

CHAPTER V

CONCLUSION AND SUGGESTION

In this chapter, the writer explains about conclusion and suggestion.

A. CONCLUSION

Based on the analysis in previous chapter writer concludes that a guide in Museum of Sultan Mahmud Badaruddin II is a professional tour guide and did his work well. In terms of implementation, to become a professional guide h/she need to join certification. He is a professional tour guide because he has already joined sertification and also mastered the object in the museum detail.

The guides should be more focus on service, such as give a greeting, having a small talk to the guest such as respond and approach the visitor immediately, and feel friendliness to the visitors. Professional tour guide is needed in the museum to give information to the visitors.

B. SUGGESTION

Based on the conclusion above, the writer suggests to the tour guide in the Museum of SMB II should often directly communicate to each visitor to develop good communication.

The guides also need improve their service quality to make the visitors feel comfortable do activities in the museum. In the implementation of become a professional tour guide, guide also gives attention to the appearance. Guide should be neat and clean.