

## **CHAPTER 1 . INTRODUCTION**

### **1.1 Background**

Bali is one of province that has many tourism object to visit. There are many tourism objects that are visited by domestic and overseas visitors such as Pandawa beach, Kuta beach, Graha Wisnu kencana (GWK), Tanah Lot beach, dreamland beach, and many other. To arrange their trip, the tourists need tour and travel agent. Tour and travel agencies have purposes to arrange the trip that the tourists needed. Travel agencies also offer tour package that include the accommodation, transportations, airlines, car rentals, cruise lines, hotels and attraction package.

PT. Floressa Bali Wisata Adventure and Leisure is well-known tour and travel. It was proved by the fact that there are so many customers use the services of this travel agency whether they are the local customer or the foreigner. The number of foreign customer is more than the local. It offers interesting tour packages in Indonesia such as Komodo island tour, Flores island tour, Java island tour, Sumba island tour, Kalimantan island tour, Sulawesi island tour and also Bali island tour. PT. Floressa Bali Wisata Adventure and Leisure has many branches such as Bali, Flores, Labuan Bajo, Jakarta, Timor Timur, Medan, Yogyakarta, Surabaya, Lombok , Kalimantan, Irian Jaya, Nourth&South Sulawesi.

Based on the fact mentioned above, I chose PT. Floressa Bali Wisata Adventure and Leisure as a place to conduct Internship Program. In this tour and travel agency, I applied my language skill and knowledge that I got from English Study Program. I applied my language skills since PT. Floressa Bali Wisata Adventure and Leisure handle tour for overseas tourists so all the clients file are in English. Besides that, I applied my knowledge in English for tour and travel, English for secretary, English For Business, English For correspondence and computer. Furthermore , I could apply my skill and get many beneficial in conducting the internship program in this tour and travel agent.

## 1.2 Objectives

The purposes of the Internship Program activities were as follow:

- a. To apply my English skills and knowledge in the real work place.
- b. To get more knowledge and experiences in the real work especially in tour and travel

## 1.3 Significances

The significances of this Internship Program will be explained bellow:

### 1.3.1 For Writer

1. To apply and improve the knowledge related to tour and travel
2. To improve the skill especially reading, writing, speaking and listening to be better

### 1.3.2 For State Polytechnic of Jember

1. To build a good relationship and cooperation between PT. Floressa Bali Wisata and State Polytechnic of Jember
2. To get information about the need of skills and knowledge for tour and travel in the real working situation

### 1.3.3 For PT.Floressa Bali Wisata Adventure and Leisure

1. The internship program as a chance to build a good relationship between State Polytechnic of Jember and Floressa Bali Tours.

## 1.4 Location and Time of the Internship Program

PT.Floressa Bali Wisata Adventure and Leisure located in Bali Jl. Gandapura III K / 16 – Kesiman, Denpasar – Bali, Indonesia.

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<http://floressa-bali.com>. This Internship Program started from 10<sup>th</sup> February 2014 up to 26<sup>th</sup> April 2014 (about 512 hours) in Operation, Product and Reservation Department. I worked for 8

hours per day from Monday until Friday and 6 hours on Saturday. I had holiday on Sunday and the religion vacation days.