

## CHAPTER IV

### CONCLUSION

In this ASEAN Economic Community (AEC) era, English takes an important role in many aspects. People can learn English through informal way by joining English course. One of the well-known English courses in Indonesia is English First (EF). English First is an English course which has been helping people improve their English. Its mission is to break down barriers of language, culture, and geography through its products. English First tries to clear the obstacles in language learning and make learning English easier. In English First the students will be taught by a professional English teacher from locals and also natives. Besides that, the EF's customer will be more satisfied with the learning facilities and other facilities.

The writer got opportunity to do an internship at English First PTC Surabaya as a course consultant. Doing internship there is pleasurable and fun because the working atmosphere is good and the other staff are friendly. During the internship; he got many precious experiences, like: making phone calls, giving information to the customer, entering student data to EF's online database (ODIN+), collecting student attendance, taking student' photos, email, and date of birth for student' data completeness. The writer also had responsibilities such as taking students activities photo to be uploaded at ODIN+, it was called Media Hub; counting the students' book to inventory, also updating course binder. Updating course binder is changing the course binder of classes which already ended with the new one.

Finally, the writer recommends English First as the internship place for his junior in English Diploma. By having an internship at English First, the student can apply the subject that he had learned at college. The writer was very happy he could do his

internship at English First. He got priceless experience that he might not get in other internship places. The writer hopes after doing the internship, all the experiences can be useful for him to get a better future in workplaces. Due to the great achievement in facilitating the writer in doing his internship, he also hopes that English First will cooperate with English Diploma Universitas Airlangga in terms of the internship in the upcoming years.

