

SUMMARY

Making Summary Info and Cold Towel At PT.Floressa Bali Wisata Adventure and Leisure. Nur Aini. F3111666. English Study Program.State Polytechnic of Jember.

Bali is a well-known island for domestic and overseas tourist. It is famous its cultures, tourist places and social life. The tourism objects in Bali are Kuta beach, Tanah Lot beach, bedugul, Graha wisnu Kencana (GWK), monkey forest, dreamland, Bali Bird Park, pandawa beach, and many other. In doing the tour, tourist usually use tour and travel agency services. Tour and travel agencies have the purpose to arrange the tour that the tourists needed. One of the well-known tour and travel agency in Bali is PT.Floressa Bali Tours Adventure and Leisure.

PT. Floressa Bali Wisata Adventure and Leisure is a tour and travel in Bali. It provides offer many tour packages to go around Indonesia such as Raja Ampat tour, Komodo Island tour, Java Island tour, and Bali Island tour. I was getting interested to do my internship program in travel agency especially in PT. Floressa Bali Wisata Adventure and Leisure.

In PT. Floressa Bali Wisata Adventure and Leisure, there are three departments, operation Department, Reservation Department and Product Departmnet. In Reservation and Product Department, I did some activities such as reading file, making file name, booking hotel, making summary info, delivering file to the cabinet or staff, searching&checking contarct rate, and sending or receiving fax. Besides, In Operation Department, I did many activities such as greeting the guest, making cold towel, making tour activity report, making guide fee, making service order&voucher, and making sign board. In this internship program, I focused my report in reporting my activity in making summary info. This is because I often making summary info

and cold towel. In making summary info and cold towel, I got new knowledge but I also faced problems. I faced problems in making summary info. I wrote the wrong hotel name . I wrote the wrong hotel name because of my lack of concentration in reading the file (collection of emails) of the clients. This was because there were so many files that I have to read. The message of the files may change but I did not write the newest data in the summary info. When I finished in making summary info, the staff who asked me to do make summary info checked the results of my work. The staff checked and revised my work if I did mistakes in filling the form. The staff showed me the mistakes and explained it to me. I did mistakes onces after that I made summary info well. Besides , making cold towel I faced a problem in making cold towel. I got difficulty in folding the towel. Making cold towel is a new activity for me. I was not used to do it. Mr. Ami taught me patiently. By practicing many times, then I was used to hold the towel and put it into plastic tidyly.

I explored my skill and knowledge in tour and travel. Beside that, I learnt some activity by tour and travel agency that include, making summary info, making cold towel, booking hotel and flight ticket, following the guide, prepare itinerary, and many other. I concluded that PT. Floressa Bali Wisata Adventure and Leisure was an appropriate place to do internship program to get some experiences that will be beneficial in facing the real workplace in the future.