

CHAPTER IV

CONCLUSION

The writer accomplished her internship from 18th January 2017 to 28th February 2017 at PDAM (*Perusahaan Daerah Air Minum*) Surya Sembada Kota Surabaya. In choosing PDAM Surya Sembada Kota Surabaya, she had three reasons to do an internship. The first reason is she wanted to get an experience by working in a big company as a customer service staff. The second reason is the writer would like to build a good relationship with new people in the internship place to broaden the opportunities to get wide information of job vacancy for her future career. The last reason is the writer expected a chance to apply the English skills according to a pre-observation.

During the five weeks of internship, the writer performed as a customer service staff in PDAM Surya Sembada Kota Surabaya. She had got a great experience and learned about something new. The writer's main duties were handling the customers, providing the solution for the customer's problem, making a payment letter, searching for the customer's number, checking the repayment of customer's account, checking the water meter record, creating the complaint letter, renaming customer's account, operating customer's control application, and delivering the customer's data to the division of customer's consumption analyzer.

This internship could contribute to the writer's personal development such as keeping a good attitude, being discipline, improving good communication skill,

and being responsible. Keeping a good attitude was one of the important things in being the customer service staff in PDAM Surya Sembada Kota Surabaya because it required the staff to give an excellent service for customers and keep the company reputation good. Besides, being discipline was the basic factor that helped the writer finish her work well. Discipline was one of the rules in PDAM Surya Sembada Kota Surabaya towards the time and while working. The most significantly developing skill of the writer was a communication skill. Every day, she met the customers, so day by day she could improve her communication skill. At the second week of internship, she could speak better to convey the information to the customers as well as possible. Thus, she could improve her responsibility. The customer service staff must take a full responsibility to the customers, so that she could make the customers to be more loyal.

In summary, during five weeks of internship, she could apply her English skill, but not intensively. The limitation during this internship was the writer could not apply her English skill significantly because PDAM Surya Sembada Kota Surabaya was a local company that had majority of domestic customers. Customer service division of PDAM Surya Sembada Kota Surabaya was not recommended to do an internship because we could not apply the English skill significantly during the internship. The writer suggests, to do an internship in other division like public relation division of PDAM Surya Sembada Kota Surabaya. In public relation division we can apply English skill intensively because this division handles the international working relationship. Thus, English skill in this division is highly required.