

## **CHAPTER IV**

### **CONCLUSION**

From the writer's opinion, participating in an internship program at EF English First was truly memorable and a worthy experience, this is not without reason. The writer can state his opinion because he learned a lot of lessons from the experiences he had while interning at the EF English First. After finishing his internship at EF, the writer had made so much improvement and became much better in many way especially in his communication skill. He learned how to improve his communication skills by meeting a lot of people, such as his customers at EF English First. The writer not only received the experience on how to make office phone calls, but he also received lessons on how to communicate with other people by talking to customers or other staff in EF English First. He also learned a few things like knowing different characteristics of customers and how to assist and communicate with them.

The writer realized that in the today's world English is very important if he wants to survive in this world. He realized that when he was interning at EF English First. Conducting internship in English First made him at least try to speak in English whenever it is possible because some of his working partners were teachers from other countries. It was obvious and clear that he had to learn quick on how to speak English and use English when he wanted to talk with them. Conducting an internship in EF English First was truly an experience for the writer. It brought him out of his comfort zone, which was not a bad thing considering the writer was always staying at his comfort zone. Interning at EF

really gave the writer things to do which he never done before and he had to force himself to do things out of his comfort zone and that has brought him a lot of lessons and experiences.

The writer feels that EF English First is truly the right place and choice for the students of English Diploma to have an internship. He definitely will support his juniors if they ever want to experience of interning at EF English First. The writer also can apply the subjects he had learned at college by doing the internship program at one of the best educational institution, EF English First. He feels that interning at EF was truly a memorable and priceless experience and will forever be grateful for the opportunity given by EF to have the internship at that place. He hopes that this educational institution will continue to have the cooperation with English Diploma of Universitas Airlangga regarding the internship program for the following years.