

CHAPTER IV

CONCLUSION

During the internship at EF Kayun, the writer got and learned a lot of experience as the course consultant. He got much improvement in communication skills, learning about the manner in dealing with a customer and knowing about customers' satisfaction and understanding what a customer wants. The writer not only learned how to make office phone calls, but also how to communicate with other people by talking to customers or the other staff in EF English First. He could also know the different characteristics of customers and how to assist them. He also experienced talking in English formally in the office.

Nowadays, English is essential thing in this world because English was a global language acts as a "lingua Franca". It was experienced by the writer when he started his internship. Working in an English course made his English more improved and had to speak in some situations because he is working with teachers from other countries. The writer also prepared and learned to face AEC (*ASEAN Economic Community*) when he did an internship at EF Kayun.

The writer gained many experiences and advantages from his internship that he took. The writer got explanation from Mr. Dimas as the center manager to always keep a good image of English First to the public. The writer hopes that after finishing the internship in English First Kayun, experience and knowledge can be profitable and he can experience a one step forward to get success in the future.

The writer felt so very cheerful when he did an internship in EF Kayun because the people who work in EF Kayun were friendly and welcome to the writer. Besides that,

the writer not only knows how hard and challenging the job as course consultant is, but the experience also has made the writer appreciate the work ethics of English First Surabaya. He hopes that EF English First will cooperate with English Diploma Program Universitas Airlangga in terms of the internship in the upcoming years.

