

CHAPTER IV

CONCLUSION AND SUGGESTION

4.1 Conclusion

From the discussion in the previous chapter, I got conclusion. First is about the procedures to guide foreign tourists at De Javasche Bank. Included in the procedures are the procedures for accepting foreign tourists at the reception desk, the procedures for delivering the history of the De Javasche Bank building, and the last is the procedures for delivering the uniqueness of the De Javasche Bank building. Besides that, contained in the strategies to guide educated tourists at De Javasche Bank are ways to dress, how to convey information, how to answer questions. Based on the observations I have done, I find that in guiding educated tourists at De Javasche the bank needs certain strategies, for example in dressing, a tour guide must always wear formal clothes. The local guide used a shirt, dark cloth pants, and black shoes. During the internship there I wore a white shirt, black pants, and black shoes. In terms of delivering information even though it is recommended to use polite and communicative language. Finally, in answering questions, it would be better to answer questions based on facts that are real.

4.2 Suggestions

4.2.2 Suggestions for the Company

I suggest the local guide at De Javasche Bank to maintain and improve skills in communicating using English. It aims to increase the interest of tourists to visit again and increase the satisfaction of international tourists.

4.2.3 Suggestions for D-III English Language

I suggest the D-III English Language to continue to provide opportunities for students to practice work or internships in tourism places such as De Javasche Bank, because students can practice the ability to communicate and speak English to international tourists.