

SUMMARY

Conducting The Activities of Ticketing Reservation at Rodex BP Tours and Travel. Widhawati. F3111234 30 Pages. Language, Communication, and Tourism Department.State Polytechnic of Jember.

Many people are very busy with their job and have many business. They usually travel everywhere too easy and find out travel agencies to help them easily move them a place to another. These agencies can support travellers in terms of transportation information or services they need. In Jember, there are one travel agent with well services. It is Rodex BP Tours and Travel, that located in Jalan Hayam Wuruk 38 Jember. All staff of Rodex BP Tours and Travel are friendly, always offer cheapest price, and try to help all customer if there are something problem with ticketing. Rodex BP Tours and Travel does not have pesonal transportation. But all staff can ask and confirmation to other travel to pick up customer to the destination.

Rodex BP Tours and Travel was established in August 10th 2012 by Mr. Eddy Lumanto Ongkohardjo and is manajed by Ratna Ikatanti. Rodex BP Tours and Travel has 3 staff at Ticketing Reservation and one sub agent or Japro (Jaringan Penjualan Rodex) which it will be increase again both of location of office, working division, and staff.

In my internship program at Rodex BP Tours and Travel. I have been placed in ticketing reservation. In ticketing reservation, I did to some activities such as handling telephone, search the flight information, booking online flight ticket, issued online flight ticket, made invoice, accounting flight price, write issued report in book, write daily ticket selling report, receive and sending message by Yahoo Messenger or by via text messaging of cellphone. During my experiences in Rodex BP Tours and Travel, I have got knowledge about booking online. In booking online, I have a problem. One day, my senior staff ask to me for booking online. Unfortunately, I did not focus at my work. Then I press issued airline.

Afterthat, I have to pay Rp. 600,000,- on name of Erlina Anggraini by Lion Air from Surabaya to Jakarta. The solution is my senior staff said to me that I have to more focus and careful in my office.

Finally, I could finish my internship program about two half month or 512 hours. In my opinion, it is very important thing to doing internship and have relationship well with senior staff. Because in additional of for doing internship program, I can give well services to the customer directly, and beside that, if have well relationship with senior staff, so I can apply my skill that I have got from English Study Program such as English for Tour and Travel, Biro Perjalanan Wisata, English for Secretary, Public Speaking, and Office Management.