

## CHAPTER IV

### CONCLUSION

As one of the cities which has important roles for East Indonesia economy development, Surabaya Tourism Information Centre has big roles and duties to make Surabaya better. Surabaya Tourism Information Centre gives accurate information about tourism references in Surabaya for visitors.

Besides giving accurate information about tourism references, TIC must update their information about tourism in Surabaya in order to give the best service to the tourists. TIC also provides city maps, brochures, and others for the visitors because those will help them in learning and understanding Surabaya tourism clearly. The staffs of TIC are trained to serve visitors by giving information required by visitors.

Doing an internship as information officer gave a lot of knowledge and experiences to the writer. The writer was proud and happy because she got an opportunity to do internship there. The writer got new knowledge about duties as information officer at TIC, such as serving visitors from different countries and cultures, learning tourism objects and heritage buildings in Surabaya, having discussions with other officers and also friends from different universities, and many more. The writer also learned about Balai Pemuda where her internship was done. After finishing her internship, the writer got a lot of knowledge and information about Surabaya that she never knew before. The writer also learned to adapt herself to new situations and people, especially when she was serving the visitors. By serving the visitors, the writer could practice her English speaking skill and learned how to be confidence with new people. Finally, the writer hopes that the knowledge that she got during her internship will be useful in the future.

The writer suggests Surabaya Tourism Information Centre (TIC) as one of the internship place for her junior because TIC is the best place to practise and apply the English skills to the visitors, so that they will be ready to face global world in the future.