

Recently there are so many Restaurants and Café that compete with each other to attract the customer by providing special food in their menu or even decorating the place in order to make the image impressive, romantic, and elegant. Gambrinus is one of famous International Restaurants in Bandung that tries to provide special kinds of cuisine, namely German and Indian, in its effort to attract customers.

CV. BOGA MANDIRI has given me a chance to do internship at Gambrinus (German Pub and Restaurant). Gambrinus was opened in 1989 by a German business person. I have chosen Gambrinus because I have to apply English language in this internship programme, and thus Gambrinus is the suitable place because it is an International Restaurant whose customers are mostly foreigners; besides, the strategic location near Maranatha Christian University makes it easier for me to reach the place.

My responsibility during the internship period is related with the job of a waitress which is to handle the orders and explain the menu that is written in English. There are requirements that have to be considered before one can work as a waitress in Gambrinus, namely being able to work in team, responsible with the job, discipline, initiative, proactive, flexible (to do another task beside ours), and finally good appearance.

I started to work in Gambrinus on January 14th, 2008 until February 15th, 2008. My working time is from Monday to Friday at 4.00 PM until 9.00 PM. In performing my daily job, I have to work in team. The main task is explaining the menu that is written in English and handling orders from customers. I realize that there are still weaknesses in performing my tasks during the internship, one of which is to understand English spoken by customers who are non-native English speakers. For instance, when an Indian speaks English, his thick accent sometimes makes it difficult for me to understand what he means. In addition, English is not the mother tongue for both sides, in this case, the customer and me. However, almost everyday I face the customers who are mostly Indians, so I often hear the thick accent, and gradually become used to it; besides, I also consult my supervisor if there are things that I do not understand.

During this internship, I have also applied English skills, especially the Speaking, Pronunciation, Grammar and Listening skills. I use Speaking and Pronunciation skills when communicating with foreigners. I have to speak English fluently by using good Pronunciation. Besides, the sentence structure or the Grammar must also be considered well in order to be understood easily by foreigners. I use Listening skill to handle the orders, especially when the customers describe about the kind of menu that they want, which I have to listen to carefully. I apply Grammar skill when I make a conversation with customers while waiting for the food, so there would not be misunderstanding.

Based on Gambrinus's Supervisor about my feedback, there are some points which become my strength during the internship period. For instance, I feel excited

to try something new and I am a proactive person. It showed when I solved communication problems with foreigners who expressed things that other waitresses did not understand, I knew what he actually meant. However, I also have weaknesses, for instance lack of confident. When helping another waitress in communicating with customers, I am afraid to make mistakes because I am not sure of what I have heard, which can be worsened by the thick accent of the foreigners.

In applying my English Skills for the internship programme, I always try to improve my English to become better. I feel privileged to have got the following subjects during my study at D-III programme for English: Speaking, Pronunciation, Grammar, and Listening. The knowledge I got from those classes has helped me to explain the menu and understand the words spoken by the foreigners. But there are also a weaknesses that still needs to be improved, which is related to the fact that I have never got any subject about how to understand various English accents from different countries; therefore, I found it difficult to understand. Then I have never got any specific lesson about vocabularies used in an International Restaurant, such as about the kinds of foods and beverages. Besides, I seldom got any direct access to have conversation with foreigners. It is different if I hear English conversation from the cassettes only.

In this report, I want to conclude that Internship programme is good for students especially in relation with term paper writing. I have got a lot of benefits from this programme such as knowing the real work situation, handling complain from customers, communicating directly with foreigners and enriching my knowledge about business. Besides I come to know about my strengths and weaknesses, which

are important for my self-improvement in the future. Hopefully the D-III English programme will keep searching for a potential workplace for students and also giving advise and guidance before the internship starts in order to make students have an insight about the workplace that will be chosen. It is expected that in the future, students will be more optimal in the Internship programme. To sum up, this programme can be the first practice for students in order to be a successful graduate.