

CHAPTER I

INTRODUCTION

1.1 Background

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, bosamba rafting 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. There are some hotels in Bondowoso such as Palm Hotel, Anugrah Hotel, Kinanti Hotel, and Ijen View Hotel and Resort, but the biggest Hotel in Bondowoso is Ijen View Hotel and Resort where Ijen View Hotel and Resort often be visited by many foreign tourists.

Based on the explanation above, I was getting interested in doing my internship program at Ijen View & Resort Hotel 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 consisting of 2 Suits, 14 Deluxes, 32 Superiors and 7 Standards. Ijen View Hotel & Resort is a perfect starting point from which to explore Bondowoso. The hotel offers a range of facilities to ensure you have a great time. Facilities like business center, bicycle rental, shops, 24hr room service, meeting facilities are readily available for you to utilized. Complimentary bottled water, inhouse movies, shower, mini bar, television can be found in each guest room. 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 because being a bellboy appropriate with my skill and knowledge. I was certain that I could apply my skills and knowledge that I have got from my study in English Study Program especially for Public Speaking and Guiding. In the other hand, I have to complete the three years diploma education at State Polytechnic of Jember by doing the internship program which is 512 hours in training because this is one of the rules that must be completed by every students of English Study Program.

Finally, my expectation during the internship program at Ijen View Hotel & Resort was could apply my skills and knowledge that I have got from English Study Program especially for Public Speaking, and I was certain that it could give me a lot of experiences and knowledge to prepare myself in the future.

1.2 Objectives

The objectives of the Internship Program activities were as follow:

- a. To be a professional staf.
- b. To applymy English skill that I got from English department such as Public Speaking, Public Relation, and Hotel & Restaurant.
- c. To get new knowledge and experiences about Hotel.
- d. To practice my creative thinking.

1.3 Significances

The significances of Internship Program activities wereas follow:

1.3.1 for the Writer of Internship Program

- a. The writer was able to adjust workplacethe environment.
- b. The writer had experience to be a good bellboy.

1.3.2 for the State Polytechnic of Jember

Make a good relationship between State Polytechnic of Jember and Ijen View Hotel & Resort Bondowoso.

1.3.3 For Ijen View Hotel & Resort

The company got additional employees who had the ability to speak in English and used their skills to serve the international visitors.

1.4 Place and Time of Internship Program

The Internship Program was started from February to Mei 2014. The working hour during internship program was 8-10 hours each day. It was conducted at Ijen View Hotel & Resort which is located at Jl. KIS Mangunsarkoro No. 888 Bondowoso 68216, East-Java, Indonesia. The phone number of Ijen View Hotel and Resort is (0332) 431000 and Faxnumber is (0332) 431785. The e-mail is hotel_ijenview@telkom.net and Website: www.hotelijenview.com