

Appendix 1: Summary of daily journal

**A SUMMARY OF THE DAILY JOURNAL
IN KUSUMA AGROWISATA BATU~MALANG
THE INTERNSHIP PROGRAM
ACADEMIC YEAR 2013-2014**

Name of Student : Rizka Wulan Sari
 Student's ID : F3 111 855
 Name of Organization : Kusuma Agrowisata
 Address : Jl. Abdul Gani Atas – Batu – East Java
 Supervisors : 1. Nanik Mariyati, S.Pd. MPd.
 2. Anton Suyono
 3. Darwoko Van Houtten

Day/Date /Year	Kind of Work	Job Description	Work Performance Achieve	On the Job Problems	Solutions	Supervisor's Comment & Suggestions
February,	1. Briefing	- Got some information about	- I knew the story	- I got nervous	- I tried to be	Good

10 th – 16 th 2014	2. Guiding	<p>Kusuma Agrowisata and guiding activities.</p> <ul style="list-style-type: none"> - Learn how to satisfy visitors with the services. - Guide visitors who come from Banjarmasin, Makassar, Surabaya, Malaysia, Yogyakarta, Jakarta, Situbondo, Depok and Malang. 	<p>of Kusuma Agrowisata and how to handle visitors</p> <ul style="list-style-type: none"> - I knew how to be a good local guide in giving a good service to the visitors. 	<p>because it was my first time to be a real local guide.</p> <ul style="list-style-type: none"> - One of the visitors asked me about the name of mountain around Kusuma Agrowisata. 	<p>enjoy in my job and tried to get more confidence.</p> <ul style="list-style-type: none"> - Asked the senior guide about the name of the mountain. 	
February, 17 th –23 rd 2014	1. Guiding	<ul style="list-style-type: none"> - Waited for visitors - Greet and introduce myself to visitors - Guide visitor who came from Denpasar, Makassar, Banjarmasin, Pontianak, England, Surabaya, 	<ul style="list-style-type: none"> - I knew about the rate of room at Kusuma Agrowisata Hotel. - I knew the differentiation 	<ul style="list-style-type: none"> - I felt tired because there were so many visitors at weekend. - For the visitors from 	<ul style="list-style-type: none"> - Always kept smile and spirit to guide visitors. - I took the main point of their words, 	Good

		<p>Trenggalek, Muncar, Riau, Kuala Lumpur, Bogor, Sulawesi and Manado.</p> <ul style="list-style-type: none"> - When I was in receptionist table, I served the visitors who came from Malaysia 	<p>between how to plant strawberry in Indonesia and in England.</p>	<p>England, there were some words of them that difficult for me to understand.</p>	<p>so I still know what they mean.</p>	
<p>February, 24th – March, 02nd 2014</p>	<p>1. Guiding 2. Reception 3. Marketing</p>	<ul style="list-style-type: none"> - Waited for visitors - Greet and introduce myself to visitors - Guide visitors who came from Surabaya, Timor~timor, Netherlands, Malang, Kalimantan, Malaysia, Jakarta and Solo. - Offered tickets/packages - Accepted telephone and gave information. 	<ul style="list-style-type: none"> - I can speak English more with the visitors from Netherlands because they were so friendly. - I got a knowledge about how to be a real receptionist. - I can increase and exploit my knowledge to promote 	<ul style="list-style-type: none"> - I was confused to accept telephone because there were three telephones in marketing office. - There was a caller who asked about outbound package. - There was no briefing in my 	<ul style="list-style-type: none"> - I asked the caller to call again because I didn't know about the outbound package. - Learn by myself to be a receptionist. 	<p>Good</p>

			something.	first time being receptionist.		
March 03 rd -09 th 2014	1. Receptionist 2. Guiding	<ul style="list-style-type: none"> - Waited for visitors - Offered tickets - Accepted telephone - Gave direction to the visitors - Accepted guests - Greet and introduce myself to visitors - Guide visitors who came from Italy, Jakarta, Gresik, Bali, Surabaya, Yogyakarta and Tangerang. 	<ul style="list-style-type: none"> - I learn how to handle the visitors who complaint about the packages. - Visitors from Italy told me about Indonesian. - I learn how to be a professional around people who cannot be professional in their job. 	<ul style="list-style-type: none"> - Visitors complaint about the package. - I called to the wrong number - Got problem with seniors. 	<ul style="list-style-type: none"> - Explained them about the package as detail as possible, then asked the General Manager. - When I called to the wrong number, I tried to call back to the right number. - Tried to complain the seniors. 	Good job

March, 10 th – 16 th 2014	1. Reception 2. Guiding	<ul style="list-style-type: none"> - Waited for visitors - Offered tickets - Accepted telephone - Greet and introduce myself to visitors - Guided visitors who came from Depok, Semarang, Banyuwangi, Surabaya, Blitar, Jakarta, Singapore, Bondowoso and Probolinggo. 	<ul style="list-style-type: none"> - Visitors from Singapore told me about the differentiation between apples in Batu and Singapore. - I can be more understand how to live in the real live especially in working. 	<ul style="list-style-type: none"> - Visitors from Singapore had Mandarin accent. It is difficult for me to understand. - Had problem with the senior. 	<ul style="list-style-type: none"> - Used some body languages to help them in understanding what I said to the visitor from Singapore. - Complain again to the seniors. 	Good job
March, 17 th – 23 rd 2014	1. Guiding	<ul style="list-style-type: none"> - Waited for visitors - Greet and introduce myself to visitors - Guide visitors who came from Banjarmasin, America Serikat, 	<ul style="list-style-type: none"> - Visitor from Amerika told me that student who have internship program in America, they 	<ul style="list-style-type: none"> - He asked me about the actor from America who I love. - Visitor from Germany 	<ul style="list-style-type: none"> - I told him that I like Robert Pattinson. In fact, he comes from England not 	Good

		<p>Balikpapan, Bogor, Paris, Jakarta, Lombok, Surabaya, Jombang, Sidoarjo, Batam, Germany, Malang and Gresik.</p>	<p>get salary from the company.</p> <ul style="list-style-type: none"> - Visitors from Paris told me that the worst of Indonesia is there are so many beggars here. - Visitors from Germany told me that I'm so small because almost all of people in Germany are tall. 	<p>talked too fast and I didn't understand what he said.</p> <ul style="list-style-type: none"> - Got problem with my partner in guiding. 	<p>America.</p> <ul style="list-style-type: none"> - I asked visitor from Germany to repeat what he said. - Did my best 	
--	--	---	---	--	---	--

<p>March, 24th –30th 2014</p>	<p>1. Guiding</p>	<ul style="list-style-type: none"> - Waited for visitors - Greet and introduce myself to visitors - Guide visitors who came from Sumatera, Malaysia, Malang, Bali, Surabaya, Yogyakarta, Jember, Bandung, Banjarmasin, Samarinda, Jawa Tengah, Kalimantan, Jakarta and Tuban. 	<ul style="list-style-type: none"> - Visitors from Sumatera told me that I can find a beautiful sunset there. - Visitors from Malaysia told me that all companies in Malaysia give a salary to the student who are doing internship program. 	<ul style="list-style-type: none"> - Visitors from Malaysia were so spoil. They didn't want to pick the fruits and they asked me to pick it. 	<p>I took the fruits patiently.</p>	<p>Good</p>
---	-------------------	--	--	---	-------------------------------------	-------------

<p>March, 31st – April 06th 2014</p>	<p>1. Guiding 2. Reception 3. Discussing</p>	<ul style="list-style-type: none"> - Waited for visitors - Greet and introduce myself to visitors - Guide visitors who came from Surabaya, Tuban, Jakarta, Semarang, Banjarmasin, Depok, Palembang, Malang, Mataram and Singapore. - Accompany them go around fruits garden 	<p>I got knowledge how to be a good entrepreneur from Mr. Edy Antoro and he told us about the story of Kusuma Agrowisata.</p>			<p>Good</p>
<p>April, 07th – 13th 2014</p>	<p>1. Guiding</p>	<ul style="list-style-type: none"> - Waited for visitors - Greet and introduce myself to visitors - Guide visitors who came from Surabaya, Banjarmasin and Jakarta. I also accompanied my special supervisor from 				<p>Good</p>

		<p>Polytechnic of Jember, Mrs. Nanik.</p> <ul style="list-style-type: none"> - Accompany them go around fruits garden. 				
<p>April, 14th – 20th 2014</p>	<p>1. Guiding</p>	<ul style="list-style-type: none"> - Waited for visitors - Greet and introduce myself to visitors - Guide visitors who came from Banjarmasin, Salatiga, Brunei Darussalam, Surabaya, Jakarta, Malang, Sulawesi, Jawa Tengah, Australia, Kalimantan, Gresik and Sumbawa. - Accompany them go around fruits garden. 	<ul style="list-style-type: none"> - I could practice my English with visitors from Australia. They said that my English was good enough and they told me that I could be better in speaking English if I practice it everytime because they said that where there is a will there is a way. 	<ul style="list-style-type: none"> - There were visitors from Banjarmasin who talked active but they didn't listen what I explained to them. 	<ul style="list-style-type: none"> - Just be patient and listened to them even they did not listen my explanation. Then answered what they asked to me. 	<p>Good job</p>

<p>April, 21st – 26^h 2014</p>	<p>1. Guiding 2. Receptionist</p>	<p>Waited for visitors</p> <p>Greet and introduce myself to visitors</p> <p>Guide visitors who came from Banjarmasin, Surabaya, Jakarta, Pontianak, Maluku, Jawa Tengah, Bojonegoro and Bandung.</p> <p>Accompany them go around fruits garden.</p> <p>I offered tickets and accepted telephone.</p>	<p>I could be more understand how to be a good receptionist and guide by giving the best service.</p>			<p>Good</p>
---	---------------------------------------	--	---	--	--	-------------