

CHAPTER 1. INTRODUCTION

1.1 Background

Internship Program is something needed by Politeknik Negeri Jember students, when they want to go to the industrial business as a professional worker in the future after they graduate. This activity is expected to be a media to transfer skills and knowledge which have been obtained during the lecturing and practicum class, because in the Internship Program, students are allowed to obtain many essential experiences and skills in the real work place. They could also learn the situation and the characteristic work place and also behavior, besides they can improve their interpersonal skills to get a satisfying job after graduation. This program one of requirements if the students want to graduate from Politeknik Negeri Jember.

English Study Program is one of departments at Politeknik Negeri Jember that has been developing student's basic knowledge and necessary skills in the lecturing and practicum class. There are some subjects that have been taught, both English for general purposes and English for Specific purposes. English for general purposes are subjects which they learn about English language skills, speaking, writing, listening and reading generally. While, English for specific purpose are subjects which learn specifically the materials such as English for Hotel and Restaurant, Public Speaking, Public Relation, English for Secretary, English for Banking. Those subjects are taught by the lecturers in English Department as the foundation or basic knowledge for students who want to improve and develop their further skills in conducting Internship Program. For the background of my knowledge for this internship program, internship program is one of opportunity for student to get new knowledge and experience in that place. Internship program place in generally has some criteria that suitable with the student's skills. The criteria determine the student can practice the skill or can get new knowledge and experience after to do internship program. Related with English Study Program, the internship program place should be has an activity in

English. The activity like in EGP or ESP, because of it I choose Shangri-La Hotel Surabaya.

I considered that Shangri-La Hotel Surabaya is a big institution which I can conduct my Internship Program, because Shangri-La Hotel Surabaya is a company which committee to provide hospitality and service. It is located in one of tourism cities in Indonesia. Almost all the customer in Shangri-La Hotel Surabaya is foreign tourists, it's mean that I can improve my speaking skill in Shangri-La Hotel Surabaya. There are some positions that I could have, especially in Front Office Department as the Bellmen, Concierge Counter, and Telephone operator. Those are the positions that related to the English for special purpose such as English for Hotel and Restaurant that have already been thought in English study program. By conducting the Internship Program in Shangri-La Hotel Surabaya, I could also obtain my experience in the real job.

1.2 Objectives

The objectives of the internship program are as follows:

- a. To apply and improve student's ability and knowledge that have been learned in English Study Program especially English for Hotel and Restaurant.
- b. To encourage students to build teamwork relationship and discipline behavior in workplace.
- c. To get new knowledge and obtain work experiences in the real work place.

1.3 Significances

The significances of the Internship Program were as follows:

1.3.1 For the Writer

- a. To give an obvious overview about the real work place behavior.
- b. To know system and situation of industrial business.
- c. To achieve valuable knowledge and work experiences, and improve interpersonal skills such as confidence, maturity, decision making.
- d. To train self-disciplines and responsibilities in handling jobs at work place during internship program.

1.3.2 For English Study Program

- a. To build a good relationship between Shangri-La Hotel Surabaya and Politeknik Negeri Jember, for future academic and professional development of English Study Program's students.
- b. To open potential job opportunities for English Study Program's graduates in the future

1.3.3 For Shangri-La Hotel Surabaya

- a. Shangri-La Hotel Surabaya will have additional workers on some departments.
- b. The students who are conducting Internship Program will help the staffs to handle some jobs on those departments.
- c. Shangri-La Hotel Surabaya Center will get an overview to hire new employee future.

1.3.4 For the Reader

The students of English Study Program could also obtain a benefit. The students can get preliminary information as prior knowledge if they want to conduct an internship program in Shangri-La Hotel Surabaya. Then, the students also have the overview how to conduct Internship Program in Shangri-La Hotel Surabaya well.

1.4 Place and Time of Internship Program

The location and time of the internship program were:

1.4.1 The Location of Doing the Internship Program

This Internship Program is located in Shangri-La Hotel Jl. May. Jend. Sungkono No. 120, Surabaya, 60256, Indonesia. Telephone: (62 31) 6003 8888, fax: (62 31) 566 1570, e-mail: (www.shangri-la.com)

1.4.2 Time of the Internship Program

The time for doing the Internship Program at Shangri-La hotel was about 624 hours that was begun on March 15th to June 16th 2016. The working hour during this internship program was 8 hours every day, for morning shift (M) start from 06.00 until 02.00 pm, middle shift (MD) from 12.00 until 20.00 pm, and for

afternoon shift (A) start from 14.00 pm to 22.00 pm. It consists of 6 working days and a day off in a week in Wednesday.