

## CHAPTER IV

### CONCLUSION AND SUGGESTION

#### 4.1 Conclusion

The success of delivering a tour guide's idea is important when conducting tour-guiding activity. In working as a tour guide who deals with mostly foreign tourists, speaking expressions play a big part in making the tourists satisfied. The first speaking expressions that the writer used during his internship at *De Javasche Bank* are regarding giving recommendations to tourists, ice breaker, and asking for clarification during the tour-guiding activity. Besides using speaking expression in making the tourists satisfied with the tour-guiding activity, a tour guide should also be able to build good communication with the tourists. Paying attention to non-verbal cues could eliminate the problems of tour guiding and there are strategies that are necessary to be conducted in order to deal with difficult tourists.

The first obstacle that the writer has to meet was regarding the speaking expressions used in tour-guiding activity at *De Javasche Bank*. The solution for this obstacle is by asking on how to properly use speaking expression to give recommendations to tourists. Besides that, the writer also experienced the obstacle in using ice breakers during tour-guiding that can be solved after the writer observing some tour guides using ice breakers for the tour-guiding activity. Lastly, the writer also came across another obstacle in asking for clarification that can be solved by searching on the internet regarding the expressions that tour guides

usually used. In finding how to build good communications, the writer came across several obstacles. Firstly, the obstacle was being an attentive listener. The writer fortunately was able to force himself to be a more attentive listener. Secondly, the obstacle was when applying the strategy of paying attention to verbal cues. The solution is found after several days of guiding several groups of tourists at *De Javasche Bank*.

The writer was able to obtain some added values in the process of finding out speaking expressions used by the tour guides of *De Javasche Bank*. The writer learned more regarding how speaking expressions are used by tour guides. The writer obtained several added values in finding out how good communication is built at *De Javasche Bank*. Firstly, the writer learnt that every tourist has different demands regarding how they should be treated. Secondly, the writer learned how to become a better listener. Lastly, the writer was able to build better communication by understanding the non-verbal cues shown by the tourists.

## **4.2 Suggestion**

### **4.2.1. Suggestions for the company/ institution.**

The writer suggests that the company keep improving the way they guide tourists, especially foreign tourists. The effort will benefit the company in the future if they are done appropriately because more foreign tourists will come to visit the museum if the service are upgraded from time to time.

### **4.2.2. Suggestions for D-III English Language.**

The writer suggests that D-III English Language adds more learning from the real working field. It can be through workshops, internships, or study visits. The writer also suggests that D-III English Language should keep a good relationship with the museum (*De Javasche Bank*) to make a more advanced cooperation between the two companies or institutions.