

SUMMARY

Being an Intership Staff of Kusuma Tour and Travel, Devy Yusman Pandita, F31151720, 2020, 36 pages, Language, Communication and Tourism Department, Politeknik Negeri Jember, Agus Setia Budi, S.Pd., M.Pd. (Supervisor) and Putra Dwi Adies Kusuma (Field Supervisor).

Tour and Travel Agency is a business entity that provides a complete service to someone who wants to make a trip or traveling. It gives the several services, such as transportation, accomodation, consumption, tour package offered, etc. One of the Tour and Travel Agency which can help the customer to get their travelling successfully is Kusuma Indah Tour and Travel

Kusuma Indah Tour and Travel was established in May 25, 2014. It is located on Jl. Santana number 06 Patokan, Situbondo Regency. It has several division. They are marketing, finance and operational division. Kusuma Indah Tour and Travel also has services such as tour package, international and domestic airline ticket, hotel reservation and transportation booking.

The writer has did the intership program in Kusuma Indah Tour and Travel for two months. It has started March 12 until May 23, 2018. The writer got some experiences in the three subdivisions while conducting the intership program in Kusuma Indah Tour and Travel. They are promotion subdivision, tour preparation subdivision and tour operational subdivision.

In conducting the intership program in Kusuma Indah Tour and Travel, the writer assigned in tour preparation subdivision. In tour preparation , the writer assigned to make tour itinerary, handle trip reservation and handle technical meeting with customer for purpose in preparing the tour.

In doing an intership program at Kusuma Indah Tour and Travel, the writer got so many new experiences in the real work. It was a good chance to the student of English Study Program of Politeknik Negeri Jember. This intership program made the writer could apply several subject that she got during the study, especially English for Tour and Travel.