

ABSTRACT

Bustanul Arifin March – May 2016, *Being a Concierge Staff at Santika Premiere Hotel Gubeng Surabaya*. A Report of the Internship Program, English Study Program, Language, Communication and Tourism Department, Politeknik Negeri Jember.

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This Internship Program report focuses on the job as concierge staff at Santika Premiere Gubeng Hotel, Surabaya. Santika Premiere Hotel was chosen as the place of conducting my internship program because Santika Premiere Hotel is a four star hotel in Surabaya. So, this hotel was an appropriate place for me to apply my knowledge that I got from the college such as English for Hotel and Restaurant, Public Speaking, and Public Relation. I conducted my internship program during three months started from March up to May, 2016. Doing the internship program at Santika Premiere Hotel, I got the real experience in facing the real work. The activities that I have done during the internship program were welcoming guest, handling check in, handling checkout, and providing information. In doing those activities, I faced some problems, especially in handling check out process of the guest. I made a mistake in missing something in the guest room. Therefore, I need to be more careful and focus in doing any activities. By having the internship program activities, I conclude that Santika Premiere Hotel is an appropriate place to conduct the internship program of the students of English Study Program especially in a hotel sector.

Keywords: *Concierge Staff, Santika Premiere Hotel*