

CHAPTER IV

CONCLUSION

Heroes Monument is one of the landmarks in Surabaya that symbolizes the spirit of Surabaya citizens against the colonialist in order to maintain the independence. Heroes Monument was built to remember the heroes who died in the battle of 10 November 1945. In the same area, there is a museum of 10 November and it is used for restoring the historical objects after the battle. Heroes Monument and Museum 10 November were officially opened on 10 November 1952 for public as one of the historical tourist destinations and became one of the icons for Surabaya. To know more regarding the history of Heroes Monument, local and foreign tourists can use the tour guide service in Heroes Monument and Museum of 10 November.

Being a tour guide is not only required to have good communication, but also understand some foreign languages. A tour Guide must master English including speaking and listening skills, because English is a language that is widely used when a foreign visitor visits a tourist destination, it will help the tour guide to communicate with foreign tourist. Therefore, the writer chose this place as her internship.

The writer did the internship in Heroes Monument and museum of 10 November started from 16th January 2017 until 20th February 2017 as a tour guide. During the internship, the writer got a lot of valuable experiences and

lessons from the main tour guide staff members, such as how to be a good tour guide, build communication with tourists and understand the visitors who need help. Other activities that the writer did during the internship such as translating the data, writing a list of visitors on the visiting board, making announcements before the museum is opened, operating the devices for playing the battle movie. Guiding the kindergarten until elders and translating the history of the Heroes Monument became two challenging activities that the writer did. However, the writer was still controlled by the main guide staff member so that she could share whenever she needed help.

Many experiences and lessons that the writer got during the internship and she was received warmly in the Heroes Monument and the Museum of 10 November. The writer recommended heroes monument as a place to conduct the internship, because heroes monument offers an interesting position for the scholars to be a tour guide. Being a tour guide will help the scholars increase their self-confidence in speaking English in front of the foreign visitors. Thus, this place can help developing the skills that the scholars have gained during their study in University, especially when it deals with the skills, such as speaking, listening, translating, or writing report.