

## SUMMARY

**Being a Tour Leader in Pesona RAIA Tour and Travel Jember**, Firman Wahyudi, F31160768, 2019, 42 pages, Language, Communication and Tourism Department, Politeknik Negeri Jember, Titik Ismailia, S.Pd., M.Pd. (supervisor) and Zainul Firmansyah (Field Supervisor).

Tour and Travel Agency is kind of business that provides services to someone who needs to make a trip or traveling to some place in the world. It is a company that earns revenue and profits by offering and selling product and also services provided to customer/tourist. The services components are accommodation, transportation, consumption, tour package offered, etc.

Pesona RAIA Gemilang Tour and Travel is one of Tour and Travel Agency in Jember, East Java. It is located at Jl. Simpang Karimata H2 No. 241, Jember Regency. This company has been established since 2012 until now. So, Pesona RAIA Gemilang Tour and Travel has a lot of experience in tourism world at least for seven years.

In conducting the intership program in Pesona RAIA Tour and Travel, the writer assigned in tour leader subdivision. In tour preparation, the writer did the tehcnical meeting with customer for purpose in preparing the tour.

In doing an internship program at Pesona RAIA Gemilang Tour and Travel, the writer got so many new experiences in the real work. It was oportunity to the student of English Study Program of Politeknik Negeri Jember. This internship program made the writer could apply his skill that he got during the study in college.