

FINAL REPORT

A Job Training Report

**As a Guide at UPTD Tugu Pahlawan and Museum Sepuluh Nopember
Surabaya**

From 19th January 2015 to 19th February 2015

By

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Student Number: 121210113069



A final report submitted as a partial fulfillment of the requirements

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ENGLISH DIPLOMA PROGRAM

FACULTY OF VOCATIONAL EDUCATION

UNIVERSITAS AIRLANGGA

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Approved to be examined

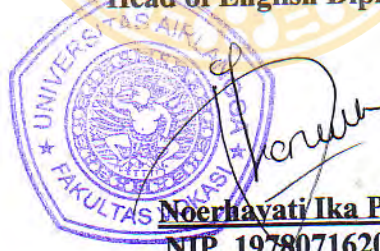
Surabaya, 4 June 2015

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ENGLISH DIPLOMA PROGRAM

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2015

SIGNATURE PAGE

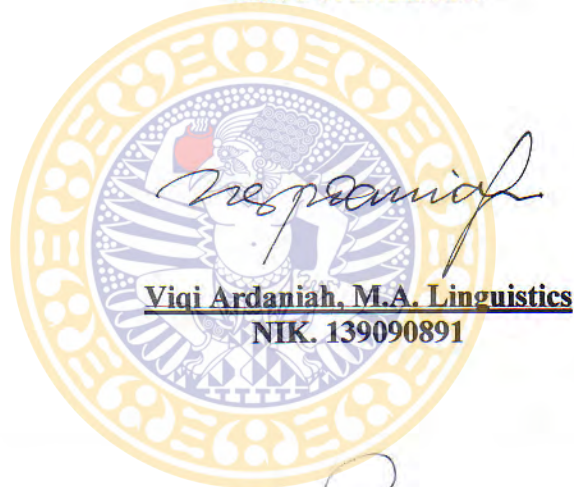
**This is to certify that the Final Report of
Nicky Christian Santoso**

Has met the Final Report requirements Faculty of Vocational Education

Universitas Airlangga

Surabaya, 12 June 2015

Board of Examiners



A handwritten signature in black ink, appearing to be 'Retno Wulandari Setyaningsih', is written over a faint circular stamp.

Retno Wulandari Setyaningsih, S.S., M.I.TS.
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"I was taught by my grandfather that anything that your mind can conceive, you can have. It's a reality."

Lenny Kravitz - musician

"BECAUSE sometimes things happen to people and they're not equipped to deal with them."

Jennifer Lawrence - Catching Fire



I dedicate this final report to my beloved parents

Great thanks for yours truly love, Mom, Dad ...

I love you more ...

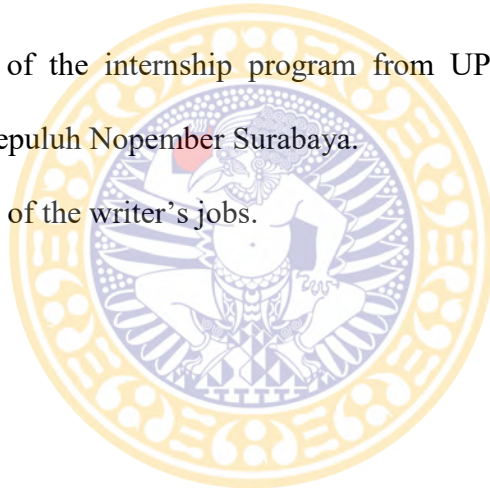
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5. The photos of the writer's jobs.



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11. EDSO 2012. Thanks for the togetherness.

The writer fully realizes this final report is far from perfect. Therefore, the writer expects that the readers could contribute some criticisms and suggestions to lead the writer to be better than before. Hopefully, this final report could be useful for others.

The writer



Nicky Christian Santoso

CHAPTER I

INTRODUCTION

The definition of tourism is a travel for recreational, leisure, or business purposes and usually of a limited duration (www.travelandtourism.com). As the biggest archipelago country, Indonesia has the potential in the tourism sector that can be the country revenue. Indonesia has millions “treasure” that must be explored in tourism sectors such as beaches, mountains, woods, lakes. Visitor number increases every single year

(http://www.bps.go.id/tab_sub/view.php?tabel=1&daftar=1&id_subyek=16¬ab=16)

. Indonesia becomes one of the tourism destinations for foreign tourists. Every province in Indonesia offers a variety of beauty of its place. Besides tourism objects, every province introduces about their cultures, such as traditional dance, cultural ceremony, and traditional food. Moreover, Indonesia is also famous with its historical buildings like Majapahit Hotel, Borobudur Temple, Lawang Sewu, Balai Pemuda and many more.

Tourism is one of the most profitable fields of business that need to be improved so it will increase country’s income. Tourism brings large amount of income because it creates work opportunities, industries and several investments to serve and raise nation’s performance and also introduces the nation’s history and traditions. Not only profitable in business, tourism is also profitable in adventures, like climbing a mountain, sunbathing on the beach, diving in the sea,

enjoying the view of the nature, visiting ancient heritage or just learning the culture of the country.

Therefore, Indonesia is highly recommended as available tourist attractions, Indonesia is one of tourism destinations that mostly visited by foreigners because of its beautiful natures and unique cultures. Both nature and culture are major components of Indonesian tourism. The beaches in Bali, diving sites in Bunaken, Mount Bromo in East Java, Lake Toba and various national parks in Sumatra are just a several examples of popular scenic destinations. These natural attractions are complemented by a rich cultural heritage that reflects Indonesia's dynamic history and ethnic diversity. One fact that exemplifies this richness is that 719 living languages are used across the archipelago. The ancient Prambanan and Borobudur temples, Toraja, Yogyakarta, Minangkabau, and of course Bali, with its many Hindu festivities, are some of the popular destinations for cultural tourism.

Surabaya as the capital city of East Java is the second biggest city in Indonesia after Jakarta. Surabaya has many potential tourism objects that will make tourists interested to visit Surabaya, such as Tugu Pahlawan as the icon of Surabaya, Museum Sepuluh Nopember, Kenjeran Beach, Mangrove Woods, and many more. Indonesian people know that Surabaya is a Hero City. Surabaya is famous as the Hero City because of the story of *Arek-Arek Suroboyo* who struggled for Indonesian Independence from the colonial era, though *Arek-Arek Suroboyo* only used *Bambu Runcing* as the weapon to attack their enemies (<http://www.eastjava.com/tourism/surabaya/heroes-monument.html>).

Surabaya was one city that was colonized by the Dutch and there are many historical buildings in Surabaya. There are several historical buildings located in Surabaya such as Internatio, Grahadi, City Hall, Balai Pemuda, Majapahit Hotel, Surabaya Zoo, Bank Indonesia Museum, House of Sampoerna and many more. Surabaya is also famous as the shopper's paradise because Surabaya has many malls that provide many things, for example: Tunjungan Plaza, Surabaya Plaza, Grand City Mall, Royal Plaza, WTC, Hi-Tech Mall, Plaza Marina, and many more.

Besides malls, Surabaya has also several exhibition halls such as Hall and Exhibition in Grand City Mall and Jatim Expo. There are several tourism objects in Surabaya that is popular to visit. One of them is Tugu Pahlawan as a monument and museum that used to memorize the struggle of Surabaya people when they fought against Allies that happened on 10 November 1945.

Tugu Pahlawan is located on Jl. Pahlawan and it has a museum and monument that can be visited by tourists who want to know about the struggling of Surabaya people. Tugu Pahlawan provides documentaries about 10 November 1945 tragedy and visitors can hear Bung Tomo speech that motivated Surabaya people to fight against Allied troops. Tugu Pahlawan is one of tourism objects that are worth visited by tourists coming to Surabaya.

The writer chose to do an internship at Tugu Pahlawan Surabaya because this is a tourism objects that enable people to learn about Surabaya's history and the writer is interested in history. During the internship the writer was assigned as a guide to accompany visitors to explore Tugu Pahlawan area. As a guide, the

writer often helped tourists who visited Tugu Pahlawan. The writer had to give best services to the tourists because that was an important thing to make tourists feel comfortable and understand about all the things in Tugu Pahlawan.

The writer took an internship for a month in Tugu Pahlawan office and Museum Sepuluh Nopember Surabaya. The writer has got new valuable experiences during the internship in the office and museum. As a guide, the writer also learned the history about Surabaya City and especially in the Tugu Pahlawan history. Become a guide, the writer practiced his English skills, especially in speaking and listening skills. It enriched the writer's vocabulary and the writer was able to practice his speaking and listening skill in English.

The writer described the company profile in chapter II, job description and job performance in chapter III and the last is conclusion in chapter IV. In the company profile chapter, it contains the company history, vision and mission, organization chart, job and responsibilities, services and facilities and location of Tugu Pahlawan and Museum Sepuluh Nopember. In the job analysis chapter, the writer describe about job descriptions, job performance, and supporting subjects.

CHAPTER II

COMPANY PROFILE

2.1. Company History

In accordance with the provisions of article 2, subparagraph I and article 15 of regulation area Surabaya No. 14 of 2005 about the organization of the office of the city of Surabaya, has set the establishment, duties, functions and composition of the organization culture and Tourism Department city of Surabaya. That the provisions of article 20 of regulation area of Surabaya No. 14 of 2005 about the Organization Department city of Surabaya is mentioned that each Agency be formed Technical Department with implementing regulations the head area as needed.

Therefore to carry out some task culture and Tourism Department city of Surabaya in the field of culture, in particular the management of the memorial and museum, “Departemen Sepuluh” needs to form a Technical Implementing Agency of Memorial and Museum, at Departmen Sepuluh of culture and tourism of the city of Surabaya. Based on considerations as referred to in letter a and letter b, need to set rules for the mayor about the organization implementing the technical service of the memorial and museum, Ten on culture and Tourism Department City of Surabaya.

Tugu Pahlawan and Museum Sepuluh Nopember managed by the Tourism Development Sector Department. The Tourism Development Sector Department was established in 1983. In 2006, this institution changed its name into the

Surabaya Municipality Cultural and Tourism Service. This institution is located on Jl. Adityawarman 110, Surabaya. The institution has duties to develop and promote tourism and cultural objects in Surabaya. Tugu Pahlawan and Museum Sepuluh Nopember is one of branch institutions that is managed by the Surabaya Municipality Cultural and Tourism Service and also existed in Tourism and Cultural Object in Surabaya (Jdih.Surabaya.go.id/pdfdoc/perwali 743, 2006.). Tugu Pahlawan is located on Jl. Pahlawan Surabaya, in front of the East Java Governor's office.

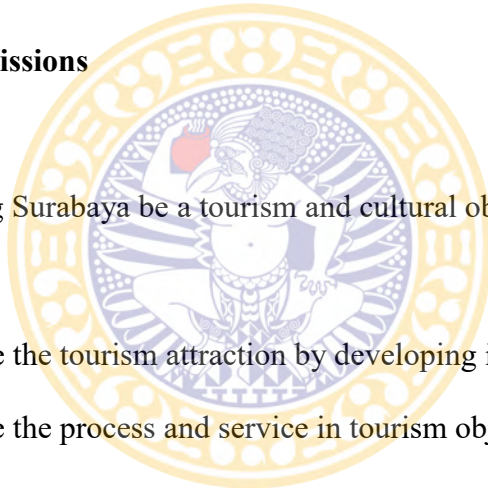
2.2. Vision and Missions

2.2.1. Vision

Developing Surabaya be a tourism and cultural object.

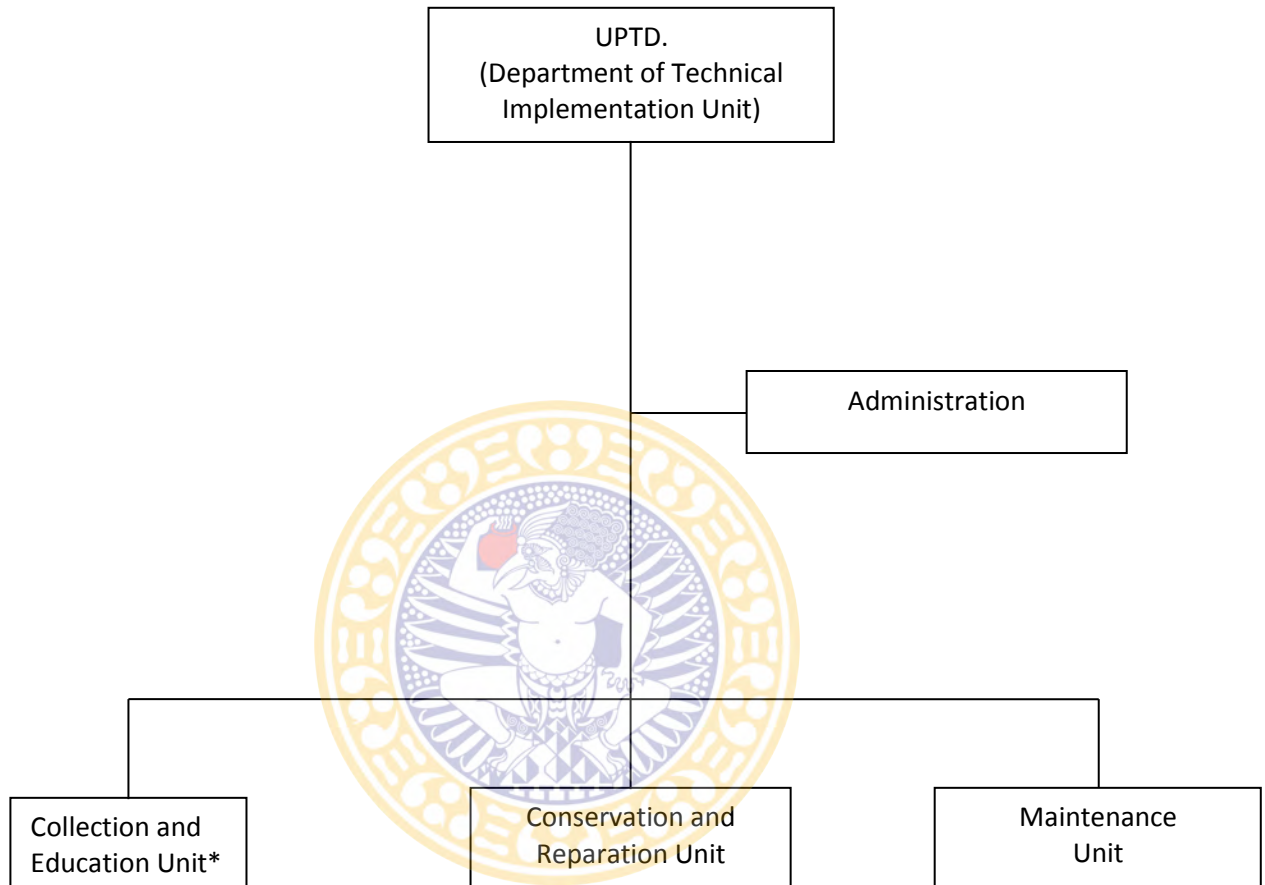
2.2.2. Missions

- a. To improve the tourism attraction by developing infrastructure.
- b. To improve the process and service in tourism objects.
- c. To increase the number of domestic and international visitors.
- d. To improve and promote the local culture.



2.3. Organization Chart of UPTD Tugu Pahlawan and Museum Sepuluh

Nopember



* The Writer position at this institution was in the education unit because the writer job is a guide in Tugu Pahlawan and Museum Sepuluh Nopember.

2.4. Jobs and Responsibilities

2.4.1. Chief, Department of Technical Implementation Unit:

Chief, Department has a duty to lead and coordinate all activities of the staff's and executive of the Department of Technical Implementation Unit (UPTD).

2.4.2. Sub Division of Administration

The responsibilities of this subdivision are:

- a. Planning the efforts and activities related to the UPTD Tugu Pahlawan and Museum Sepuluh Nopember.
- b. Implementing administrative matters, correspondence, filing and office cleanliness.
- c. Implementing the staff's administration.
- d. Implementing financial paperwork, office management and office equipment.
- e. Implementing the institutional development and management.
- f. Carrying out the preparation of the report.
- g. Implementing other tasks given by the head of the UPTD.

2.4.3. Sub Unit Collection and Education

The responsibilities of this unit are:

- a. Planning and conducting research in the framework of the procurement and additional collections.
- b. Holding a collection in an effort to identifying of scientific data.
- c. Conducting supervision, care and guidance of the collection.
- d. Implementing the guidance by the method and system for collecting cultural education and publicity about the museum collections.
- e. Carrying out information of museum collections that are educational, scientific or informative. Coordinating activities within the framework of

social educative efforts to increase public appreciation of national cultural heritage.

- f. Carrying out other tasks given by the head of the UPTD.

2.4.4. Sub Unit Conservation and Preparation

The responsibilities of this unit are:

- a. Executing the conservation, restoration and reproduction of museum collections and carrying out repairs or prepare the exhibition.
- b. Preserving the physical collection.
- c. Controlling the collection room to stay in conditions that are subject to the terms of observation.
- d. Organizing preservation regulations, restoration and reproduction of research collections in the area of Tugu Pahlawan and Museum Sepuluh Nopember.
- e. Carrying out the other tasks given by the head of the UPTD.

2.4.5. Maintenance Unit

The responsibilities of this unit are:

- a. Implementing maintenance/repair of physical facilities.
- b. Implementing hygiene, safety, public order and preservation of historical values and antiquities.
- c. Providing services, protection, and safety of the visitors of Tugu Pahlawan and Museum Sepuluh Nopember.
- d. Implementing other tasks given by the head of the UPTD.

2.5. Services and Facilities

Tugu Pahlawan and Museum Sepuluh Nopember is a public service institution which has several services and facilities for visitors. Visitors are able to ask for a tour guide service. They are able to ask the office before checking in to Tugu Pahlawan and Museum Sepuluh Nopember. The Unit of Education can prepare the guide depending on the request and situation. The guide is usually needed if guests come in groups or they have never visited Tugu Pahlawan before.

Tugu Pahlawan and Museum Sepuluh Nopember also have several facilities such as, mushola which is located in front of the exit gate of parking area, 3 toilets: one beside the mushola and the others located on entrance and exit gate of the museum and there are 2 escalators, one for go down to the museum and another one for go up and exit from the museum, one elevator in the museum that only use for disabled people, one room for watching the documentary films provided and the last is one auditorium that used for meeting or other functions. There is a gift shop which sells souvenirs and gifts originally from Surabaya, like: T-shirt, key holders, hat, mugs, stickers and etc.

2.6. Location

The address and for further information of Tugu Pahlawan and Museum Sepuluh Nopember is:

Address : Jl. Pahlawan, Surabaya

Phone & Fax : +6231 3571100

E-mail : museumsepuluhnopember@yahoo.com

CHAPTER III

JOB ANALYSIS

3.1. Job Description

The writer did his internship at Tugu Pahlawan as a guide for tourists who came to visit or study tour by individual or by group with their school. The writer also worked in the office as a front line and was assigned in ticketing service. The first thing that the writer had to do was to explain tourists about Tugu Pahlawan. Sometimes guiding which was on the main job was not as easy as do other jobs the writer did. The writer found difficulties when he spoke with foreign tourists who did not speak English or did not speak in English accent. The writer, try to understand what the foreign says to him by his/her gestures.

Tugu Pahlawan applies some rules for all the staffs, including the writer and other interns. First one is to come exactly at 07.30 a.m. at the office. The writer was prohibited to eat, drink and smoke during office hours. The writer was a part of two small groups and we distributed the job. Some must stay in the office to handle jobs like translating, front liner, or corresponding, and the others must stay in the museum to do the job as a guide.

The writer took his internship at Tugu Pahlawan and it took four weeks, starting from 19 January 2015 until 19 February 2015. The working time was from 07.30 a.m. until 04.00 p.m. and the schedule was divided between two small groups. It is because in UPTD Tugu Pahlawan and Museum Sepuluh Nopember

opened from 07.30 a.m. until 04.00 p.m. It was 8.5 hours continuously and it has two sectors, the first one is office and the second one is the museum.

The shifts for each group that were available in UPTD Tugu Pahlawan and Museum Sepuluh Nopember are:

➤ For Monday to Thursday :

- The first group stayed at the museum started from 08.00 a.m. – 12.00 p.m. and after lunch, the group stay in the office from 12.00 p.m. – 04.00 p.m.
- The second group stayed in the office started from 07.30 a.m. – 12.00 p.m. and changed position to stay in the museum from 12.00 p.m. – 03.00 p.m.

➤ For Friday :

- The first group stayed at the museum started from 08.00 a.m. – 11.30 a.m. and changed position to stay in the office from 11.30 a.m. – 03.00 p.m.
- The second group stayed in the office started from 07.30 a.m. – 11.30 a.m. and changed position to stay in the museum from 11.30 a.m. – 02.00 p.m.

➤ For Saturday and Sunday :

- The first group stayed at the museum started from 07.30 a.m. – 10.30 a.m. and changed position to stay in the office from 10.30 a.m. – 02.00 p.m.
- The second group stayed in the office started from 07.00 a.m. – 10.30 a.m., and changed position to stay in the museum from 10.30 a.m. – 01.00 p.m.

The uniforms are:

- The uniform for Monday and Tuesday was light blue shirt and black formal trousers.

- The uniform for Wednesday until Friday was batik shirt and black formal trousers.
- The uniform for Saturday and Sunday was a white shirt and dark blue or dark black jeans.

The duration of each group work hours for Monday to Thursday is 8.5 hours and it has an hour for a break time. The writer should wear black formal trousers except on Saturday and Sunday, the writer wear formal shirt every single day. All of his tasks had been arranged and given by Mrs. Siti Anisah, the one who was responsible for handling the interns at Tugu Pahlawan and Museum Sepuluh Nopember Surabaya.

3.2. Job Performance

On day one, before the writer really started working on his internship, the writer was introduced to each staff at the office. The staffs are Mrs. Ana, Mrs. Siti Anisah, Mrs. Yanti, Mrs. Pur, Mr. Ipung, Mr. Abdul Rochim, Mr. Agus, and Mr. Chusaini. After that, the writer was briefed by Mrs. Siti Anisah on how to do the job, how to show good attitude, how to be well prepared to handle the job.

Before lunch time, the writer was assigned to do administrative works such as handling phone calls, setting agendas and serving guests at the office. But, on the first day after lunch, the writer was told to handle a job as a guide. Mrs. Anisah told the writer to decide who stayed in the museum and who stayed in the office. She also lent the writer a guiding book or manual book.

On 20 January, the writer followed and observed Mr. Chusaini who guided a group of kindergarten students. The writer learned a lot from Mr. Chusaini

because he is a good tour guide. Mr. Chusaini told the interns, the tips on how to guide well. Several staffs advised all interns to be a professional because the previous interns were usually shy at the first time. This made the writer more confident. Then the writer got to guide kindergarten students and elementary school students. Unfortunately the guiding system was taught in a couple of week.

3.2.1. Guiding Kindergarten Students

The first job for the writer was guiding kindergarten students. It was on 21 January. The writer had seen and paid attention on the tour guide practice on 20 January. Kindergarten students were one of regular visitors in Tugu Pahlawan and Museum Sepuluh Nopember. Mostly three or four times in a week students came for a study tour. The students came from different schools, but it was for the same purpose. The writer guided the students starting from the Statue of Bung Karno and Bung Hatta.

The writer only told the points like the name of statues, because the students still did not understand well if the writer explained in detail. Then, the writer only explained name of statues on the east side of Tugu Pahlawan and he started to bring the students into the museum. The writer led the students and showed one by one all the collections. The students were asked to listen to the Bung Tomo's Speech.

The writer explained just little bit of information about *bambu runcing* to the students. It was the most well-known weapon that the museum kept. Then, the students went up to the second floor of the museum. The children were shown gun's collection and also there are eight dioramas in two dioramas room. Diorama

is a kind of 3D graphic that provides sound to make it more real. The children looked so bored and the teacher asked the writer to end the tour.

On 22 January, the writer was assigned to guide a group of Christian kindergarten students from Gracia school. There were only twenty-two people including four teachers. They were good enough because they were easy to handle and not so noisy. They only spent 30 minutes walking around in the museum including 15 minutes to watch the documentary film. The writer only explained the students about gun's collection and watching the documentary film in the museum because in the beginning the teacher had asked the staff in the office to provide a guide in about 45 minutes only. On 23 January, the writer got to handle another group of kindergarten students. The writer felt so confident, since the writer had handled similar group. The writer felt more confident because the previous group of students is easier to handle, easier to lead and the students were discipline, paid attentions to the guide and stay calm.

Then, the writer got preschool students and it seemed easier. The writer just explained about the name of some statues and Bung Tomo's car. The students were so enthusiastic about looking at that car. Then the writer brought those children in the museum. The students were amazed by some of the pictures on the wall before arriving at the museum. Then the students arrived at the museum.

They looked so calm, so it made the writer not to worry about the situation. The students were amazed too when the writer took them to the second floor. The students were so interested in looking at the weapons. It was one of the Japanese soldier's weapons. The weapons were bigger than the students had seen

in the gun's collection. When the students get into diorama's room, some of them just screamed and shouted like they never saw it before. They hear the audio in the diorama and seen the replica of people who were fighting in the Surabaya.

Day by day went so fast. It was exactly on the 18th of February. Only a day left before the writer had to end the internship program, he wanted to guide kindergarten students more. The writer missed the moment when he saw the students shouted aloud. Then, unpredictable thing happened when the students from Asem Rowo came but they did not make any reservation to the administration before. The writer, guided the students like usual. The writer felt so happy because when the writer guided kindergarten students, he could learn about children habits and good attitudes.

3.2.2. Guiding Elementary School's Students

Different from guiding kindergarten students, guiding elementary school students were hard because they were hard to control. Most of them were under fourth grade. There are several students who were so active. Sometimes, one of them brought food in the museum. Even though there was a rule saying to not bring food or drink, they still bring it and eat or drink it inside the museum.

The first time guiding elementary school's students was on the 27 of January. They were from Sumengko. There are about forty students and five teachers. The writer had to explain them about the statues of Bung Karno and Bung Tomo. But, the writer did not know a lot about it. The writer just told the basic info by reading the guiding book.

Then the writer explained one by one, of statues around like Doel Arnowo statue, Governor Suryo statue, Bung Tomo's car. The writer told the students to taking a note as simple as possible. Most of them, wrote down everything. To make it clear, the writer told the students to just listen to his explanation. Since many of them have gadget/device such as cell phone or tablet, many of them just took pictures of those statues.

Then the writer guided the students in the museum. The students were so noisy and it nearly made the writer felt upset. The writer told the students about every single collection. The writer also told the teacher about antique money. When most students were listening, some of them saw the money collection. It was not good. The writer got the students' attention to listen to Bung Tomo's speech until the end by taking some question about the history. One of their teachers shouted at them to listen to the writer. Then the writer guided the students to *bambu runcing*, dioramas, weapon collections, other collections on the second floor, and the last is Tugu Pahlawan.

There was also a large group from the Moslem Elementary School of Medokan Semampir visited Tugu Pahlawan in the end of January. There were 6 buses and it's about 250 students. The writer got the fifth bus's group that consists of 40 students. Each group had their own guides. One group was taken by two tour guides. The writer had to take the students into the west side of Tugu Pahlawan because it was not enough for all groups to walls around on the east.

When the writer explained one statue, most of the students went to another statue and looked at it. The writer felt so mad because he did not get any attention.

But, the writer got the students attention by asking them some question and sometimes about quotation about the past when the war happened, like "*Bekupon omahe doro, melok Nippon tambah soro*" it means that *bekupon* is a dove house, and joining with the Japanese became more and more difficult.

Then, when others note the information that the writer said, the other students just talked to each other. Then, the writer brought the students go down into the museum. When the students got into the escalator, they just sat on it, but the writer told them to keep stand up and do not sit on the escalator floor because between the floor gap can clamp their body and their clothes.

The students just came around to the museum. When the other groups went to the second floor first, the writer guided the students to the first floor. So the museum was not so crowded on the first floor. Like the others, the students just look at pictures of every collection. When the writer guided them to the second floor, the students who were on the second floor had to get down, to see other collections on the first floor.

When the students watched the documentary film, they just could not stop talking when the documentary film could not be shown yet. Finally the student's teacher made them calm down. The students and the teachers waited so long for the moment. Then the students finally could listen and see to the audio-video which sounds when the war was happening. Next, the students went out to see Tugu Pahlawan.

Guiding elementary school students was harder than guiding kindergarten students. Mostly the students got the task from their teachers to taking a note

about Tugu Pahlawan and its collections. The students can understand the point that the writer said then the writer had to explain more about it. This one was a nice experience because the writer was able to handle those students.

3.2.3. Guiding Foreign Tourists

The writer loved this part and he always waited for this job. The writer was more interested in guiding foreign tourists than guiding local tourist. The writer thinks that it would not make the writer better in English if the writer guided the local tourists only. The writer really wanted this job because he could practice, explore, express in English with foreign visitors. At least, there were several visiting of foreign tourists in a week. Foreigners came from any countries. Mostly foreigners came from Netherland and the others were from United Kingdom, United States of America, Japan, Germany, Spain, and also from Korea.

Some tourists came with their own guide. There were also in a couple, alone, and by taking the tour. There are many visitors who did not need a guide. They just took pictures, enjoyed themselves in the museum. The annoying thing was when the writer found foreign tourist who came with the taxi driver. When the writer offered help, the taxi driver just went away with the tourist. It was a long time to wait for the tourist coming on.

On 11 February, It was a very quiet day and that there was no tourists coming on. After taking a rest at 01.00 p.m., the writer found one who ate his meal and he decided to wait for the tourist to finish his lunch. The tourist was alone and the writer just offered help to him. When the writer talked to the tourist,

the writer's friend came and talked to them. After taking so long, the writer knew that the tourist name was Fred.

The tourist was a gardener and he came from Netherland. The tourist was in Surabaya to enjoy his trip after visiting around the several countries. When the writer guided around the Tugu Pahlawan, the writer and the tourist talked about anything like lifestyle, tropical trees, and seasons. Fred told the writer about the pictures which have Dutch language explanations.

The writer was really enjoying the conversation with the tourist. We talked about Bung Tomo's speech. Fred had already known a little bit about Indonesia's history. The tourist had been taught about it when he had been in Senior High School. In the museum, the writer guided the tourist to the *bambu runcing* which is weapon collections. Fred did not ask more questions about history related to the collections. It was good to know him.

On 19 February, the last day of the writer internship, he met two foreign tourists. The man was Robert and the girl was Grace. The tourists came to the museum to have a trip. The writer met the tourists at the entrance of the museum. The writer offered the tourists to guide them into the museum, the tourists agreed and they were guided in the museum. The tourists also talked and asked many question about the collections in the museum. The tourist was so interested in learning Indonesian culture.

3.2.4. The Museum Attendant

Although the most likely task in Tugu Pahlawan and Museum Sepuluh Nopember was tour guiding, many visitors often came individually, without

checking in into the office. The tourists usually pass through the museum. When it happened, it is important for someone who speaks English well to be ready in the museum. When the writer did his internship, the writer learned about the history of the 10th November tragedy, how to guide the students, how to guide foreign tourists. The writer was really happy to get the job and thanked to any job. The writer wishes, that someday he could meet the students, the foreigners and also the local visitors anymore.

3.3 Supporting Subjects

There were several subjects that the writer had been taken in English Diploma, which helped the writer when doing a month internship at Tugu Pahlawan and Museum Sepuluh Nopember. So, the writer to apply what has been learned during in English Diploma.

Speaking

Speaking was very important in doing the job there. Speaking is a basic skill that teaches to the writer how to speak English well. It is applied when the writer guided the foreign tourists.

Public Speaking

This subject teaches about how to speak and present something to the audience. It's very important, because the writer was demanded to be a good tourist guide. Become a good tourist guide that must give clear information and explanations to visitors. The writer could practice this subject to communicate, especially to foreign tourist. How to attract the audience not to get bored.

Cross Cultural Understanding

There are many visitors coming in Tugu Pahlawan from different culture and country. This subject helps the writer to understand culture background, customs, language, different culture and mindsets of the visitors. The writer has mutual respects and appreciates the diversity of cultures that exist in the world.

Practice in Translation

Translation is one of the most important subjects which must be mastered by the writer because the writer was required to translate the guide book from Indonesian into English. Then, the writer translated information of several collections in the internship.

Pronunciation

This subject teaches about how to pronounce words correctly and precisely in English. Pronunciation is connected with speaking because when the writer speaks in English, the pronunciation must be correct. It was useful when the writer guided the foreign visitors.

Ethics and Personalities

This subject is very important for the writer about how to give service to the visitors. At Tugu Pahlawan and Museum Sepuluh Nopember, the staffs included the writer have to service the visitors who visit the monument and the museum. This subject was useful to help the writer when doing an internship, because the writer should have a good behavior and personality to the supervisor, Tugu Pahlawan staffs, and his friends.

Computer Application

Computer application teaches about how to operate computer programs mostly Microsoft Office such as Microsoft Word, Microsoft Excel, Microsoft Power Point, etc. This subject gives the writer's new knowledge to be able in operating the computer in a company.

English Hotel and Tourism

This subject teaches the writer about how to present and speak about tourism objects. It is important because the writer was demanded to be a good tourist guide when give some information and explanation to the visitors.

Listening

This subject is important for the writer because he hard to understand about what the visitors was saying. Especially, when the writer guiding foreign tourists who speaks with different accents or dialects.

After doing the internship, the writer got many experiences and learned to be a good guiding. In guiding, it is important to know and recognize the visitors well.