

## CHAPTER IV

### CONCLUSION

The writer did an internship in the Fifth Regional Telkom Division Surabaya as a staff in the Business Services Division. She had two reasons why she chose to do internship there. First, Telkom is the largest provider of telecommunication and network services in Indonesia. So that, she could learn more about a good system of business communication practices in Telkom. Second, she wanted to increase her experience of becoming a real employee and to get more knowledge from the senior employees of Telkom.

During the internship, the writer had two main jobs. Those were becoming an English proofreader and an assistant of the account managers. As an English proofreader, she had to review the grammar and translation error of the business letters. Meanwhile, as an assistant of the account managers, she had to help them if they needed any helps. For example, she had to check the customers' data via Telkom's website and to input it into Microsoft Office Excel.

The writer got two benefits from her internship. First, every task could contribute to her professional development. For example, she got a new knowledge how to check the customers' data and how to operate the Telkom's website. Second, she could learn that good communication and teamwork were very important in the workplace.

On the other hand, she also had a limitation in her internship. That was her business communication knowledge was not really applied during her internship;

whereas, she would practice her business communication skill to the customers directly. That is why, the writer does not really recommend for her EDSO's juniors to do internship there.