

CHAPTER 1. INTRODUCTION

1.1 Background

Tourism increases regional income in the tourist attractions that are located. According to Sinaga (2010) in Habibullah (2018), tourism is a planned journey, which is carried out individually or in groups from one place to another with the aim of obtaining a form of satisfaction and pleasure alone. Travelers who stay overnight, certainly need a place to rest weary eliminate all obtained during the trip before returning to enjoy the beauty of the sites chosen. Hence, the term hotel is one that uses a building reserved exclusively for each person.

According to Widanaputra (2009) in Laksmi (2018), hotel is a commercially managed accommodation with partial use or all existing buildings to provide service facilities such as lodging, food and beverages and other services. These facilities and services are provided to guests and the general public who wants to stay overnight. Often, there are a facilities and services that include 24 hour reception, room services, free wifi in all room, laundry, wake up call, etc. Hotels usually have at least one restaurant and a swimming pool and they provide childcare and conference services.

English Study Program Politeknik Negeri Jember offers the learning process that is oriented to work competence with basic knowledge given to the students. For instance, the materials consist of English for General Purpose (EGP) and English for Specific Purpose (ESP). In English for General Purpose, the students learn four English skills; reading, writing, speaking, and listening. For English for Specific Purpose, the students learn some materials like English for Correspondence, English For Agrotourism, English For Secretary, English for Banking, and English for Hotel and Restaurant. Students learn English for Hotel and Restaurant to help them conduct the Internship Program.

Paiton Resort Hotel is one of the hotels in Paiton with a high rate. This is because Paiton Resort Hotel promotes good quality and professional services performed by each of the relevant departments starting from the Front Office,

Housekeeping, Food and Beverage Service, Food and Beverage Product, Food and Beverage Marketing, Accounting, Engineering, and Personnel or Security. For applying it, I chose Paiton Resort Hotel as a place to conduct Internship Program. The reason why I decided to conduct an internship program at Paiton Resort Hotel because that is one of the famous hotels in Paiton and existed since 2003. And most of international guests stay at Paiton Resort Hotel because some of them are just break from long trips and most of them are for jobs in projects around the PLTU environment., which means the writer can apply her english skill more better.

1.2 Objectives

The objectives of internship program are as follows:

1.2.1 General Objective

The general objective of this internship program is to apply and improve the theory that has been learnt in the college, to get additional knowledge that have never been taught in the college and discipline behavior in workplace, and to train the writer to be an employee who is ready to apply in the real field.

1.2.2 Spesific Objective

The specific objective of the intesnship program is to learn about hotel services including how to serve the guests with good manner, and learn how to do a good team in Front Office also in other Departments.

1.3 Significances

The significances of the Internship Program are as follows.

1.3.1 For the Writer

The internship program can give benefits to the writer, such as getting additional skill from college in English Study Program to use in the real work place and getting good interaction abilities in the hotel environment with the work partner and the guest.

1.3.2 For the English Study Program

The internship program will be beneficial for English Study Program to build a good relationship between Paiton Resort Hotel and Politeknik Negeri Jember, for future academic and professional development of English Study Program's students and to open potential job opportunities for English Study Program's graduates in the future.

1.3.3 For the Students of English Study Program

The students of English Study Program can also obtain a benefit. The students can get preliminary information as a prior knowledge if they want to conduct an internship program in Paiton Resort Hotel. Then, they also have the overview how to conduct Internship in Paiton Resort Hotel.

1.4 Location and Time of Internship Program

The location and time of the internship program were:

1.4.1 The Location of the Internship Program

This internship program is located in Jl. Raya Surabaya – Situbondo Km. 140 Kota Paiton, Kabupaten Probolinggo, Jawa Timur (www.paitonresorthotel.blogspot.co.id/)

1.4.2 Time of Internship Program

The time for doing the Internship Program at Paiton Resort Hotel was about 385 hours, started from March 5th to May 31st 2018. The working hour was 8 hours every day. Morning shift started from 06.00 AM until 02.00 PM, afternoon shift started from 01.00 PM until 09.00 PM. It consists of 5 days of working and a day off in a week.