

## **CHAPTER V**

### **CONCLUSION AND SUGGESTION**

In this chapter, the present writer would like to conclude what she has discussed in the previous chapter and she wants to show that non-verbal English communication is necessary in the profession of tour guides. From the interviews and questionnaires, the present writer finds that a professional tour guide should possess a skill in verbal English communication to be able communicate with foreign tourist effectively.

Not only the tour guide should be able to communicate in English, but also able to blend their gestures. Since most of the tour guides find themselves as being not so proficient in English, the present writer is of the opinion that being a tour guide is quite challenging.

The present writer concludes that it takes a lot of efforts to be a professional guide, and most of the tour guides at Keraton Ngayogyakarta Hadiningrat improve their English skills by reading and listening to English-based materials. They are also active in learning verbal English communication from the senior tour guides.

The present writer has a suggestion for the tour guides at Keraton Ngayogyakarta Hadiningrat to make their guiding performance, regarding the ability in performing verbal

English communication fluently, and the ability to blend it with body gestures, eye contact, and a clear speaking voice. The present writer believes that their guiding performance will surely get better if they also enhance an interesting tone and a clear pronunciation when speaking with tourists.

The present writer is also of the opinion that to improve the tour guides' skill in English verbal communication, the tour guides have to do more frequent listening to English-based radio programme and watching English news on television. Nevertheless, the present writer believes that it will be more effective if the tour guides are willing to learn English from a formal English course, so that the tour guides will be able to perform a better verbal English communication. To impress the tourists, the present writer suggests that the tour guides know not only about the Keraton Ngayogyakarta Hadiningrat but also about general knowledge.