

SUMMARY

The Activities Of Tour Operational Subdivision In Kusuma Indah Tour and Travel Situbondo, Moch.Zulfikar Agustian, F31161651, 2019, Language, Communication and Tourism Department, Politeknik Negeri Jember, Siti Aisyiyah, S.Pd., M.Pd. (Supervisor) and Putra Dwi Adies Kusuma (Field Supervisor).

Tour and Travel Agency is a business entity that provides a complete service to someone who wants to make a trip or traveling. It gives several services, such as transportation, accomodation, consumption, tour package offered, etc. One of the Tour and Travel Agencies which can help the customer to get their travelling successfully is Kusuma Indah Tour and Travel.

Kusuma Indah Tour and Travel was established in May 25, 2014. It is located on Jl. Santana number 06 Patokan, Situbondo Regency. It has several divisions. They are marketing, finance and operational division. Kusuma Indah Tour and Travel also has services such as tour package, international and domestic airline ticket, hotel reservation and transportation booking.

The writer has done the internship program in Kusuma Indah Tour and Travel for two months. It has started from 4th of February until 4th of April, 2019. The writer got some experiences in the one subdivision while conducting the internship program in Kusuma Indah Tour and Travel.

In conducting the internship program in Kusuma Indah Tour and Travel, the writer was assigned in tour operational subdivision. In tour operational subdivision, the writer was assigned to guide and lead the clients during tourism activity.

The writer chose Kusuma Indah Tour and Travel because it has good reputation in giving services customers as a travel agent in Situbondo. The good reputation of this travel agent is proven with its good management and service. Thus, the writer could apply his knowledge and skill that he got from college and get the experience of being in the field of professional work.

In doing an internship program at Kusuma Indah Tour and Travel, the writer got so many new experiences in the real work. It was a good chance to the

student of English Study Program of Politeknik Negeri Jember. This internship program made the writer could apply knowledge and skills that he got during the study, especially English for Tour and Travel.