

## SUMMARY

**The Challenging of Activities Bellboy at Ijen View Hotel and Resort Bondowoso.** Ali Mahrus. F3111785. 2014. (1-22) Pages. Language, Communication, and Tourism Department. State Polytechnic of Jember.

Bondowoso is one of regencies in East Java, Indonesia. Bondowoso regency is located on the curve position and surrounded by hills and mountains. Bondowoso regency has beautiful scenery, refreshing and fascinating panorama. The visitors will view a beautiful panorama that radiates a natural beauty and creates happiness and peace. Bondowoso is also known as the rich regency of tourism objects, including; mount Raung, Blawan waterfall, coffee plantation, Polo Agung waterfall, Tancak Kembar waterfall, Tasnan swimming pool, Gerbong Maut monument, traditional foods, etc. But the famous and the special tourism object is Ijen Crater (Kawah Ijen) that often visited by many tourists, both domestic and foreign tourists.

In Bondowoso there are several hotel such as, Palm Hotel, Anugrah Hotel, Kinanti Hotel, and Ijen View Hotel and Resort, I was getting interested in doing my internship program at Ijen View Hotel & Resort Bondowoso. I chose Ijen View Hotel & Resort as an object for my internship program. Because Ijen View Hotel & Resort is the biggest hotel in Bondowoso and has 55 the rooms. I thought that it would be a suitable place for me to do my internship program. I chose Ijen View Hotel & Resort as an object for my internship program especially as a Bellboy, guide and accompany the guest. Finally, my expectation during the internship program at Ijen View Hotel & Resort was could be apply my skills and knowledge.

When I was conducted an internship program at Ijen View Hotel & Resort Bondowoso, I got briefing in the first day from the Hotel Assistent General Manager. The briefing was given by Mr. F. X. Harsono Hendro H., as my supervisor. He told me about the history of Ijen View Hotel & Resort Bondowoso. My supervisor said to me that I would be placed in 2 divisions; Food and Beverage Service and Front Office as a Bellboy. However in my internship report

I focused on my duty as a Bellboy at Front Office. Bellboy is the first staff who are seen by the guests when they enter the hotel. Therefore, if you are a Bellboy, you are the importance one to give best first impression.

The duties of a Bellboy were including several activities such as, filling out the attendance list, reading a log book, keeping cleanness and neatness the lobby. Conducting the work by senior's request, explaining about the room facilities to the guest, handling the guest to go to the room and bringing luggage of the guest when check in or check out. In running my job, I followed the instruction of my supervisor.

I conducted my internship program at Ijen View Hotel & Resort in 2 divisions that were Food & Beverage Service (FB) and Front Office (FO). This internship program has some benefits. First, I should apply my English skill especially speaking. Besides I also apply my skill that I got from English Study Program at State Polytechnic of Jember in English Department, I got new knowledge and skill such as how to handle the guest directly, clean up at the lobby area and make breakfast coupon. Those skills will be useful when I faced the real condition in the work place especially in Hotel area. Ijen View Hotel & Resort is an appropriate place for internship program, because there are many tourists stayed in this hotel so I could apply my skills and knowledge related with English.

Based on my activities during the internship program, there are some suggestion that I could give to these following parties. First, Ijen view hotel & resort should Increase the worker English skill to make them capable in communicating with the international tourists and Making cooperation with the Bank to build ATM center in the area of the hotel. State Polytechnic of Jember should Maintains the relationship with Ijen View Hotel & Resort in conducting an intrenship program for the regular place and add more practice in English for Hotel & Restaurant subjectto increase the capability of English Study Program students when doing internship program in the hotel.