI-2 class, thanks for all the pain and laughter.
8. Every single person in EDSO 2017, thank you.
9. Rex Orange County, HONNE the writer's favorite singer, thank you for creating fantastic music. The writer owes you her life.

10. Everyone in the writer's life, for the one who left and for the one who stayed through thick and thin, thank you for all the lessons, blessings, and support.