

CHAPTER IV

CONCLUSION

Based on what the writer experienced, it could be concluded that English is the important role of the business world, especially in the tourism business. English is one of an important subjects because it really helps Malang Tourist Information Center (MTIC) to promote tourism in East Java. Besides, English is very important to communicate with the tourist from other countries.

The writer had a lot of experiences when she did her internship. She used English many times because the visitors and the guests are mostly from other countries. After the writer finished her internship in MTIC, she got a lot of experiences, especially on tourism. As the information staff in MTIC, she had to learn about how to serve the visitors from many countries and she had to learn about how to offer a tour package to the visitors. As the tour guide, she had to learn how to handle the guests during the tour program as well.

English Diploma provides a lot of subjects which are used the writer to do the internship. There are many subjects which are appropriate with the job performance in her internship. The writer could be helped by the subject which the writer learned before on campus.

In addition, the writer is very glad to get the opportunity to do her internship as the information staff and the tour guide staff in MTIC. The writer has learned a lot of new knowledge the she has gotten a lot of experience. Besides, she got a lot of new friends from other university and other countries. The writer hopes the experiences

and knowledge which the writer got in the internship can be useful and applied in the future.

The writer suggests her junior to do their internship at MTIC. She thinks the MTIC has given her many experience and knowledge which related with the major, Business Communication of English Diploma. In the internship program, she thinks that internship program in MTIC give her good atmosphere because she worked in the office of MTIC as the information staff and she also worked in many tourism objects as the tour guide.