

CHAPTER 4

CONCLUSION

DHL Global Forwarding provides international express mail services. It is present over 220 countries and territories across the globe. DHL Global Forwarding in Indonesia is now represented by local partner, PT Danzas Sarana Perkasa. Now it operates five logistic centers, each is with a combined warehouse with the capacity of 2000 meters in Jakarta, Bandung, Semarang, Surabaya, Denpasar, Balikpapan, Batam, Medan, Palembang, and Ambon.

The writer did her internship at DHL Global Forwarding in Surabaya, in its central office, from 12th January 2016 until 12th February 2016, as an export operational staff. An export operational staff had to deal with business correspondence and all the paperwork. From this internship, the writer had learnt about export procedure, which was a new experience for the writer, furthermore the writer had also practiced her communicative skill in front of new people that she had learnt from English Diploma in the real work situation. The writer used the skill to communicate with new people because speaking English was a must in DHL office.

During the internship, the writer gained many new experiences. The writer had a chance to meet a lot of new people and feel the work atmosphere. It was such an unforgettable experience that the writer had to communicate with many foreigners either by phone or email. After all, doing an internship in DHL Global Forwarding in Surabaya was such a great experience.