

## **CHAPTER IV**

### **CONCLUSION**

In her internship, the writer conducted activities in the branch office of KAHA Tours and Travel Surabaya, and got a lot of valuable knowledge and experience. The writer understood that in the real world, all above are not easy to carry out. After performing this internship, experience was gained so much that had not been the writer got them from campus. Through the activities of the intern who can better open your mind to new and broader information, so they can add insight. Internship activity itself contains a two-way education or understanding of the two sides, namely education inside and outside the campus. The purpose of the internship activity itself is to create students who have a high work ethic and has the skills and the ability to be able to plunge directly into the community. Apprentices will run well if all items are buttresses being complementary, such as professors, students, or employees. Internship activity is very important considering the current needs of the workforce will be a skilled workforce and a professional is needed.

The conclusion of the internship activities in KAHA Tours and Travel Surabaya is it was already good enough. Through the internship, the writer was given training in basic capabilities in advance of this form of training, how to behave, look, behave and speak the word to all guests visitors KAHA Tours and Travel.

The activities of this internship provide many benefits including adding such as the skill in the face of a guest as well as the skills of being a receptionist. In addition, it also understands the system and work processes within a company. The skills acquired during internship at KAHA Tours and Travel will be capital experience in the world of work in the future.