

## CHAPTER IV

### CONCLUSION

The writer had done the internship at UPTD Tugu Pahlawan and Museum Sepuluh Nopember for a month in Staff Education and Collection development as a tour guide and he has good experiences during the internship program. The writer has several experiences, not only in skills but also got new knowledge in a social aspect.

The writer also learns how to work as a group, how to communicate well, adapt to new situation that has never been faced before, how to serve and handled visitors, whether in group or individually with different characteristics and backgrounds, how to be a good guide, how to be a good receptionist, and how to maintain the museum. The writer wishes that someday, what was already learned during the internship will be useful because it could be applied in a social environment.

When conducting task as a tour guide, the writer has a lot of experiences and knowledge that is useful to improve the skills and ability. Moreover, any mistakes made by the writer during the internship program may blemish not only Tugu Pahlawan and Museum Sepuluh Nopember, but also a good name of the English Diploma.

The writer also learned how to work under pressure, how to work in uncontrolled situations and how to learn time management. The writer also got