

CHAPTER 1. INTRODUCTION

1.1 Background

Politeknik Negeri Jember is a vocational college which implement a vocational education. It is an education which is more emphasize on skills of students. According to Schippers (1994), Vocational Education is a non academic education that oriented on practice in the case of bussiness, industry, etc. It is also representing at Politeknik Negeri Jember. The presentage of teaching learning process at Politeknik Negeri Jember are 40% for theory class and 60% for practicum class. Therefore, the skills of students of Politeknik Negeri Jember can not doubted. It is also the skills of the students of English Study Program.

English Study Program is one of study programs at Politeknik Negeri Jember that focuses on vocational study in the field of language, communication and tourism. The main competences of this study program are including English for General Purpose, English for Spesific Purpose, General Bussiness, tourism, and non formal education. Doing such kinds of activities both in the theory and practicum class are not enough to develop their skills. Therefore, the students need to know the real aplications of skills that have been learned by having The Internship Program.

Internship Program is defined as an activity that has the aim to repaire and improve the attitude, behaviour, and skill (Nitisemito, 1996). Therefore, this program is conducted by department in order to know the real situation at the working place. Generally, Internship Program is conducted in three month with various fields depends on the subjects that have been learned at English Study Program. The subjects that have been taught at English Study Program wwas English for General Purposes such as reading, speaking, writing, listening, while English for Spesific Purpose such as English for Hotel and Restaurant, English for Secretary, English for Correspondence, English for Banking, Tour and Travel, Public Relation, etc. By considering those subjects, I decided to have my Internship Program in a hotel because this place is appropriate to practice my competencies that I have learned in the college.

Hotel is a good place for conducting the internship program. At this place, I can apply my skills and knowledge that I have got from my study at English Study Program like English for Hotel and Restaurant. By conducting the internship program at a hotel, I could know the real situation in the work place especially at a hotel. Moreover, I could increase and maximize my hotel knowledge that I did not get in English for Hotel and Restaurant Subject during I studied at English Study Program of Politeknik Negeri Jember.

Santika Premiere Hotel is a place where I did my Internship Program. Santika Premiere Hotel is a four star hotel located at Jl. Raya Gubeng No.54, Gubeng, Surabaya, East Java – Indonesia. This hotel is being one of favourite hotels in Surabaya because of having a strategic area. Besides, Santika Premiere Hotel has a complete facilities which can be enjoyed by the guest who stayed there.

Based on the reasons above, I chose Santika Premiere Hotel as my Internship Program place. At that hotel, I could increase my skills and knowledge related to hotel and restaurant thfor Hotel and Restaurant. Besides, I also could apply other skills and knowledge such as Public Speaking, Public Realation, etc. By doing the Internship Program at Santika Premiere Hotel Gubeng, I believe that I could increase my nglish skills and knowledge.

1.2 Objectives

The objectives of conducting my internship program at Santika Premiere Hotel were as follows:

1. To apply skills and knowledge that have been learned, especially related to English for Hotel and Restaurant and Public Speaking.
2. To get new skills and knwledge that I did not get from the college.
3. To get the experience in the real work place especially working at a hotel.

1.3 Significances

There were some significances of conducting this internship program. Those were:

1. For the writer

By having the internship program, I could get the real experience about the situation at the workplaces. Besides, I could improve myself especially about hospitality.

2. For Santika Premiere Hotel

This Internship Program could help Santika Premiere Hotel in getting the additional free worker that can help them to serve the guest in a hotel.

3. For Politeknik Negeri Jember

This program could built a good relation between Politeknik Negeri Jember and Santika Premiere Hotel. Moreover, It can be beneficial for the students of English Study Program to get the references especially for them who want to conduct the internship program at a hotel..

1.4 The Location and Time of Internship Program

The internship program was conducted at Santika Premiere Hotel which is located in at Jl. Raya Gubeng No.54, Gubeng, Surabaya, East Java – Indonesia.

The duration of this program was done in three months which was started from 1st of March, 2016 to 31st of May, 2016. The working time was divided into some shifts. For morning shift, it was started from 5:00 a.m. up to 1:00 p.m. and in the afternoon shift, it was started from 2:00 p.m. up to 10:00 p.m. and midnight shift was started from 11:00 p.m. up to 6:00 a.m.