

HANDLING ONLINE FLIGHT TICKET RESERVATION AT PT. NUANSA WISATA PRIMA NUSANTARA TOUR AND TRAVEL

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ABSTRACT

Internship Program is one of the requirements for students to graduate from Politeknik Negeri Jember. The activity aims to apply student's knowledge, skills, and expertise. It is also to prepare them to face challenges in the real workplace. PT. Nuansa Wisata Prima Nusantara Tour and Travel is suitable place Internship Program that is recommended by English Study Program. Since, it provides hospitality service that was learned in *Pengelolaan Biro Perjalanan* subject and English for Tour and Travel subject. This internship program began from March until May 2016; the writer was positioned in the Ticketing division. The activities during internship program were designing tour packages, giving service to JNE's customer, giving service to the customer, booking online flight ticket, writing invoice, and issuing flight ticket. Those activities may the writer apply Public Speaking skills, English for Secretary, and Public Relation skill which have been learned from English Study Program. So, the writer could gain valuable experiences about handling customer, and other duties of ticketing division as the real work.

Keyword: *Online Flight ticket reservation, Ticketing division, PT. Nuansa Wisata Prima Nusantara Tour and Travel.*