CHAPTER III

THE DESCRIPTION OF THE ACTIVITIES

3.1 Job position and Coordination

3.1.1 Job Position

At the time of doing job training in the Museum Geologi Bandung, the writer was placed in many divisions. At first, the writer worked as a receptionist, second the writer was placed in the souvenirs division as an interpreter, and the last the writer worked as a tour guide in West Wing room named the Room of History of Life.

3.1.2 Coordination

The coordinator who helped the writer during the job training was Mr. Tetep Hidayat. He is the Head Chief of Monetary Admission. Besides Mr. Tetep, other guides named Anita and Esty also helped the writer did all activities conducted in the Museum Geologi Bandung.

3.2 Responsibilities

The writer did job training in the Museum Geologi Bandung every Monday to Thursday at 09.00 a.m until 04.30 p.m and Saturday at 09.00 a.m until 1.30 p.m assigned by the coordinator of the job training. On Friday, the writer didn't do job training because every friday the Museum is normally closed. During the job-training the writer always wore a white shirt and black pants.

On the first day of job-training, the writer was recommended to work as a guide in the Museum Geologi Bandung especially in Room of History of Life, but the writer had not been familiar with that. To solve that problem, the writer asked the coordinator of job training to work as a receptionist for a week.

3.2.1 Receptionist

As a receptionist in the Museum Geologi Bandung the writer had three main duties, those are: ask the visitors to give a signature in the attending book of Museum Geologi Bandung, give brochures about the Museum Geologi Bandung to visitors who need them, and give some information about rooms in the Museum Geologi Bandung. All duties were done by getting assistance from the senior receptionist. As long as the writer worked as receptionist, the writer also learned about geology especially about Room of History of Life from the book borrowed from the senior guide. The writer tried to be a tour guide when there were no visitors.

3.2.2 Interpreter

As long as working as a receptionist, the writer once worked in the souvenir division. The writer was recommended to help there, because in that time tourist from Japan wanted to buy some souvenirs and the tourist could not speak Indonesian so the writer helped them as an interpreter.

The writer met a lot of problems as an interpreter. The first problem was that the writer felt very nervous because it was the first time for the writer became an interpreter. The second problem was that the writer was lack of vocabulary especially vocabulary about the terms of trading. The writer knew about these problems when the writer talked with that tourist. Then when the tourist told something that the writer had never heard or known before, it made the writer very confused. To solve about the lack of vocabulary, the writer asked to the senior guide when the writer found unfamiliar words.

3.2.3 Tour Guide in the Room of History of Life

After the writer got enough knowledge about geology especially about history of life, the writer was asked to work as a tour guide in West Wing or Room of History of Life. In Room of History of Life the writer should lead the tourists started from the shape of earth, until the appearance of ancient human (Homo erectus) in the quarter age section.

The responsibility of a guide is to give information about all objects to the visitors. To anticipate in giving wrong information, the writer was always helped by Anita and Esty as senior guides in the Museum Geologi Bandung, and also the

writer read some articles from the internet.

During working as a guide in Museum Geologi Bandung the writer guided students of elementary school group from Semarang, visitors from France, a tourist from Japan, and students of International Elementary School from Jakarta. The first visitor guided by the writer in Room of History of Life was a group of students of elementary school from Semarang. Fortunately, at the first time as a guide, the writer did not feel nervous anymore, that was caused by many things. First, the writer had ever learned about guiding technique in the University. The writer learned that to be a good tour guide, it should have mastered about the subject, be friendly, be a good speaker, good looking in terms of how and what we wear. Second, the writer had enjoyed become a tour guide in the Museum Geologi Bandung. It made the writer felt more confident. Third, all of senior guides in the Museum Geologi Bandung always helped and gave motivation to the writer.

3.3 The Use of English in Tour Guiding Process at Museum Geologi Bandung.

3.3.1 Clarification

During the job training at Museum Geologi Bandung, the writer did activities as a receptionist, interpreter and guide. However, in this final paper the writer focuses on the activity of being a tour guide.

After passing the job training process at the museum, the writer knew that English is often used in the guiding activities including in speaking, listening and reading.

In the activity of guiding, speaking English is often used to make the process of delivering information between the guide and foreign tourist runs well. As we know the tourist who comes to the Museum Geologi Bandung is not only domestic tourist but also foreign tourist. The foreign tourist needing to be guided always asks to be guided in English. However, those who are domestic tourists sometimes also asked to be guided in English. For instance, a group of students of international elementary school and those who were interested in English were those the writer had ever guided.

In the activity of guiding, there is often a tourist asks some questions to the guide. In this case listening ability of a guide is needed. So that in order to avoid misscommunication between guide and the foreign tourist, the guide must be familiar with the different English accent that foreign tourist spelled.

Besides speaking and listening, reading English is also needed to help the process of guiding in the Museum Geologi Bandung works properly. In this case, when the guides in Museum Geologi Bandung forgot and they didn't know what they should explain to the foreign tourist, the guides could read the information provided in every artifacts and fossils to help the guides remember the information that were going to be delivered . Besides that, sometimes, there were some tourists who did not need to be guided then they could read the information about all artifacts and fossils provided both in Indonesia and English.

3.3.2 Problems and Solutions

During doing job training in the Museum Geologi Bandung, the writer had found many problems listed bellow:

1. The writer felt lack of vocabularies especially vocabulary about the terms of trading when the writer worked as an interpreter in souvenir room and term of geology when the writer worked as a guide in Room of History of Life.
2. The lack of guide experiences became the main problem.
3. The different accent from foreign tourists also made the writer felt confused.

The solutions are:

1. Every time the writer heard about some terms that the writer never heard before, the writer always asked to all senior guides in Museum Geologi Bandung. Not only that, the writer always brought and read pocket Oxford Advanced Learner's Dictionary.
2. Read many articles about guiding from internet and also brushed up on the writer guiding technique knowledge that had ever learned in University.
3. Be familiar with English accent spelled by people from foreign countries.