

SUMMARY

The Activities of Guiding and Handling Grievance of Domestic Tourists at Kusuma Agrowisata , Febrian Ahmad Wijaya Putra F31160781, 2019, 23 Pages, Language, Communication and Tourism Department, Politeknik Negeri Jember, Vigo Dewangga, S.S, M.Pd (The Supervisor)

Internship program is program for students in Politeknik Negeri Jember to learn and work in company or institution. This program is one of the requirement to graduate from Politeknik Negeri Jember. The purposes of this program also to improve our skills and practice our competency that have been learnt. As a student in English Study Program the writer also conduct the Internship Program in Kusuma Agrowisata, Batu.

Kusuma Agrowisata is one of a tourism places in Batu City that focused on agro tourism field. This place also highly recomend for students who want to improve their speaking and listening skills. In handling the operational activities, Kusuma Agrowisata divided into seven division, they are Food and Beverage Division, Engineering Division, Front Office Division, Sales and Marketing Division, Plant Cultivation Division, Human Resources Development Division, and Sport and Recreation Division.

During the Internship Program, the writer was placed in Sport and Recreation Division. In this division also divided into four subdivision, they are Outbound Subdivision, Guiding Subdivision, Waterpark Subdivision, and De Tjangkoel Subdivision. The writer's main job is Guiding Subdivision. As a guide, the writer able to interact with the guests. Moreover, the writer could get new experience and knowledge about professional guiding in order to handling the guests and answer the questions and complain.