

Reserving Online Flight Ticket at Summer Holiday Tour, Travel and Entertainment

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ABSTRACT

Internship Program is a requirement for the students of State Polytechnic of Jember in order to complete the educational activities before graduation and give lesson to enter workforce as professional workers in the future. The purpose of this program is to implement the students' skills linked with the materials that they got in English Study Program. The students have to choose the right working place suitable with their background knowledge. Summer Holiday Tour, Travel and Entertainment was suitable company for my Internship Program, because Summer Holiday Tour, Travel and Entertainment is one of tour and travel agents in Jember that provides good tour services such domestic and international tour packages. I believed by conducting the Internship Program in Summer Holiday Tour, Travel and Entertainment, I could apply my skills and knowledge that I got in English Study Program. I got an opportunity to handle jobs in Tour Division and Ticketing Division. However, I focused on the Ticketing activities. Ticketing is one of some activities to publish the flight ticket either doing reservation or issuing online ticket. A flight ticket is a printed piece of paper issued by a company that contains the route, date, price and data of passengers who do a flight. There were five main activities that I did during my Internship Program. They were booking online flight tickets, handling telephone, issuing flight ticket, invoicing and browsing flight schedules. During my Internship Program, I found some problems with one of the flight websites when I booked the online ticket. I often could not login to the airline website because the web was error so I tried to find an alternative by searching another airline website to solve it.

Keywords: *Ticketing Division, Summer Holiday Tour, Travel and Entertainment.*