

TABLE OF CONTENTS

| | |
|---|------|
| A FINAL REPORT | i |
| TABLE OF CONTENTS | vi |
| ACKNOWLEDGEMENT | viii |
| CHAPTER I | 1 |
| INTRODUCTION | 1 |
| 1.1 Background of the report..... | 1 |
| 1.2 Statement of the problems..... | 5 |
| 1.3 Purpose of the report | 5 |
| 1.4 Significance of the Final Report..... | 5 |
| 1.4.1 For the writer..... | 5 |
| 1.4.2 For the alma mater | 6 |
| 1.4.3 For the company/ institution | 6 |
| 1.5 Review of Related Literature..... | 6 |
| 1.5.1 Procedures of guiding tourists..... | 6 |
| 1.6 Methods of the report | 10 |
| 1.6.2.1 Observation | 10 |
| 1.6.2.1 Semi-structured Interview | 10 |
| 1.6.3 Data Analysis | 11 |
| 1.7 Framework of the Report | 12 |
| CHAPTER II..... | 13 |
| INSTITUTION DESCRIPTION..... | 13 |
| 2.1. Brief History..... | 13 |
| 2.2. Institution Description..... | 14 |
| 2.3. Organization Structure | 16 |
| 2.4. Jobs and Responsibilities..... | 16 |
| 2.5. Locations | 17 |
| 2.6. Collection Objects..... | 17 |

IR – PERPUSTAKAAN UNIVERSITAS AIRLANGGA

| | |
|---|----|
| 2.7. Facilities | 18 |
| CHAPTER III | 19 |
| DISCUSSIONS | 19 |
| 3.1 Description | 19 |
| 3.1.1 The procedures to guide foreign tourists in De Javasche Bank | 20 |
| 3.1.2 The strategies to guide academic tourists in De Javasche Bank | 30 |
| CHAPTER IV | 38 |
| CONCLUSION AND SUGGESTION | 38 |
| 4.1 Conclusion..... | 38 |
| 4.2 Suggestions..... | 39 |
| 4.2.2 Suggestions for the Company | 39 |
| 4.2.3 Suggestions for D-III English Language..... | 39 |