

SUMMARY

The Activities of Guiding and Being a Clerk in Orange Plantation at Kusuma Agrowisata, Abdul Gani Radityo Kusumo, F31161171, 2019, 24 Pages, Language, Communication and Tourism Department, Politeknik Negeri Jember, Vigo Dewangga, S.S, M.Pd (The Supervisor)

Internship program is an activity for students to learn how to work in company or institution in order to get chances to improve and to practice their skill and competency. This program is done by all the universities or colleges, including Politeknik Negeri Jember. As the student of English Study Program in Politeknik Negeri Jember, the writer also conduct the internship program. The writer took Kusuma Agrowisata Batu as the location.

Kusuma Agrowisata is one of a tourism places in Batu City that focused on agro tourism field. In handling the operational activities, Kusuma Agrowisata has seven departments, they are Food and Beverage Department, Engineering Department, Front Office Department, Sales and Marketing Department, Plant Cultivation Department, Human Resources Development Department, and Sport and Adventure department.

During the internship program, the writer was placed in Guiding Subdivision in Sport and Recreation Division.

Being a guide give more the writer new experience and new knowledge about being professional guide and good handling complain from the tourists.

Finally, The writer has conducted her internship program at Kusuma Agrowisata Batu for about 424 hours in two months. During the time, the writer could get some useful things in the subdivision by applying his skill and knowledge while getting some new experiences.