

CHAPTER 4

CONCLUSION AND SUGGESTION

4.1 Conclusion

From the discussions in the chapter three, I can conclude:

At Global Networking and Communication Division of Airlangga Global Engagement, there are four verbal business communication activities, which are making phone calls, writing official letters, writing emails, and face-to-face communications. I discovered some errors occur in each activity, except in face-to-face communications. Firstly, in making telephone calls, I revealed that the error is unclear message that is caused by mumbled callers, less detailed information, inadequate pronunciation, and unfamiliar accents. Secondly, the errors found in writing official letters are mistake in writing salutation and mistake in closing the letter. Lastly, mistake in writing salutation and mistake in closing the letter are also found in writing emails. To solve all these errors, regular proofreading and frequent practices are very helpful.

Besides, I also faced some obstacles that are mostly technical related. They are: (1) Procedures in writing official letters that must be meticulously done; (2) Bad telephone connection; (3) Poor Internet connection and web maintenance in writing emails; and (4) Accents that are difficult to understand. On the other hand, knowledge in using mail merge, detail information regarding writing official letters procedures, knowledge in making international phone call, and implementing Intercultural Business Culture course are the added values I obtained from this internship.