

## SUMMARY

**Daily Activites as an Administration Staff of HUMAN RESOURCES DEPARTMENT (HRD) in Ijen View Hotel and Resort Bondowoso - East Java.** Nancy P. Agustin. F3 111 394. English Study Program. State Polytechnic of Jember. Supervised by Nanik Mariyati, Putri W, Ervin Novitasari.

Internship program or PKL (Praktik Kerja Lapangan) provides opportunities for the students to apply their competencies, besides the internship program is also expected to give working experience to the students from the real condition in their future workplace. Moreover the internship program of English Study Program requires the student to select relevant companies or industries to their competencies. I choose Ijen View Hotel and Resort as my internship program, because Ijen View Hotel and Resort is one of three stars hotel and famous in Bondowoso. Ijen View Hotel and Resort provided appropriate positions based on my competencies related to English and also the secretarial area.

Ijen View Hotel and Resort has ten departments such as Front Office Department, Housekeeping Department, Food & Beverage service and Marketing Department, Human Resources Department, Accounting Department, Food & Beverage Product Department, Engineering Department, Store Department, Security Department, Sport and Recreation Department. I was placed in HRD as an administration staff. Sometimes, I also did the job as a room service. In being administration staff, I did some activities, such as preparing and filling employees attendance list, checking leave form, changing schedule form, incoming and outgoing letters, arranged the salary report of casual employees and also making some check log card. In filling employees attendance list, first time that I doing was took check log card in security. After that I moved the data in check log card into file in Microsoft Excel that already made before. The next, I was checking the leave form, incoming and outgoing letters then I moved the data into Microsoft Excel. In another time, I arranged the salary report of casual employees. Salary of casual employees already determined before and counted in every day. Therefore,

I could arranged the salary of casual employees easily. Ijen View Hotel and Resort is the best Hotel that could help my skill in communication and hotel sector.

I conducted Internship Program in Ijen View Hotel and Resort for about 512 hours, I could apply my knowledge that I learned in English Study Program of State Polytechnic of Jember. Such as, English for Hotel and Restaurant, Public Speaking, and Public Relation and English for Secretary. In Internship Program I was placed at two departments, firstly in HRD (Human Resources Department) as an administration staff. During my experiences in being administration staff, I got new knowledge how to arranged the salary report of casual employees, preparing and filling employees attendance list, checking leave form, changing schedule form, incoming and outgoing letters and also making some check log cards. Secondly, in Housekeeping Department as a room service. I got new knowledge how to setting guest supplies and guest amenities and handling order room service. In this Internship Program I focused as an administration staff, because I have been longer as an administration staff than other department and I interested doing as a secretary related with administration.

Finally, I finished my Internship Program in Ijen View Hotel and Resort for about 512 hours. Ijen View Hotel and Resort gave me the real professional working in facing the customer. And it makes improve my communication skill.