

ABSTRACT

The industry of tourism obviously plays an important role in Indonesia particularly in terms of economics and socio-culture. It has contributed a big amount of travelers around the world to come and visit Indonesia. As one of many destination countries to visit, Indonesia provides both natural and cultural tourism. The existence of natural tourism in Indonesia is related to the facts that Indonesia is archipelagos country. The latter also presents that Indonesia is rich of cultural heritage.

One of the cultural tourism objects is *Tugu Pahlawan*. It is a historical landmark in Surabaya. It was located in Pahlawan Street near the Java Governor office. It was built to give an honor and respect towards *Arek-Arek Suroboyo* which were died during the battle of tenth November. To support the existence of *Tugu Pahlawan* and its history, the government built *Museum Sepuluh November*. It has many historical collections such as maps that show attacking plot of the war against the allies, weapons, and miniatures that show how Surabaya looked like during that period.

The main reason the writer chose to do internship in *Tugu Pahlawan* and *Museum Sepuluh November* because it could improve the writer's English proficiency. It also assists the writer's knowledge of historical sites in Surabaya. Visiting historical sites provides writer in-depth information on a subject with seeing the real evidences. Moreover, the writer found it that it was good for self-experience of tour guidance.

The writer did the internship in *Tugu Pahlawan* and *Museum Sepuluh November* from 19th February 2015 until 19th March 2015. During the internship in *Tugu Pahlawan* and *Museum Sepuluh November* Surabaya, the writer has learnt a lot of things. He experienced socializing with a lot of people and how to work in a group. As the result, he has learnt a lot about how to communicate with person who had different personality. While, in the meantime, the writer also experienced a good moment because he could learn and did something new, for instance meeting foreign tourist and a lot of visitors with different types of persons.

With completing the internship as well as this report, the writer hopes his experiences and knowledge can assist him to deal with the pressure in workforce later on. Furthermore, it is also the writer's contribution towards cultural and historical tourism in Indonesia in order to keep the existence of it. In addition, it is also worth mentioning that suggestions towards *Tugu Pahlawan* and *Museum Sepuluh November* are still needed. In order to attract more visitors, the quality improvement is required, for instance adding new collections and not to mention conducting interesting events in *Tugu Pahlawan* and *Museum Sepuluh November* area.