

I choose to do my internship at Ultranet Internet Café because nowadays people are very interested in technology. Besides that, I can apply the English language that I have gained during my study at Maranatha Christian University. Furthermore, I also want to show that even a student of Faculty of Letters can be an expert in technology.

The company that I have selected to do my internship is Ultranet Internet Café. The specification which the company has is the company offers to help the customer to get entertainment and information. As the entertainment, the Ultranet Internet Café PC provides games, and for information, the customers can get universal information that they need on the Internet. Besides entertainment and information on the Internet, the customers can ask me as an operator to help them to type a paragraph or a catalog that they find on the internet, and translate it from Indonesian into English or from English into Indonesian. Furthermore, the customers can also ask me to make an e-mail account because, in this era there a lot of providers that offers us to make e-mail accounts. The customers can ask me which provider is the safest and the least complicated.

During my internship at Ultranet Internet Café, my position is an operator. I like the position because by becoming an operator I can socialize with my customers and at the same time I can apply my English knowledge that I have got when I studied in the D3 English programme. In this case, the communication skills that I have learned at D3 English programme is very useful in doing my job.

As an operator, I have to master the programs in the computer so I can help the customers to fulfil their needs. I must also have good reading skill, because all the programs in the computer are in English language. Although my main job is an operator, I must also help the customers when they need help. I help them to find the information by using a search engine, because sometimes they feel confused and do not know how to find it.

When I did my internship, I applied the four English skills and my translating competence.

- Reading skill

Reading skill is mostly used because when I helped the customers to find information on the Internet that I must read. This skill becomes the most dominant skill that I used during my internship.

- Speaking Skill and Listening Skill

Both of these skills are seldom used. I just used those skills when a foreigner came to my work place and communicated with me.

- Writing Skill

This skill is very useful. I used it quite often because during my internship I had to write both in English and Indonesian when I helped the customers to write e-mail or letters.

- Translating Competence

I used this competence when I had to translate articles from Indonesian into English or from English into Indonesian.

My job requirements are I should have the ability to operate the computer well. Besides that, I should have an ability to master the computer programs and I should have an ability to read English well, because the language used in the computer program is in English.

During my internship, I did some routine jobs such as typing, helping the customers write e-mails, and helping them to translate texts from English into Indonesian or from Indonesian into English. Besides that, I had to help the customer to look for downloadable files like a mobile phone applications or software for computer.

I found two problems when I did my internship. The first problem is I found it difficult when the customers asked me to help them to write an e-mail and translate it into English or Indonesian. This happened because my writing skill was not good enough. The second problem is I still found difficulties in reading when I did my internship. For example, I still could not read and understand texts fast and as a result I had to practice reading more often.

Before I did the internship at Ultrahet internet café, I thought I would only get a little advantage from the internship activity. But, after I have completed the internship, I realize that this program has given me a lot of advantages. I can not only socialize with other people, but I can operate the computer properly, and my knowledge about the use of English language in business and my vocabulary has

increased. I have also got knowledge about public relations and I know more about how to serve the customers well.

My suggestion for Ultramet Internet Café is they should provide a training program for the operators to improve their competence and skills in using the English language. If the operators are well trained, they can serve the customers much better so they will feel satisfied. As a result, the number of customers who come to Ultramet Internet Café will increase.

I hope this term paper may be useful for those who intend to do their internship at an Internet café as an operator. Finally, I also hope that this internship program will always be one of the requirements to finish the study in D3 English program, because through this internship program, the student will be able to gain more experience and feel more ready to face the working world.