

CHAPTER V

CONCLUSION AND SUGGESTION

In accordance with the explanation in the previous chapter, this chapter will conclude the result of “Guiding The Tourists in a One-day Musi Tour”. Besides, this chapter will also deliver some suggestions concerning of Guiding The Tourists in a One-day Musi Tour.

5.1 Conclusion

According to the data gained by the writer, it can be concluded that the performance of the guide fulfill most of the requirements from the job description, which writer gave technic of collecting the data, such as observation, interview and questionnaire. While, there are still some of duties that are not performed perfectly by the guide.

In guiding the tourists in a One-day Musi tour, the guides apply the job descriptions that are already known by the guide. Such as to conduct, to point out and to inform. To conduct is arranging and conducting of travel for tourists who are handled by the travel program (itinerary) that has been set. While to point out is showing tourists to deliver objects and attractions desired. Then to inform is providing information and explanation about the object and visiting tourist attraction.

Performance tour guide in performing tasks ranging from departure until the arrival of all the components that should be included when the tourist guide must be guided by tour guide, they are itinerary, the comspany staff, tour driver, operational staff section, such as adequate knowledge of cultural, historical, social. Maintaining the completeness guide (property) owned by the company.

5.2 Suggestions

From the discussion in the previous chapter, writer can propose the following suggestions :

- a. The tour guide should pay attention to tour participants in terms of health, comfort. Well, the tour participants have the right to obtain an excellent service as a guest/customer.
- b. Regarding the number of tourists, a tour guide must consider the number of tourists he serves. In this study the tourist guide had to guide 40 tourists. The tour guide had to serve too many tourists. Consequently, the guide could not serve them satisfactorily. He focused on one area and neglected other tourists who were present in other rooms (area). The writer suggests that the tour guide utilizes proportional number of guide and tourists.