

CHAPTER1. INTRODUCTION

1.1 Background

According SK Menparpostel No. KM 34/HK 103/MPPT-87 Hotel is one of accommodation species that used partly or whole of contraction to provided services of lodging, food, beverage and other services to the public which were commercial and fulfill requirements provision of government decision. Determining the type of hotel is inseparable from the customer's needs and traits typically owned by tourists (Tarmoezi, 2000). There are five types of hotel such as city Hotel, residential hotel, resort hotel and inn. Therefore there are so many businessmen who take the advantages to ask the profit especially in hotel sector.

The 232-room Premiere Santika Gubeng Surabaya is the ideal place that is relaxed and comforts. It is suitable for the people who want to visit Surabaya as the fascinating and important city. The location is very strategic because it is located in the center of Surabaya. It is only five minute from Gubeng railway station, Grand city Mall, and Tunjungan Plaza Mall. Then it will spend one hour from Juanda airport to this Hotel. The visitor can enjoyed with facilities hotel and will find of guest needed. The rooms are big and clean. The staffs are friendly and helpful. There are plenty of breakfast choices to enjoy and the price is reasonable. We have room with the best view of the city. This Hotel is world-class standards of service are combined with a uniquely Indonesian touch. The visitor can also found the business facilities, parking area, general facilities, front desk service 24 hour, food and drink, cleaning service, accessibilities, internet access.

Santika Premiere Hotel Gubeng Surabaya is a good place to conduct my internship program because this Hotel kept the standard service to the customer. The standard service is not only taking care for the VIP guest but also the entire guest who come to the Hotel. All of the guest will get the same courteous and friendly service. Therefore, the customers will get satisfaction with the service of the hotel. Santika Premiere's Hotel is four-star Hotel that famous in Indonesia there are about forty's

Santika Hotel in Indonesia. The location of Santika Premiere hotel in Surabaya is very strategic. So there are so many visitors visit this hotel every day. The visitors came from outside and inside of the countries. Most of the guests who visit this hotel are usually high class persons such as directors and managers.

Based on that reason, as the student of English study program of Politeknik Negeri Jember. I choose Hotel Santika Premiere Gubeng Surabaya as the place of conducting my internship program. By conducting the internship program at the place, I can meet the guest from many different places and background both from inside and outside country. So I can apply my skill and knowledge that I got from the collage especially, public speaking, English for hotel and restaurant, public relation, English for correspondence, Biro Perjalanan dan Wisata, English for tour and travel, and computer.

1.2. Objectives

There were some objectives in conducting my Internship Program, those are:

1. To increase my English skills like writing, listening, reading and especially speaking.
2. To apply my knowledge that I learned from the college especially the knowledge dealing with the subjects of English for Hotel and Restaurant, English for Correspondence, Computer, Public Relation, Tour and Travel, Biro Perjalanan and others in the real workplace.
3. To get new knowledge and experience in the real workplace especially in doing the job in the hotel.

1.3. Significances.

The significances of conducting the Internship Program at Santika Premiere Hotel Gubeng Surabaya are:

1.3.1 For the Writer

By conducting this internship program, the writer can get the skill and knowledge that were not gotten from the college, then the writer can improve interpersonal skill such as building self-confidence and maturing in making decision and resolving the problem. Furthermore in the Internship program the writer was trained to be person who has disciplines and responsibilities in handling a job. Next, the writer can get an obvious overview about the real place behavior.

1.3.2 For Politeknik Negeri Jember

This internship report can be used as reference for the student Politeknik Negeri Jember especially for the student who wants to do internship program in hotel. Then the internship program can useful to build good relationship between Politeknik Negeri Jember and Santika Premiere Hotel Gubeng Surabaya.

1.3.3 For the Reader

The internship program report also provides information and knowledge about the activities in the hotel especially in Santika Premiere's Hotel Gubeng Surabaya.

1.4 Location and Time of the Internship Program

The time and the location of conducted this Internship Program were as follows:

1.4.1 Location of Internship Program

This Internship Program was done at Santika Premiere's Hotel Gubeng Surabaya Hotel at Jl. Raya Gubeng No.54, Gubeng, Kota Surabaya, East Java.

1.4.2 Time of Internship Program

The duration of this Internship Program was about 512 hours, started from March 1st, 2016 up to May 31st, 2016. I worked for 9 hours per day. It was started from Monday up to Saturday and I got a free day on Sunday and the national holidays.