

CHAPTER IV

CONCLUSION

Surabaya is one of cities that involved in many battles. Its city also has many historical places because of battles. In order to remember the history, the governor creates a place called Tugu Pahlawan supported with Museum 10 November. There are many collections, from the statue, cars, until weapons are in there.

Having an opportunity to do the internship at Tugu Pahlawan as a Tour guide, staff of the Educational and Conservation Sub Division gave the writer a lot of experience and knowledge. During the internship, the writer learned about the task done by the Educational and Conservation Sub Division staff members both inside and outside of the office. Guiding and translating documents are some examples of the tasks. The writer also got much information and history about Surabaya that he did not know before.

The writer felt doing the internship, as a Tour guide in the Conservation, Preparation and Education Sub Unit was fun and giving experience because the writer could apply his skill, not only about English, but also other internal and external skills. Hopefully, the experience and knowledge that the writer got during the internship can be useful and applied in the future workspace.

There are many memorable events during the internship, from getting an adaptation with other members in office, getting knows some of ridiculous visitor, until having a lot of information about Surabaya that is rarely known. It is really nice of doing the internship in there, especially by supported from groups, other member in office. There are also many good places around Tugu Pahlawan, from the food store, some clothes shop that is only open on Sunday, until the mosque.

In order to improve the quality of Tugu Pahlawan, especially of all staff member, the writer had some suggestions. First, they have to be more open, easy to smile, and having a good spirit everyday. If they have it all, their works will better and more enjoyable. Secondly, they need to improve the skill by adding the English subject, because the place attracts foreigner to come. Since mostly the staff cannot speak English well, they need to master writing and speaking skill. The self-discipline will also help the members to get better.

