

CHAPTER IV

CONCLUSION

Monumen Tugu Pahlawan dan Museum Sepuluh Nopember is located at Jalan Pahlawan, Surabaya, East Java, Indonesia. It is one of the public tourisms located in Surabaya. The monument was officially opened for public on November 10th, 1952, while the museum was on February 19th, 2000. Monumen Tugu Pahlawan dan Museum Sepuluh Nopember is under the management of Cultural and Tourism Service of Surabaya.

The writer did the internship at Monumen Tugu Pahlawan dan Museum Sepuluh Nopember as a tour guide. She and four of her friends did the internship from January 11th, 2016 until February 7th, 2016. It was a good chance for the writer to practice her English, especially when there was a foreign visitor. While doing the internship, the writer not only became a tour guide but also did some office tasks given by the employees there. The writer also had to be a museum attendant and took turns to do the tasks with her friends.

Before the writer started her internship, she was guided by some staffs in Monumen Tugu Pahlawan dan Museum Sepuluh Nopember to introduce the monument and museum area. The staffs had given examples of how to become a nice tour guide so the visitors could feel comfortable in exploring the monument and museum area.

To become a good tour guide is not an easy thing to do. A good tour guide should pay attention to whom they are going to guide. A good tour guide should be able to manage the visitors so that they would not feel bored and keep attention to the tour guide.

In the first week of the internship, the writer still not used to the activities on Monumen Tugu Pahlawan dan Museum Sepuluh Nopember. However, the staff there were very kind and did not hesitate at all to help the writer and her friends. Because of that kind of environment, the writer and her friends could quickly adapt and enjoy the internship.

Monumen Tugu Pahlawan dan Museum Sepuluh Nopember is a good place for students especially from English Diploma as their internship place. Considering that it is a tourism place, there would be a high opportunity to meet foreign tourist. There, the students could practice and apply of what they have learnt In English Diploma into the real work environment.

The writer had many experiences after finishing her internship. She had learned how to quickly adapt in a new environment, how to build a strong teamwork, and how to communicate with people based on their background. The writer also felt satisfied because she could apply what she learned in English Diploma to her internship place.