

## SUMMARY

**The Activities of A Receptionist In Kusuma Agrowisata.** Rizka Wulan Sari, Nim F3111855, 2014, 49 Pages. Language, Communication and Tourism Department, State Polytechnic of Jember, Nanik Mariyati, S.Pd., M.Pd. (The Supervisor).

There are many tourism objects in East Java that offers excitement, enjoyment, happiness and satisfaction for visitors whether they come from local or International. Some of them are Bromo, Kawah Ijen, Red Island and Kusuma Agrowisata. Every year the total of tourists who come to East Java is increasing. Not only go to the beach and mountain, but some of them are also getting interested to go to agro tourism object. By visiting those places, they will get some pleasure and get closer to the nature especially in visiting agro tourism object. Therefore, there are many people who interest to visit agro tourism because they can find some kinds of plantations as well. By those reasons, I am getting interested to do my internship program in agro tourism object especially in Kusuma Agrowisata Malang.

Kusuma Agrowisata Malang is the biggest agro tourism in East Java that is located precisely in Batu Malang. I am sure that I could apply my skill and knowledge that I got from my study in English study Program. I chose Kusuma Agrowisata because there were some activities that appropriate with my skill and knowledge, such as, receptionist, guide and marketing.

In Kusuma Agrowisata, I was placed in receptionist, guiding and marketing but I focused to the receptionist activities because it is the most suitable job for me. As a receptionist, I did some activities related to front office's jobs. There were checking the fruit area, greeting the visitors, offering packages, receiving telephone calls and receiving the guests.

During my experiences in Kusuma Agrowisata, I have got some knowledge related to agro tourism and the way to speak in front of public. The problems I have got in doing these activities were I got some complain from the

visitors related to the tickets that were already offered. I also had an opportunity to handle telephone calls in receptionist. I also got a problem in this activity. The problem I got during receiving a call at the first time was I forgot to ask the name of the caller, so I did not get the information well. The solution was I always made a note to remind me in asking the caller's name.

Finally, I could finish my Internship program for about 512 hours. For me, it is very necessary to have enough preparation before conducting the internship program. Especially for being receptionist, it is better for us to have good skill and knowledge in speaking in front of public because we will meet people who have different background. In addition, I could apply my skill that I have got from English study program such as Public Speaking, Public Relation and English for Agro Tourism. Hopefully, this internship program will be beneficial for me to prepare my self in the real work place in the future.