

CHAPTER IV

CONCLUSION

The writer had the job training from February 8th, 2016 to March 6th, 2016 as a Tour Guide at The Museum 10 Nopember 1945. This museum is located on behind of the Hero's Monument. It is located seven meters under the ground and 10 meters above. This museum also becomes one of the tourism objects that managed by The Department of Culture and Tourism of Surabaya.

As a Tour Guide, the writer's job was consisted of two types of places. The first was in The Office, which the writer had to guide visitors that already had been appointed, answer the coming call and write that appointment. The second was in the Museum, where the writer had to stand by in the Information Center while monitoring CCTV's monitor, preparing the cinema room, and guiding the visitors who need.

From this job training, the writer has learned more about discipline to manage the time, because the writer's work times should be on time as a civil servant. He could adapt with the other officers around him easily because it became one of the factors to do his work well. The writer not only learned more about confident that it would help him to communicate with the visitors, but also he has learned more about the importance of Surabaya's history.

The writer has some critics for Museum 10 Nopember 1945. The first is The Museum does not have enough toilet, which covered many visitors coming. The second is The Museum has broken Air Conditioner unit which had not been repaired for a long time. The third is a food place which is very difficult and far to reach. The last is musholla or a prayer place which located on the outside of the Museum.

