

## CHAPTER IV

### CONCLUSION

The writer did an internship as an information staff and a tour guide in MTIC and Bromo Holiday from 12<sup>th</sup> January 2016 – 12<sup>th</sup> February 2016. The writer got a lot of experiences and knowledge. She can travel to many tourism places and interact with many domestic and foreign tourists. She can accompany many foreign tourists to many tourism objects. The writer learned about the manner of serving visitors and how to communicate well with tourists. Understanding the visitors' needs and satisfaction was one of the writer's greatest experiences in MTIC. She learned about interpersonal skills that were very useful to cooperate with other staffs in teamwork as well as to serve the visitors. The writer also learned to be a professional information staff and a tour guide. Then, she learned about how to build a good teamwork with other apprentices. This was an unforgettable moment for the writer.

On the other hand, the writer has some suggestions for MTIC. First, the writer suggests adding the website address to the brochure. Second, the writer suggests providing some tourism books for interns. The tourism books can be used to read while waiting for visitors. The tourism books may consist of information such as how to become a good information staff and a tour guide.

The writer hopes that students who did an internship at MTIC can get more information, knowledge about tourism objects such as beaches, mountains, local culture, and also get experiences as an information staff and a tour guide. In addition, the writer hopes that MTIC can be suggested as the internship place for the students in major Business Communication in English Diploma at Universitas Airlangga.