

**The Daily Activities of Administration Staff  
At Santika Premiere Hotel Gubeng Surabaya**

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*ABSTRACT*

*Internship program becomes something important that needed by polytechnic students when they want to enter the industrial business as a professional worker. This activity aims to develop the students who graduate from this college to have the ability to face the challenges that exist in the world of industry. I believed that Santika Premiere Hotel was a good place to conduct my internship program, because this hotel is a company which committed to provide hospitality and service. So, at that place I could apply my skills and knowledge that I got from my college both the English skill especially speaking and the content skills like English for Hotel and Restaurant, English for Secretary and also English for Correspondence. This internship program was conducted from March to May of 2016. In this program, I got an opportunity to handle some job in Sales and Marketing Department and Human Resources Development Department. The activities in those two departments were handling telephone, making correspondence, inputting the data, recapitulating of absences, and making announcement and handling birthday party. From those activities, I learnt and got experiences as an administration staff. Finally I could understand the administration staff jobs and activities at the hotel.*

**Keywords:** *Activities, Administration staff, Santika Premiere Hotel*