

FINAL REPORT

**BECOMING A PROFESSIONAL TOUR GUIDE AT
SULTAN MAHMUD BADARUDDIN II MUSEUM**



**This final report is written as one of the requirement to finish
Diploma III in majoring of English Department**

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The writer would like to thanks to Allah s.w.t. that give the writer chance to finish this final report. During writing this final report, the writer obtain assistance, advice, suggestion, and support from many people. Therefore, in this chance the writer would like to thank profusely to:

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Because of the limited time, the writer is sure that this final report is far from being perfect. Contribution, criticism, and suggestion are expected to complete this report. The writer hopes this report will give advantage for the students of English Department in State Polytechnic of Sriwijaya.

Palembang, June 2015

The writer

MOTO AND DEDICATION

Motto:

- ✓ **There is know success without my parents pray, fight, crying, tear, and work hard.**

This final report is dedicated to:

- **Allah SWT as the one I love the most.**
- **My beloved parents as my everything**
- **My beloved brother "Kak Ferry and Tunky".**
- **My dearest Danes Wirya Putra who always support me.**
- **My beloved partner B.I.B (2012)**
- **Everyone had supported me as my supporter.**

PREFACE

First of all, the writer would like to say thanks to Allah s.w.t. for the blessing that has been given to the writer could finish the report in time. This report is written to fulfill the requirement of final report at State Polytechnic of Sriwijaya which is titled becoming a professional tour guide.

The writer realizes that there are still some mistakes in writing of this final report because of the limitation in experiences, ability, and knowledge the writer has. I hope the readers can give suggestions and criticism for this final report. Finally, the writer expects that this report can give advantages and usefulness to the student of English Department at State Polytechnic of Sriwijaya..

Palembang, July 2015

ABSTRACT

BECOMING A PROFESSIONAL TOUR GUIDE

(Hafsari Kartiwi, 2015, 42 Pages, 9 Pictures, 16 Bar charts)

The title of this report is becoming a professional tour guide at Sultan Mahmud Badaruddin II Museum. The purpose of final report is to develop career in tourism world especially for tour guide. The problem of this final report are **how professional does the tour guide guides the tourist at Sultan Mahmud Badaruddin II museum**. The writer uses quantitative method. The writer described about how to become a professional tour guide, the data were collected through survey, observation, and interview. Based on discussion the guide in Sultan Mahmud Badaruddin II did his job well. A guide in Museum of Sultan Mahmud Badaruddin II is a professional tour guide because he already joined certification. The last, the guides also need improve their service quality to make the visitors feel comfortable do activities in the museum.

Key word: Tour guide, quantitative research, survey

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