

CHAPTER 1. INTRODUCTION

1.1 Background

Politeknik Negeri Jember is a vocational institution that focuses on the teaching and learning process in the level of expertise, skills and specific competency standards with the needs of the labor market and stakeholder. Politeknik Negeri Jember had a program that called Internship Program to make the students could apply their skills and knowledge that they have got. The Internship Program was an academic activities that must be carried out by the students through internships in company/institution/agency. The students needed this program to develop their skill or knowledge that they have got in college then applied it in the work place. The student would follow the daily activities in the company/institution/agency. All study programs including English Study Program had to follow the Internship Program.

In English Study Program provided some subjects that would increase knowledge for the students in the work place. The subjects were Pengelolaan Kursus Bahasa, Instructional Design in Language Course, English for Secretary, Kesekretarian and Material Developments for English Course. Those subjects explained about how to manage and establish course well. It made me choose LKP “OXFORD” Jember as place of the Internship Program. I felt interesting to know more about how the language course was running. This course built in 1986. It was been a long time and had good quality. It also had been chosen for 4 years to be place of Internship program for students of English Study Program. Conducting Internship Program here was really beneficial because Lembaga Kursus dan Pelatihan (LKP) “OXFORD” was ready to train the students who are interested in managing course.

Finally, this report was made for reporting all activities that I did during internship program at Lembaga Kursus dan Pelatihan (LKP) “OXFORD” Jember. The title was *Being Front Officer at Lembaga Kursus dan Pelatihan (LKP)*

“*OXFORD*” *Jember*. Besides, this report was one of requirements of graduation from State Polytechnic of Jember.

1.2 The Objectives of Internship Program

1.2.1 General Objectives

The Purpose of Internship Program is to improve the knowledge through practice and theory and to know the activities in the company/institution/agency. Hence, the students can apply their skills after graduate Ahli Madya (A.Md).

1.2.2 Specific Objectives

Conducting Internship Program in the company/institution/agency is to apply my skills in Front Office (FO) likes handling telephone, guest, payment and writing letters that have been done in theory and practicum class, to improve the students thinking in work places when solves the problems, and to know how to become an administrative staff in foreign language course.

1.3 The Significances of Internship Program

1.3.1 For The Writer

After I had the Internship Program, I could apply and explore skills such as handling telephone and guest and writing kinds of letter through learning in Lembaga Kursus dan Pelatihan (LKP) “*OXFORD*” *Jember*.

1.3.2 For State Polytechnic of Jember

Conducting the Internship Program in Lembaga Kursus dan Pelatihan (LKP) “*OXFORD*” *Jember* kept a good cooperation between company and Politeknik Negeri Jember and improved the good quality for new graduations.

1.3.3 For Lembaga Kursus dan Pelatihan (LKP) “OXFORD”

Lembaga Kursus dan Pelatihan (LKP) “*OXFORD*” got new additional worker that would help them to manage the course. The additional worker had good English skill especially English.

1.4 Place and Time

The Internship Program was conducted from 7th March – 25th May 2016 (approximately 512 hours). The company for Internship was Lembaga Kursus dan Pelatihan (LKP) “OXFORD” Jember. It was located at Jl. Belitung Raya No. 06, Jember. The schedule for working was on Monday to Saturday. It was divided into two shifts. For day shift, it was started from 7.00 AM until 15.00 PM. For night shift, it was started from 12.00 PM until 20.00 PM.