

TOUR-GUIDING ACTIVITIES AT YOGYAKARTA ROYAL PALACE



**Submitted to Meet a Part of the Requirements for
a Degree from the English Diploma Program, Faculty of Cultural Sciences
SebelasMaret University**

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FACULTY OF CULTURAL SCIENCES
SEBELAS MARET UNIVERSITY
SURAKARTA**

2016

APPROVAL OF CONSULTANT

The undersigned below has approved that this internship report is ready for the examination. The writer is responsible for all content written in this report.

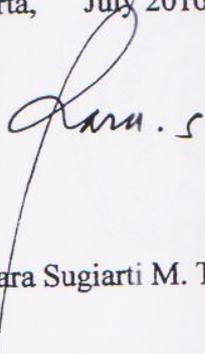
Title of Internship Report:

Tour-Guiding Activities at Yogyakarta Palace

Name of Intern

Yeremia Michael Jordi – C9321067

Surakarta, July 2016



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ACCEPTANCE

The undersigned below state that this Internship Report has been approved by the Board Examiners of English Diploma Program, Faculty of Cultural Sciences Sebelas Maret University.

Title of Internship Report:
Guiding Activities at Yogyakarta Palace

Name of Intern:
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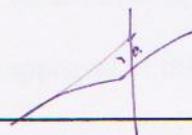
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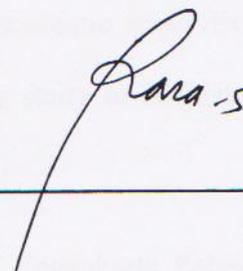
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ABSTRACT

Yeremia Michael Jordi, 2016, Guiding Activities at Yogyakarta Palace, English Diploma Program, Faculty of Cultural Sciences, Sebelas Maret University.

This Internship report is written based on the internship program as a tour guide at Yogyakarta Palace. The purpose of this report is to provide descriptions about the guiding activities along with its problems and solutions.

During October to November 2015, I conducted my internship program as a tour guide in Yogyakarta Palace. There, I was assigned to stand by the information center located inside *Bangsas Pagelaran* building from 08.30 a.m to 02.00 pm every day. However on Friday, I worked from 08.30 a.m to 11.30 a.m.

I spent my first week there by practicing guiding techniques taught by my mentors named Mr. Nur Salim and Mr. Daliman. They taught me by inviting me to walk around the palace and described each building along with its history.

During the second week, Mr. Nur Salim gave me a task to write a summary of what I had learned about the palace. Having collected the task, he began to teach me tour guiding technique in English. The day after the practice, I guided my first local tourist. 2 days after I guided my first local tourist, Mr. Nur Salim assigned me to handle a foreign tourist.

During the third week, I guided 3 foreign tourists and 2 local tourists. I really had myself enjoy guiding tourists at that time.

During the fourth week in Yogyakarta Palace, I did observations to tour guiding activities in Yogyakarta Palace. On the 29th day in Yogyakarta Palace, Mr. Nur Salim held a final test for me to determine my knowledge about the palace.

During the internship program, there were 3 problems which I experienced as a tour guide. My first problem was nervousness. In order to solve nervousness, I practiced guiding activities in front of mirror and offered some tourists free guiding service.

My second problem was unexpected conditions and situations. At that moment it rained very heavily when I was handling two local tourists, one of them was having gastritis and needed immediate treatment. I ran to get an umbrella and luckily, there was an umbrella available. As a result, I got my uniform all wet and it was impossible for me to continue working. To prevent such thing happening again, I bought myself umbrella and brought it during the internship program.

My third problem was Vocabularies. During guiding a couple of tourists, I forgot to say the correct vocabulary to describe a replica. To solve the problem, I tried to find an alternative word to describe the vocabulary I forgot. After the internship program on that day, I began often reading historical texts in English to improve my vocabulary.

TABLE OF CONTENTS

APPROVAL OF CONSULTANT	ii
ACCEPTANCE	iii
ACKNOWLEDGEMENT	iv
ABSTRACT.....	v
TABLE OF CONTENTS.....	vi
CHAPTER I : Introduction	1
A. Background.....	1
B. Benefits	2
CHAPTER II : Company Profile and Literature Review	4
A. Company Profile of Yogyakarta Palace.....	4
B. Literature review	10
CHAPTER III : Internship Activities	11
A. Activities during job training.....	11
B. Steps and routes during guiding tourists in Yogyakarta Palace.....	18
C. Problems experienced during the job training at Yogyakarta Palace	25
CHAPTER IV: Conclusion and Suggestions.....	27
A. Conclusion	27
B. Suggestions	29
REFERENCES	31
APPENDICES	32