

## CHAPTER 1. INTRODUCTION

### 1.1. Background

In Indonesia, tourism is one of non-oil sector that significantly increase in recent years. Based on the data of the Indonesian Central Agency Statistic taken from Tourism Department of Bondowoso, in the end of 2012 up to August 2013, there were 766.966 until 771.009 International tourists come to Indonesia to have travelling. One of tourism destination in Indonesia is Bondowoso. Bondowoso regency is a small that located in East Java. It has a good potential of tourism objects. There are 16 tourism objects in Bondowoso that very interesting to be visited such as Belawan Waterfall, Arak-Arak Scenery, Tancak Kembar Waterfall, Gerbong Maut Monument, Arabica Coffee Plantation, Ijen Crater, Wurung Crater, Bondowoso Natural Bathing (Tasnan Natural Bathing, Kelapa Gading Swimming Pool and Kharisma Swimming Pool), Sarcophagus Site, Tourism Village and Bosamba Rafting.

Based on the data from Tourism Department of Bondowoso, the number of tourists who come to Bondowoso always increase in every year. In the end of January 2013 until January 2014, there were 566.900 until 599.001 of international and domestic tourists come to Bondowoso to spend their holiday. For doing travelling in Bondowoso tourists need a place to stay, so hotel is one of important things that tourist need. Ijen View Hotel and Resort is one of three stars hotel in Bondowoso that could be the best alternative for enjoying the exotic of Bondowoso.

This hotel completed with the beauty scenery likes most hotel in Bali. Ijen View Hotel and Resort also had some facilities to make the guest enjoyed for doing their holiday, such as: Javanoa Resto & Bar with 200 person capacity, View 21 Ballroom with 1000 person capacity, Karaoke, Arcades, Wi-Fi, Paradiso Swimming Pool, Jogging Track, Outbound Area, VVIP Helipad, Parking Area for more than 300 cars, Laundry, 24 hours Room Service and Spa.

Therefore, from a variety of companies, industries and institutions, I chose Ijen View Hotel and Resort for doing my internship program. I chose Ijen View

Hotel and Resort, because I could improve and develop my English skills especially in English for Secretary, English for Hotel and Restaurant, English for Business, Manajemen Perkantoran and Computer. In addition, Ijen View Hotel and Resort is one of three stars hotel in Bondowoso so I could apply my knowledge that I learned in English Study Program of State Polytechnic of Jember. Moreover, Ijen View Hotel and Resort is the advance hotels in Bondowoso, so I could get many working experiences and it gave me the real professional working in facing the customer.

Before graduating from English Study Program in State Polytechnic of Jember, each student is required to carry out internship program during 512 hours. That was held at the sixth semesters. The program must be carried in a company, industry or institution that suitable with the areas of learning that has been taught in English Study Program. This internship program helps the students to gain experience and develop the skills in the workplace. The experience in the workplace is very useful for students of State Polytechnic of Jember to compete in the real working world when graduated from State Polytechnic of Jember.

I conducted internship program in Ijen View Hotel and Resort for 512 hours, I have a lot of valuable experienced to improve and develop my skills especially in English for hotel and restaurant and English for Secretary subjects.

### **1.1 Objectives**

The objectives of conducting the Internship Program at Ijen View Hotel and Resort are mentioned in the following lists:

1. To apply my English skill and knowledge that I got from English Department, such as English for Hotel and Restaurant, Public speaking, Public Relation, Secretary and Computer.
2. To improve my administration skill.
3. To get new experience and knowledge about hotel industry especially Human Resources Department (HRD) of Ijen View Hotel and Resort.

## **1.2 Significances**

There were several benefits of the Internship Program:

### **1.2.1 State Polytechnic of Jember**

This internship program maintains the cooperation between State Polytechnic of Jember with Ijen View Hotel and Resort.

### **1.2.2 Ijen View Hotel and Resort**

The company gets an additional employee that has ability in English skill especially English for Hotel and Restaurant and Computer to do some jobs in helping the hotel staff.

### **1.2.3 The Student of English Department Program**

This internship program report can be a reference for the next students who are interested in conducting an internship program in Ijen View Hotel and Resort.

## **1.3 The Location and Time of Internship Program**

The internship program was conducted at Ijen View Hotel and Resort, that is located on Jl. Kis Mangunsarkoro No. 888 -East Java. The internship program was running from February 10<sup>th</sup> –April 26<sup>th</sup>, 2014 or as long as 512 working hours. The working hours were 8 hours (08.00-15.00) for the morning shift, (10.00-18.00) for the middle shift and (14.00-22.00) for the afternoon shift. Every week there was 1 day off for all of employees and on the job trainees.