

## CHAPTER IV

### CONCLUSION AND SUGGESTION

#### 4.1. Conclusion

The writer did an internship at PT. RANIA Surabaya for the duration of a month. The internship that the writer did at the company was very beneficial for the writer as it helps her in finishing the final report. The final report eventually will be submitted as a requirement of graduation from Universitas Airlangga. In writing the final report, the writer discussed two problems that she found during her period of internship at PT. RANIA Surabaya. The statements of problems are Cross-cultural understanding problems that are faced by tour guides of PT. RANIA Surabaya in guiding foreign tourists and the implementation of Cross-cultural understanding when guiding foreign tourists at PT. RANIA Surabaya.

The first statement of problems of the final report is regarding cross-cultural problems that the writer faced during her internship at PT. RANIA Surabaya. In guiding foreign tourists, there are two problems that arose in that period. The two problems are regarding language and non-verbal communication between a tour guide and foreign tourists who were not native speakers.

The second statement of problems of the final report is regarding the implementation of cross-cultural understanding when guiding foreign tourists at PT. RANIA Surabaya. During the internship, the writer was obligated to implement cross-cultural understanding related to language and non-verbal communication. These actions had to be done in order to overcome the problems