

CHAPTER IV

CONCLUSION

Working as a secretary is not easy as it seems. A secretary needs to be consistently punctual, always on hand during office hours and also willing to learn new things. Secretary is the only person who knows everything in a company because a secretary can handle various tasks. A secretary should have the skills that are related to the office areas such as typing skill, maintaining a filing system, handling incoming and outgoing mail, setting appointments, answering telephones, taking dictation, and using office machines. Moreover, a secretary must acquire proficiency in correspondence, research, customer service, budgeting, bookkeeping, invoicing, and training a new interns.

As secretary during Internship, the writer have learned how to deal with people over the telephone. When a caller had a message to leave for the employer or another employee, the writer should take the message and wrote it exactly as stated. Second, the writer knew how to handle the daily mail processing including sorting them and then distributing them to proper divisions or individuals. The writer also used an office machine such as personal computer, copy machines and video projector. The last, the writer how to speak and write English well

Courses she learnt from her college were applied directly practiced in the office some knowledge. There were also some supporting subjects that were useful to help her during the internship such as Computer Application, Etika Kepribadian, Business Correspondence, Structure, Writing, Speaking, Listening, Public Relation and English for

Office Management.

Based on the writer's experience, Yogyakarta City Tourism and Culture Service has good services, but it would better to update their blog, because sometimes people like to see information from it. Maybe there is one person who handles and updates blog in the websites. However, Yogyakarta City Tourism and Culture Service is a good place to apply for the internship, because you will not only learn English but also manners and teamworks.

