

CHAPTER IV

CONCLUSION

English First was established in 1965 by Bertil Hult. In Indonesia, English First developed in 1995 and has many branches in almost of the region in Indonesia. English First is also good in marketing because there are many branches in Indonesia. On the other hand, it is also suitable and good place for the intern to apply English skills and office management. The writer can apply her English skills with native and local teachers, and also with staff. At English First Bukit Mas, there is English zone where staff and teachers have to speak English so that she can improve her English skills. On the other hand, she is also applying office management. During the internship, the writer used online data system (ODIN+) to write the students history, count the students books, look for the students data.

The writer suggests to the junior especially to English diploma students to have internship at English First. During the internship, the writer also can apply her skill that she gets when studies at English Diploma III. Those skills are very useful because can support the writer when did her job. Speaking, services of psychology and English for office management are the most important subject because with those subjects, the writer can communicate not only with Indonesian customer but also native speaker and also do the work easily. After finished the internship, the writer got many experiences and knowledge. Now, she know how to service costumers well., how to do work on time, and also learned about manner when dealing with customers. According to the writer, the worthy experience is listening the information well to avoid misunderstand.

The writer also suggests to English First Bukit Mas that is training too short. Then, English First has to introduce all the staff and native or local teachers because for one

weeks internship the writer still do not know all the teacher names. When the writer want to greet them she can only smile. The writer hopes to English Diploma Program will cooperate with English first for upcoming years.

