

## CHAPTER IV

### CONCLUSION AND SUGGESTION

#### 4.1 Conclusion

From the discussions in the previous chapter, the writer got conclusion. The discussions were the way staffs using English as the main language giving information to foreign tourists, and the mistakes occurring in giving information.

The first conclusion is about the way the staffs of Denpasar Tourist Information Centre give information to tourists, that they delivered the information to tourists almost similar to the pattern by Keith Harding (2009). There are offering to help, asking for more detail, making a suggestion, offering more help, and ending the conversation. Even though there was no staff that did not use the pattern completely, at least the three staffs including the writer did three of the five aspects of the pattern. There were no difficulties experienced by the staffs in offering to help, asking for more detail, making a suggestion, offering more help, and ending the conversation.

The second conclusion is about the way the writer use English in giving information to foreign tourists. The writer did not experience any difficulties in giving information to tourists beside the lack knowledge of Denpasar.

The third conclusion is about the mistakes occurring in giving information. The writer found the mistakes in giving information made by the Staff B. the

mistakes were the wrong usage of vocabulary “by” and “maximum”, and the wrong word order in the simple present. Even though mistakes were made, the Staff B was still did a good job in delivering information. All the staffs did a good job in giving information as well.

## **4.2 Suggestion**

### **4.2.1 Suggestion for Denpasar Tourist Information Centre**

The writer suggests that the staffs of Denpasar Tourist Information Centre to always improve their skill in English. There are many ways to develop skills now, it does not have to take English courses. The writer found many English textbook that comes with answer key, and there are many free English lessons in Youtube also. The second suggestion is to provide online services for tourists. It can be a live chat in a website, or just a Whatsapp number so that the tourists who cannot come to the Denpasar Tourist Information Centre can still get information they need.

### **4.2.2 Suggestion for DIII English Language**

The writer suggests that DIII English Language is to keep find relevant company or institution for the students to choose to conduct their internship. The writer always told by many people to not conduct internship in any Dinas Pariwisata because the previous students' experienced internship there and there are not many English related in the institution. The writer insisted to keep the internship in *DinasPariwisata Kota Denpasar* and found a section in the institution that uses

English as the main aspect. The writer also hopes that the stereotype of conducting internship in Dinas Pariwisata can be terminated.