

CHAPTER 1. INTRODUCTION

1.1 Background

Jember has many kinds of tourism objects especially natural wonder like Tanjung Papuma beach, Watu Ulo beach, Bandalit beach, Paseban beach, Tancak waterfall and Rembangan hills. Besides, Jember also has education tourism like Puslit Kakao, Batik Sumberjambe, Batik Summersari and Botani Garden. Furthermore, Jember also has ecotourism destination like Coffee and Cacao Plantation, Tea Plantation and Nusa Barong Forest. For cultural tourism Jember has Tanoker which educate the visitor to learn all about the culture of Jember. In addition, in every august Jember establish one of the biggest events in the world that is Jember Fashion Carnival (JFC) that attract either domestic or foreign tourist to visit Jember. Then, for culinary delights Jember has edamame, suwar-Suwir and proll tape.

According to Mr. Sandi Suwardi Hasan, the head of Jember Tourism and Cultural Department, in 2015 there were 1.050.000 domestic tourists and 7.000 foreign tourists who visit Jember. Based on those conditions, there are so many tour operator and travel agents in Jember to accommodate their customers like PT. Nuansa Wisata Prima Nusantara Tour and travel. This tour and travel agency not only provided domestic and international tour packages but also provided flight ticket reservation, train reservation and travel reservation.

According to Indonesian Republic Government regulation No. 67/1996 a tour travel agency should provided not only tour packages but also it had to provide service accommodation like hotel reservation. Furthermore, it should provided transportation service like domestic and international flight ticket reservation, train ticket reservation and travel reservation. Moreover, it had to be a supplier of tour guide and also handling document trip such us visa and passport.

I chose PT. Nuansa Wisata Prima Nusantara Tour and Travel for conducting internship program, because it a trusted tour and travel agency that still exist for over 15 years. Besides, by having internship at PT. Nuansa Wisata Prima Nusantara Tour and Travel agency, I could apply my skills and knowledge that I

got during studied at English Study Program at Politeknik Negeri Jember about English for Tour and Travel, English for Correspondence and Pengelolaan Biro Perjalanan. Those are the basic skills and knowledge needed to run activities at PT. Nuansa Wisata Prima Nusantara Tour and Travel.

PT. Nuansa Wisata Prima Nusantara runs two kinds of business. Those are tour division and ticketing division. In Tour division this company provided international and domestic tour packages. Meanwhile, the activities at tour division were designing tour program, designing tour itinerary, accounting tour operational and doing meeting with the customers. In another hand, at ticketing division it provided international and domestic airlines ticket. Meanwhile, the activities were giving service to the customer, doing flight ticket reservation and issuing ticket.

By considering my skills and my knowledge, I chose handling online flight ticket reservation as my focus since I do believe that I have sufficient skills and knowledge in doing flight ticket and travel reservation.

1.2 The Objectives of Internship Program

1.2.1 General Objectives

The purpose of Internship Program in general were improving the concept and understanding the knowledge of the students at the company/industry/agency that could help them to improve their skill in their specific expertise, so that they have enough valuable experiences in the work field.

1.2.2 Specific Objectives

1. To apply my skills and knowledge I got from English Study Program especially English for Tour and Travel, English for Correspondence and Pengelolaan Biro Perjalanan.
2. To get real work experiences at PT. Nuansa Wisata Prima Nusantara Tour and Travel in doing online flight ticket reservation, designing tour packages and handling customer.

1.3 The Significances of Internship Program

1.3.1 For The Writer

By doing this internship program I can apply my skills and knowledge that I got during studied at English Study Program in the real workplace. Besides, I got new knowledge in handling flight ticket reservation and increase my skill in giving service to the customer. In addition, I got a valuable experience in handling customer's complaint.

1.3.2 For English Study Program

By conducting this insternship program, English Study Program of Politeknik Negeri Jember could have a better relationship with PT. Nuansa Wisata Prima Nusantara Tour and Travel.

1.3.3 For PT. Nuansa Wisata Prima Nusantara Tour and Travel

The trainees are able to help the employee of PT. Nuansa Wisata Prima Nusantara Tour and Travel to the job as they did.

1.4 Place and Time of Internship Program

The internship program was conducted at PT. Nuansa Wisata Prima Nusantara which located at Jl. Karimata No. 58, Jember. The activity had been started from 1st March 2016 up to 10th March 2016. The work duration was 9 hours for Monday until Saturday which divided in two shifts (8 a.m up to 5 p.m) or (1 p.m up to 9 p.m) and Sunday (8 a.m up to 2 p.m) it was held for 62 days (517 hours).