

**IR – PERPUSTAKAAN UNIVERSITAS AIRLANGGA**

**TABLE OF CONTENTS**

TITLE PAGE .....	i
DEDICATION PAGE .....	v
TABLE OF CONTENTS.....	.vi
ACKNOWLEDGEMENT.....	.viii
CHAPTER I.....	1
INTRODUCTION.....	1
1.1    Background of the Report.....	1
1.2    Statement of Problems .....	3
1.3    Purpose of the Report.....	3
1.4    Significance of the Report.....	3
1.4.2    For the Alma Mater.....	4
1.4.3    For Company / Institution .....	4
1.4.4    For Other Interns.....	4
1.5    Review of Related Literature .....	5
1.6    Methods of the Report .....	10
1.7    Framework of the Report.....	13
CHAPTER II .....	14
2.1 Institution History .....	14
2.2.    Organizations Chart .....	19
2.3    Locations .....	20
2.5    Facilities.....	21
2.5.1    Musholla Al Hidayah .....	21
2.5.2    Toilet inside of De Javasche Building .....	21
2.5.3    Kasuari Microbusses Station .....	21
2.5.4    Kasuari Culinary Center.....	21
3.1    Description.....	43
3.1.1    Speaking expressions used in communicating with foreign tourists at <i>De Javasche Bank</i> .....	43
3.1.2    Building good communication with foreign tourists in <i>De Javasche Bank</i> .....	48
3.2    Obstacles.....	52

## IR – PERPUSTAKAAN UNIVERSITAS AIRLANGGA

3.2.1      Obstacles in finding speaking expressions that are used in tour-guiding at <i>De Javasche Bank</i> .....	54
3.2.2      Obstacles in finding how tour guides of <i>De Javasche Bank</i> build good communication with tourists.....	55
3.3      Added Values .....	56
3.3.1      Added Values in finding out speaking expressions used by the tour guides of <i>De Javasche Bank</i> .....	57
3.3.2      Added Values in finding out how good communication is built at <i>De Javasche Bank</i> .....	58
3.4      Related Courses .....	58
CHAPTER IV CONCLUSION AND SUGGESTION .....	43
4.1      Conclusion.....	43
4.2      Suggestion.....	44
4.2.2.      Suggestions for D-III English Language. ....	44
REFERENCES.....	46
APPENDICES .....	47
APPENDIX 1: DOCUMENTATION .....	47
APPENDIX 2: INTERVIEW.....	50
BIOGRAPHICAL SKETCH.....	53