

## **Activities of Ticketing Staff at Luna Tour & Travel**

**Zeinarti Ayunita Soekarno**  
English Study Program  
Language, Communication and Tourism

### ***ABSTRACT***

This report presents all my activities during my Internship Program at Luna Tour & Travel for 512 hours. Luna Tour & Travel is one of the famous Tour Travel in Jember. That condition became my first reason why I chose this Tour and Travel as my Internship Program place, so I could learn more about tourism. During my Internship Program, I was placed in three divisions; those were as a Ticketing, Marketing and Operational Staff. As a staff of Ticketing I did some activities such as Handling Tele Marketing , Handling Ticket Reservation , Studying Flight / Airlines Ticket , Recognizing Term in Ticketing and Knowing Alphabet Code . I focused on being a Ticketing staff because I got an opportunities to apply my knowledge I got during my study which were related to some subjects. They are Tour & Travel and Pengelolaan Biro Perjalanan. Furthermore, doing Internship Program became the preparation to face the real condition in the workplace and to learn knowledge that I did not get in the college.

**Keywords:** *Ticketing Staff, Luna Tour & Travel*