

## **CHAPTER 1 INTRODUCTION**

### **1.1 Background**

Nowadays, there are many people 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 from a place to another. These agencies can support travellers in terms of transportation information or the services they need. In Jember, there are one travel agent with well services and all staff is friendly. It is Rodex BP Tours and Travel that located in Jalan Hayam Wuruk 38 Jember. Rodex BP Tours and Travel always offer cheapest price, try to help all customer if there are something problem with ticketing. Rodex BP Tours and Travel was established since two years ago. Those Rodex BP Tours and Travel does not have personal transportation yet. But all staff try to ask and confirmation to other travel for accompany and pick up the customer. Types of transportation as usual use to accompany and pick up the customer by rent car for five people, elf car for many people, and taxi for one or two people. Most of them, they did reservation rent car and taxi to Rodex BP Tours and Travel purpose to accompany them to the airport. Example from Jember to Surabaya (Juanda).

Additionally, the customer did booking flight reservation and issued flight reservation, most crowded too in Rodex BP Tours and Travel. There are five ticket were sold out in one day at Rodex BP Tours and Travel.

My expetation during internship program in Rodex BP Tours and Travel was I can apply my knowledge and ability in office that I have got from State Polytechnic Of Jember especially English for Tours and Travel, English for Business, English for Secretary, Management in Office, and Public Relation. And I have new experiences about working activities of tour and travel agency in real work.

### **1.2 General Objective**

Student can increase their skill and use the knowledge in a company where student can apply in the real work.

### **1.3 Main Objective**

The purpose of the thing student did internship program they will get more new knowledge and have some skills about tours and travel. beside that student can finish in the work place.

#### **1.4 Significances**

##### **1.4.1 For Writers**

This report has contains the activities during internship program in Rodex BP Tours and Travel in some activities, Then, I could improve my ability especially for listening writing, and speaking to become better. And the important things knowledge and skill of English for specific purpose during studying in English Department at State Polytechnic Of Jember as my first future careers.

##### **1.4.2 For State Polytechnic of Jember**

I wish this report can be used as inspiration to know more about Tours and Travel in Rodex BP especially for English Study Program.

##### **1.4.3 For Readers**

I wish this report useful for readers in get some information about tour and travel in Rodex BP. It also give information about about activities that writers have been written during internship program.

#### **1.5 Location and Time of Internship Program**

##### **1.5.1 The Location of Internship Program**

The internship program in Rodex BP Tours and Travel at Jln.Hayam Wuruk 38 Jember .Moreover, the phone number from Rodex BP Tour and Travel is (0331) 411800 and the the e-mail address is [rodexbp1@yahoo.com](mailto:rodexbp1@yahoo.com)

##### **1.5.2 Time of Internship Program**

The Internship Program was started from 04<sup>th</sup> of March 2014 until 17<sup>th</sup> of May 2014 (about 512 hours) I worked for 8 hours on Tuesday until Sunday in Ticketing Reservation.