

CHAPTER 1. INTRODUCTION

1.1 Background

As a vocational institution, Politeknik Negeri Jember has a program to develop the skills of students related to world of work. This program is called Internship Program. Based on the guide book of Internship Program (Academic Division of POLIJE, 2014), internship program is the activity of the students in 6th semester to learn and practice the activities in company/industry/agency so that they can improve their skills and expertise. During the Internship program, the students participate in the daily activities in that company. This program is followed by all students from all study programs including English Study Program.

In English Study Program at Politeknik Negeri Jember provides some subjects. There are general English (*Reading, Speaking, Listening, and Writing*), Public Speaking, Public Relation, English for Correspondence, and English for Hotel and Restaurant are one of subjects which are related to the communication skills either spoken or written. In those subjects, the students learn about how to communicate or speak properly to other people and write or replay the letter by using proper grammar. Besides, the students also do role play how to be a public speaker, a receptionist, and an operator. Arranging the conversation of each role play, then the students speak in front of class for practicing the gesture, intonation, expression and hospitality. These subjects are taken by first semester which divided into two class, theory class and practicum class. Yet, the knowledge and the skill which the students get in the class is still could not be basis to be the real a public speaker, a receptionist and an operator. The students should know directly how a company/industry/agency runs.

For the background of knowledge for this internship program, I used the specific purpose subject, like English for Hotel and Restaurant. Hence, I chose Hotel as the place to complete my internship program. The reason I chose it

because I am interested to work with people where we could build the communication and get something new and I am interested to be hotelier.

To find out a Hotel and Restaurant runs, I chose Ibis Styles Hotel Yogyakarta as my internship place. Ibis Styles Hotel Yogyakarta is located in Jl.Dagen No 109, Yogyakarta. I choose this hotel because Ibis Styles Hotel Yogyakarta is known as hotel that has many guests from tourist in over the world so that I could train my speaking and listening skill with native speaker. In addition, Ibis Styles Hotel Yogyakarta is the hotel which include in international standard hotel.

Finally, this report was made for reporting all of the activities that I did during internship program at Ibis Styles Hotel Yogyakarta. Moreover, this report is the requirements of graduation from Politeknik Negeri Jember.

1.2 The Objectives of Internship Program

1.2.1 General Objectives

The purpose of Internship Program in general is improving insight and knowledge and understanding of the students to get to know the activities at the company / industry / institution and improving the skills in each their expertise, so that they have enough provision to work after graduation Ahli Madya (A.Md) or Sarjana Sains Terapan (SST).

1.2.2 Specific Objectives

The objectives of Internship Program are training the students doing field work and apply some of skills which are relevant to their expertise, adding the opportunity of students to strengthen the skills and knowledge in increasing the confidence and maturity themselves, training the students to think critically and use the power of reason by giving logical comment on the activities carried out in the form of a standardized activity report, as well as improving the students' understanding of labor attitude in the implementation and development of certain techniques and rational reasons in applying these techniques.

1.3 The Significances of Internship Program

1.3.1 For the Writers

From having this Internship Program, I had an opportunity to know and learn the activities in the workplace as well as apply and explore my skills and knowledge that I got in lecturing process.

1.3.2 For Politeknik Negeri Jember

Internship Program established a good cooperation / relationship between university and the company as well as improved the quality of its graduates through internship work experience.

1.3.3 For ibis Styles Hotel Yogyakarta

From having this Internship Program, Ibis Styles Hotel Yogyakarta had an opportunity to add the workers on some departments and the students who are conducting Internship Program could help the staffs to handle some jobs on those department. Besides, Ibis Styles Hotel Yogyakarta Center could get an overview to hire new employee future.

1.4 Place and Time

The internship program was conducted from 1st March – 31st May 2016. The place of my internship program was Ibis Styles Hotel Yogyakarta which located in Jl. Dagen No.109, Yogyakarta. The working day of Ibis Styles Yogyakarta is based on policy in hotel which applies 51. It means that five days work and one day off. The working hour during this Internship Program was 9 hours every day, from 08.00 am to 16.00 pm. It was divided into several time sequences or shift, as follows morning shift: 08.00 am to 05.00 pm, middle shift: 10.00 am to 07.00 pm, afternoon shift: 02.00 pm to 11.00 pm.