

## **CHAPTER IV**

### **CONCLUSION**

The writer did her job training from January 16th to February 20th 2017 as a Tour Guide in Heroes Monument and Museum of 10 November Surabaya. This tourism object is at Jalan Pahlawan, Surabaya. It was established in 1992 as an honor for the fighters in the battle of Surabaya that happened in 1945.

The writer had a job as a Tour Guide with eight hours of working time every day, and had one free day in a week. One hour each day was for break-time for lunch and praying. The writer was able to greet visitors and guide them to the collections of the museum. Translating the information of the collections and movie subtitle were also the writer's jobs. In addition, the writer greeted the visitors through a central microphone in the information center.

From this job training, the writer has learned several things. First, she learned more about discipline. In this case, the writer had to come on time during her working time. Communicating with people from various backgrounds was also learned by the writer during the job training. The third, the writer had to cooperate with other guides. It was a must for her to handle the group of visitors that came to the place. She could learn that teamwork was really needed here. Last, the writer also had to adapt to a workplace that contained many people with diverse characters in there. In summary, this place was good to do internship because students could develop their speaking skill well and be confident to meet many new people with various backgrounds both from the age and the culture.

They were from children, teenager, adult, elderly, and also from foreign like South Korea, Japan, Taiwan, Australia, etc. But, the students had to be active because there still had no solution for the interns having a lot of free time during internship. In order to make good service in guiding visitors, the company should add more tour guides and provide the guides with Dutch competence.