



JOB TRAINING REPORT
THE ROLE OF ENGLISH IN THE COMPILING OF TOUR
ITINERARY IN RAJA TOUR AND TRAVEL

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DIPLOMA III ENGLISH PROGRAM
FACULTY OF LETTERS
UNIVERSITY OF JEMBER
2010



**THE ROLE OF ENGLISH IN THE COMPILING OF TOUR ITINERARY
IN RAJA TOUR AND TRAVEL.**

JOB TRAINING REPORT

Proposed as one of the requirement to get Ahli Madya title
Diploma III English Program
Faculty of Letters
University of Jember

By

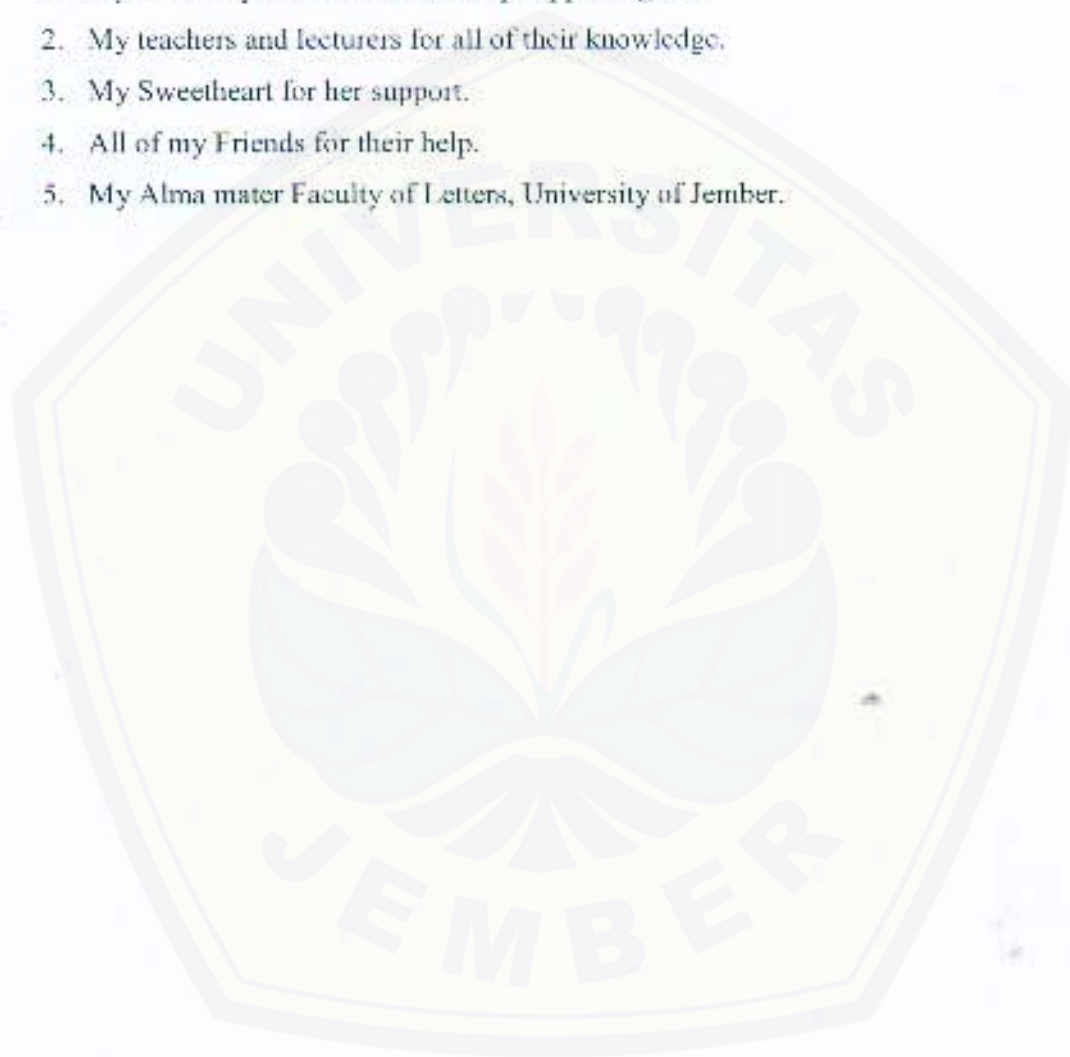
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DEDICATION

I dedicate this report to:

1. My beloved parents that never stop supporting me.
2. My teachers and lecturers for all of their knowledge.
3. My Sweetheart for her support.
4. All of my Friends for their help.
5. My Alma mater Faculty of Letters, University of Jember.



MOTTO

“Keunggulan tertinggi adalah kemampuan menembus pertahanan musuh tanpa harus berperang. Pejuang terhebat adalah yang mampu menekan musuh untuk menyerah tanpa perlawanan”

- Seni Perang Sun Tsu



APPROVAL SHEET

This Job Training Report entitled "THE ROLE OF ENGLISH IN THE COMPILING OF TOUR ITINERARY IN RAJA TOUR AND TRAVEL" has been agreed by the Faculty of Letters University of Jember on:

Day, date :

Place : Faculty of Letter

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SUMMARY

THE ROLE OF ENGLISH IN THE COMPILING OF TOUR ITINERARY IN RAJA TOUR AND TRAVEL; Riqi Yulian Fajris Naeni, 070103101051; 2010; Diploma III English Program, Faculty of Letters, University of Jember.

Travel bureau is the answer to fulfill people needs of easy tourism. They accommodate the tour from the beginning until the end. It is also one of the answers to develop the tourism industry in Indonesia because more tourists mean more income for the country.

In accommodating the requirements of the tourist, the travel bureau tries to give good and satisfying services. And to make the tourists clear about the tour that they are going to take, the travel bureau needs a good tour itinerary and a description of the entire tour.

The object of the job training was CV. RAJA TOURS & TRAVEL Jember. It was held on January until February 2010. During the job training, the writer could apply the knowledge gotten from the university into the Raja tour. The writer also got a lot of experiences, not only about tourism world but also about how to socialize with other agency. Those experiences are needed to apply for a job in a travel bureau or other tourism job.

Based on the above explanation, English has some role in the compilation of tour itinerary. It increases the image of the travel bureau; it makes the itinerary easier to understand; and it also has an educational purpose. So it is a must for all travel bureau staffs to be able to use English well. Not only the tour planner, but also the tour leader, and the marketing staff must have English in their pocket.

FOREWORD

With the mercy and blessing of Allah SWT, finally the writer can finish the Job Training Report titled "The Role of English in the Compiling of Tour Itinerary in Raja Tour and Travel". This report was written as one of the requirement to get Ahli Madya title on Diploma III English Program, Faculty of Letters, University of Jember.

The writer cannot neglect the fact that he has received a lot of help from many people during process of writing. In this chance the writer gives a lot of thanks to:

1. Drs. Syamsul Anam, MA, as the Dean of Faculty of Letters University of Jember;
2. Drs. Wisasongko, MA, as the Head of Diploma III English Program Faculty of Letters University of Jember and also as a supervisor of the writer;
3. Mr. Suparni, SS, as the Director of Raja Tour and Travel Jember for giving permission to do the job training in his company;
4. My beloved parents for everything they gave me;
5. My sweetheart for her supports and the spirit of never give up;
6. My friends and everyone else that the writer cannot mention one by one;

The Writer realize that this report is not perfect and hope for any critics and sugestion for the perfection of this report. Finally, the writer wishes that this job training report would be useful for everyone.

Jember, October 2010

Writer

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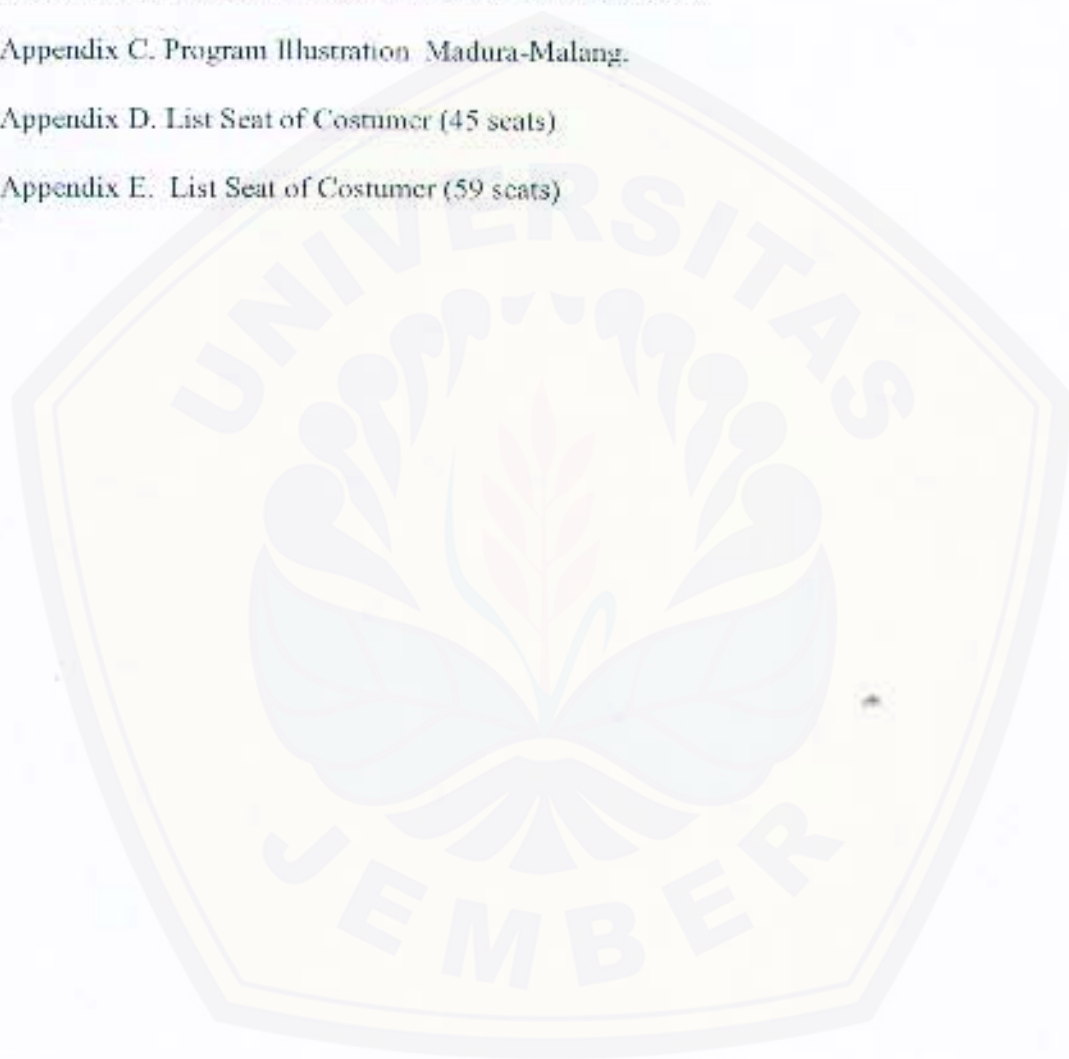
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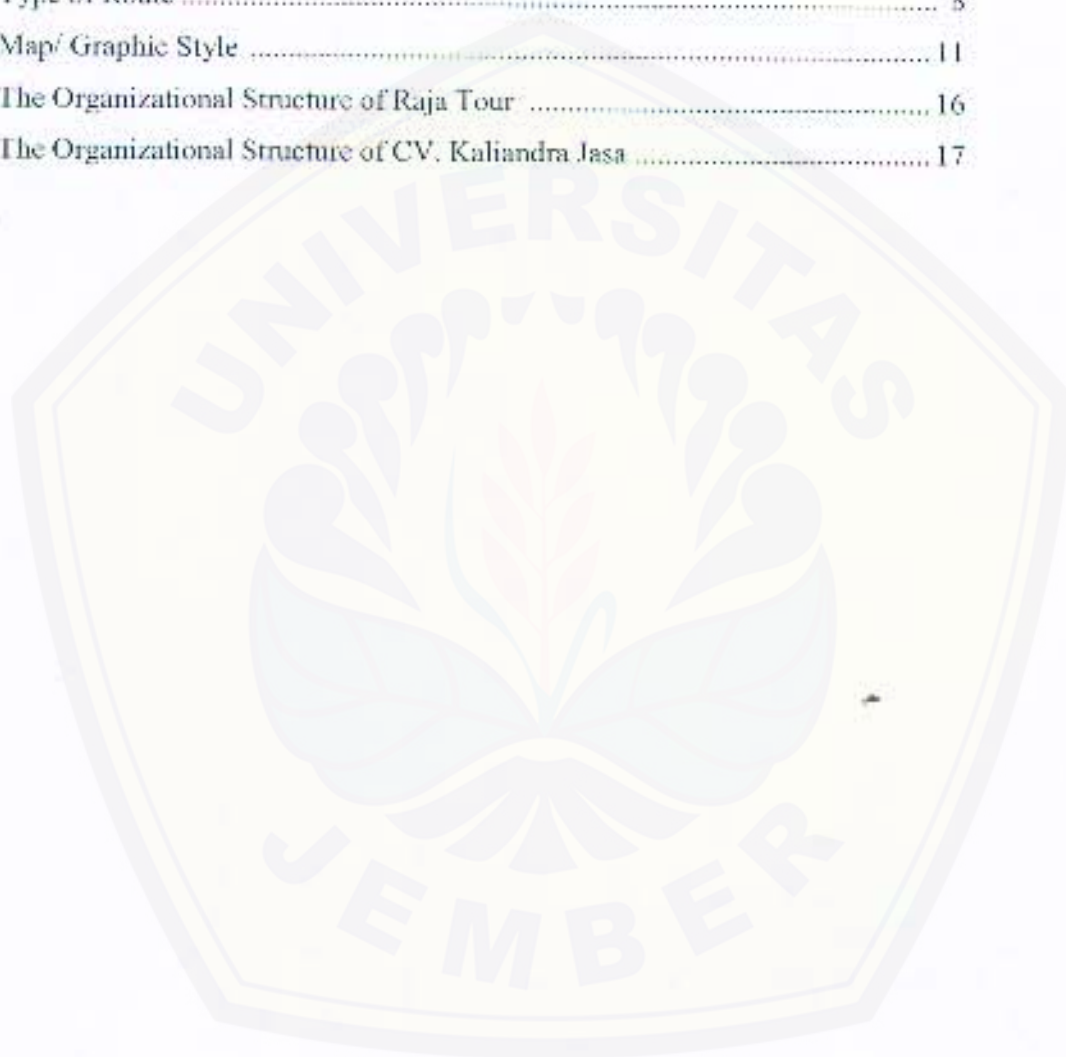
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CHAPTER I. INTRODUCTION

This Chapter consists of 5 subchapters. They are: the background of the problem, the problem to discuss, the goals and significances of the job training, the object and the period of the job training, also the procedure of the Job training.

1.1 The Background of the problem

The advanced science and technology has brought major changes in human life. Every people is busy with their own activity. The routine activity makes people stressed and bored. They use their spare time to refresh their mind, search for a new inspiration, doing something they can't usually do, or just relaxing all day. One of the options to use their spare time is touring.

In the former time people were making their own tour. They arrange their own program, manage the transportation, booking the hotel, and preparing their own meal. At this time, people prefer something practical in their tour. They need someone to organize the tour for them. It happens because their activity is getting more and more complex.

Travel bureau is the answer to fulfill those needs. They accommodate the tour from the beginning until the end. It is also one of the answers to develop the tourism industry in Indonesia because more tourists mean more income for the country.

In accommodating the requirements of the tourist, the travel bureau tries to give good and satisfying services. And to make the tourists clear about the tour that they are going to take, the travel bureau needs a tour itinerary and a description of the entire tour.

A tour planner needs a good knowledge about tourism, tour management, and other skills in compiling an interesting and satisfying tour itinerary. English is one of the skills that have a very important role. It is used to anticipate the language difference. It is also expected that it will increase the image of the company.

After paying attention on the above explanation, the writer chooses "THE ROLE OF ENGLISH IN THE COMPILING OF TOUR ITINERARY IN RAJA TOUR AND TRAVEL" as the title of this report.

1.2 The Problems to discuss

This report aims to know the following problems:

1. What the mean of tour itinerary is
2. How to compile a tour itinerary
3. What the role of English in the compilation of tour itinerary is.

1.3 The goals and significances of the job training

1.3.1 The goals of the job training

The goals of the job training are:

- a. Fulfilling one of the requirements to get Ahli Madya Degree in Diploma III English program
- b. As a medium to apply knowledge from the college.
- c. Obtaining the practical experience for preparing the writer to enter the job world.

1.3.2 The Significances of the Job training

The significances of the job training are:

- a. Gaining knowledge, experience, and skill related to the tourism world, especially the marketing position.
- b. Gaining relationship between the company and the Faculty of Letter Jember University.

1.4 The object and the period of the job training

1.4.1 The object of the job training

The job training took place in CV. Raja Tour and Travel Perum Mastrip T-11. The writer was placed on the marketing department.

1.4.2 The period of the job training.

The job training schedule was arranged by the Diploma III English program Faculty of Letter Jember University. It took six weeks, started on the January 14th until February 24th 2010.

1.5 The procedure of the Job training

There are some steps and rules that must be completed before having the job training.

1. Finding the suitable company as the object of the Job training.
2. Completing the registration sheet.
3. Submitting the job training sheet to the student section of the Faculty of Letter Jember University.
4. Giving the application letter of the job training to the company.
5. After receiving the agreement letter from the company, then go to the head of the Diploma III English Program Faculty of Letter by bringing the receipt of the job training payment and other qualification, including the copy of the scoring list and PKL certificate.
6. Waiting for the briefing held by Diploma III English Program Faculty of Letter.
7. Starting the Job training
8. Proposing the title of the job training report.
9. Consultation.
10. Finishing the Job training report.

CHAPTER II. LITERATURE REVIEW

2.1 Tour

2.1.1. The Meaning of Tour

According to the World Association of Travel Agent (WATA) **tour** is a journey that takes more than three days and less than one consecutive year held by a travel agent and visits several places or city. Lehman (1965) define a tour as any prearranged (usually prepaid) journey to one or more destinations and back to the point of departure.

A tour is different from a travel, trip, excursion, and sight seeing. A travel is a journey or going to one or more places with various motives and basically it is not for tourism. So it is different from a tour which the motive is for tourism.

The word tour is more general than trip, excursion, and sight seeing. For example:

I started my tour to Australia by sight seeing in Canberra. The next day I and my group start a trip to Sydney. In Sydney, I join the excursion to Sydney Museum.

Trip is not too different from excursion. Excursion is closer (in distance) than trip.

2.1.2 Kinds of tour

It is important to differentiate each kinds of tour. It is needed to decide the proper policy of the tourism, so each kind of tour could be developed properly.

1. Local tourism

This kind of tour has a limited destination and the areas are relatively small.

2. Regional Tourism

This type of tour has wider range of area than local tourism but is smaller than national tourism. It visits several local locations but still within the same regional.

3. National Tourism

This type of tour has a wide area. The range is the country. It visits several places across several regional but still in the same country.

4. Regional-International Tourism

This kind of tour is done in a limited international area. For example ASEAN, Mid East, and South Asia

5. International Tourism

It has the same meaning as World Tourism. This type of tour visits several places across several country. It includes Regional-International Tourism and National Tourism.

2.1.3 Components of Tour

The components of tour are things to do in compiling a tour. They are:

1. Planning

A tour planner must understand several aspects in order to plan a tour (itinerary). They are:

- A. object of tour
- B. Events on the spot
- C. Transportation
- D. Accommodation
- E. Meals

2. Organizing

After planning a tour, then a tour planner must organize the tour. He must contact the customer, making the hotel reservation, finding the suitable transportation, preparing the meals, calculating all the cost, et cetera.

3. Actuating

The actuating of the tour is based on the tour itinerary planned by the tour planner. The tour leader may improvise based on the situation, but the main tour is based on the tour itinerary.

4. Controlling

The last but not the least is controlling the tour. Without a good controlling, a tour would become a mess. A good coordination among the tour leader, driver, passenger, and tour guide will make a good tour.

2.2 Package tour

Package tour is a tour with a decided price and method, including the accommodation, transportation, and objects. There are two kinds of package tour:

1. Readymade tour

The compiling of the package tour was done by the travel bureau. It included the objects, accommodation, and transportation. Then they offer it to the customers.

2. Taylor made tour

This type of tour isn't tied to the schedule or time that was prepared by the travel bureau, as the Readymade tour do. The tourists decide their destinations; choose the hotel, and the transportation.

The success of a tour is determined by the harmony of its components.

They are:

1. Tour guide
2. Tourist
3. Itinerary
4. Objects
5. Accommodation
6. Transportation
7. Meals
8. Souvenir

2.3 Tour Itinerary

One of the most important things in a package tour is the tour itinerary.

2.3.1 The Meaning of Tour Itinerary

Generally, tour itinerary is a composition of tour schedule that was arranged systematically for the pleasure and satisfaction of the tourist. It illustrates the full tour. It explains full details of the route, timing (based on the distance and time), accommodation, departure, arrival and short explanation about the visited or passed through locations.

Route is just a direction and the order of the trip. In compiling an itinerary, a tour planner should try not to go through the same place twice from the set out until the return. It is important because repetition of the route can causes boredom for the tourist and the worst thing is that they are going to sue the company for the impression that they bought were not appropriate to their expense.

2.3.2 The Function of Tour itinerary

Itinerary explains the route, distribution of time (DOT) and short explanation about the visited point of interest, the road and location of the tour where the tourist can enjoy. An itinerary works as a manual and checklist for a tour guide by adding the detailed information of the object that will be presented in the tour.

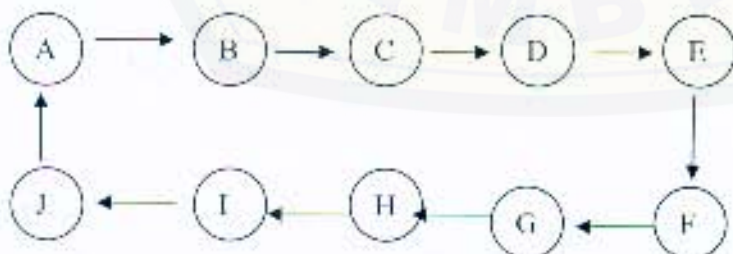
Suyitno (2001:30) explained several function of tour itinerary.

1. For the Travel bureau.
 - a. As a media in promoting the tour.
 - b. As a media in describing the tour to the customer.
 - c. As a guide for the tour leader in actuating the tour.
 - d. As a mean of evaluation of the tour.
2. For the Tourist
 - a. As the source of information of what to prepare (checklist) before the departure.
 - b. Make the tourist got the detailed information of the entire tour.

2.3.3 Several type of the Route

► A-B-C-D-E-F-G-H-I-J-A

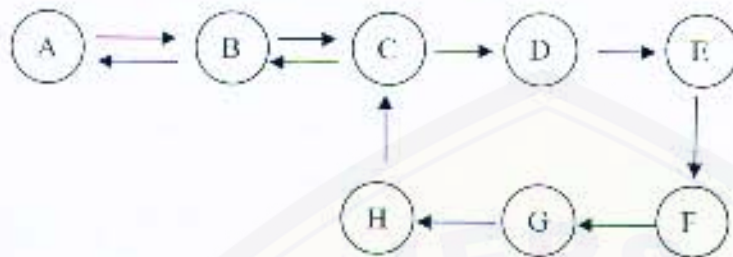
Full of experience



► A-B-C-D-E-F-G-H-C-B-A

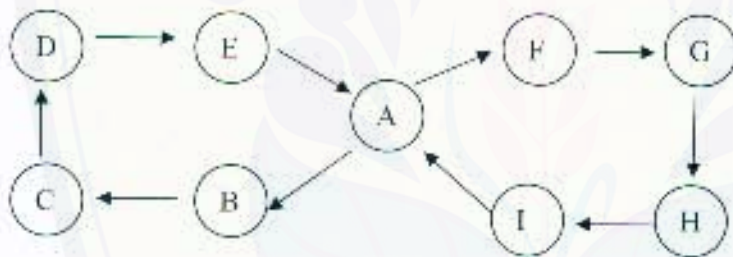
It is not good enough. There is a repetition of C-B-A at the end of the trip.

The condition of the tourists is tired.



► A-B-C-D-E-A-F-G-H-I-A

Be careful on the repetition on A and the tour planner should count the distance between the left and the right carefully.



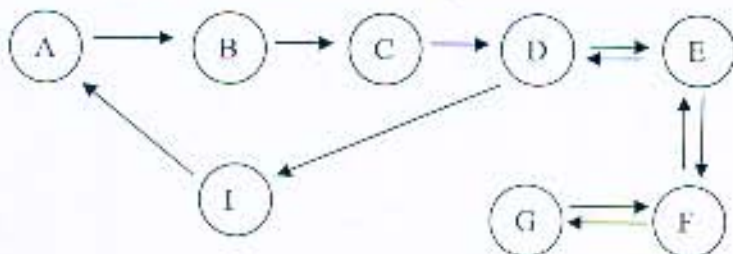
► A-B-C-D-E-F-E-D-C-B-A

It is the worst type. Total repetition.



► A-B-C-D-E-F-G-F-E-D-H-A

It is bad. The repetition on DEFG was done when the tourists are exited and fresh, disappointment is really experienced.



2.3.4 Kinds of Tour Itinerary

From the graphic, there are three types of itinerary:

1. Matrix / tabulated style

Bali Tour

Day	Time	Program	Description
01	05.00-06.00	Samur Beach	Enjoying Sunrise
	06.00-07.00	Check in	Purirama Hotel
	07.00-08.00	Breakfast	Buffet in hotel
	10.00-11.30	Uluwatu	Beach and monkey kingdom
	11.30-13.30	GWK	Copper statue of Garuda and Whisnu
		Lunch	Lunch box
	14.00-16.00	Tanjung benua	Water games
	17.00-18.00	Dinner	In Jimbaran
		Free Program	

2. Explanation/ essay style

The itinerary is displayed in a brief explanation about the program. It consists of date, location, and the program each day.

JOGJAKARTA TOUR ITINERARY

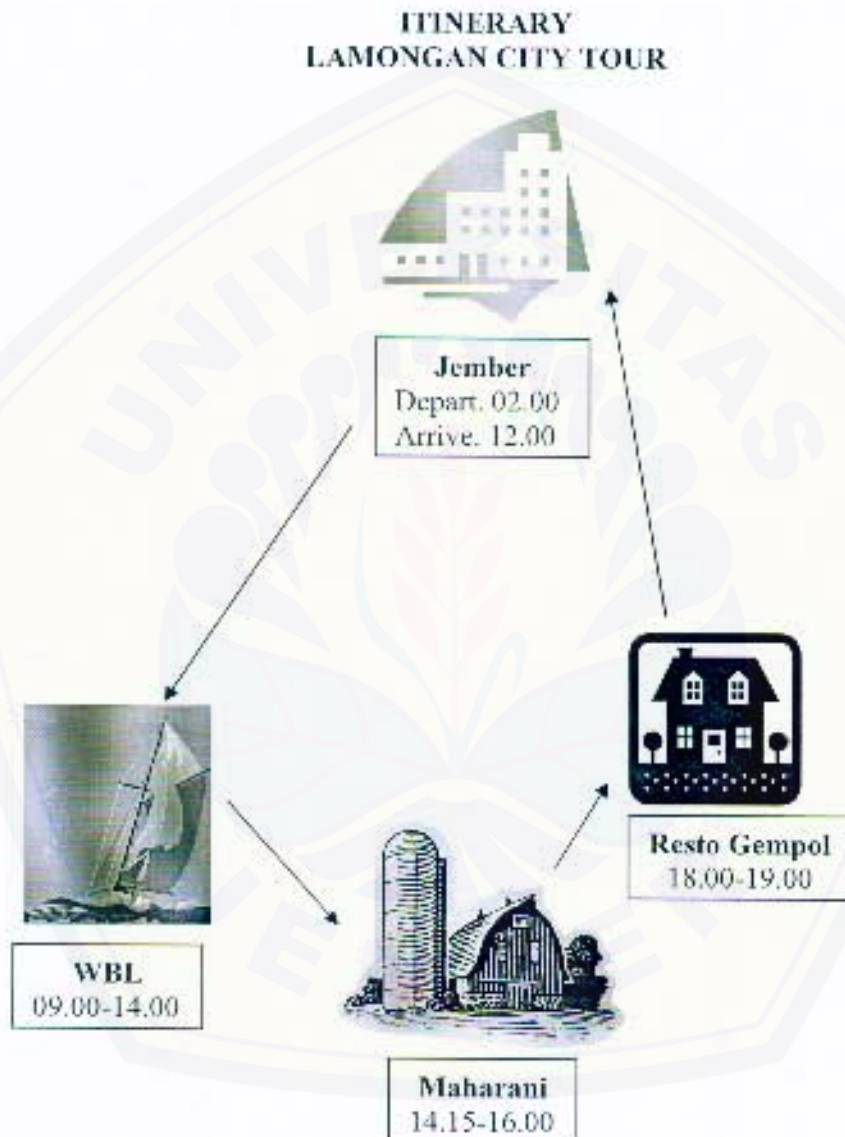
August 7, 2010 Leave Jember in early morning for Jogjakarta, visit Rorojonggrang temple, and stay at hotel. Have breakfast in gempol, lunch in ngawi, and dinner at hotel.

August 8, 2010 Morning tour of Jogjakarta (Borobudur, Mulioboro, Kasongan, and Salak pondoh). Have Breakfast and dinner in hotel.

August 9, 2010 Visit Keraton Jogjakarta, Monjali, Pasar Klewer, and souvenir shop. Back to Jember in the afternoon. Have breakfast at hotel and dinner in Ngawi.

3. Map/ graphic style

The itinerary is displayed in symbols of each components of the tour.



Note:

1. Wisata Bahari Lamongan is a tour site with a marine view and lots of games.
2. Maharani zoo and Goa is natural cave with a lot of collection of animal.

2.3.5 Knowledge that support the compiling of the Tour Itinerary

A tour planner should have the knowledge and experience about:

1. Geography. Tour planner should be able to read a map and calculate the distance and timing.
2. Visit, survey, or at least search from an accurate source about the object of tour.
3. Understand the detail of the trip and the point of interest that was visited and will be visited.
4. Understand the requirement of a trip, such as: fresh air, toilet, weariness, saturation.
5. Understand the rule of meals. (Snack, lunch, or dinner) including time and location.
6. Have the knowledge of travelling health to prevent the trauma of the travel. (sunburn, carsick, and famished)
7. Ability to negotiate.
8. Count the budget, the expense, and the profit for the company.
9. Understand the insurance (health insurance, travel insurance, the tour object insurance)
10. Understand about a good tour brochure.

2.3.6 How to compile a tour itinerary

A tour itinerary covers the activity during the trip, the route, timing, explanation about the tour object, and other things related to the whole trip. In compiling a tour itinerary, we need to understand the needs of the customer/tourist and the objective of the company. Several things to consider are:

1. Budget

The ability of the customer to pay for their trip, so that the tour planner can count how much expense is needed.

2. Distance and geography

Related to the distance and timing to go from one object to another.

3. Special event Vs. free time

Watch the distribution of the visiting activity and the free time of the tourist.

4. Shopping

Shopping is one of the activities that interest the tourist.

5. Location of accommodation.

In choosing the location of the accommodation, it is important to choose a location that appropriate to what the tourist want.

6. Rest and luncheon stops.

It is important to watch the rest and lunch time.

7. Tour member

The number of participant improves the tour itinerary.



CHAPTER III. COMPANY PROFILE

This chapter explains about the company illustration where the job training took place.

3.1 Short History of Raja Tour and Travel

Raja Tour and Travel was founded on August 17th 2004 and officially receive its certificate of building on March 10th 2005, No PEM – 147/WJP.12/KP.1003/2005.

Raja Tour and Travel is developed under the management of CV. Kaliandra Jasa, which its stock is held by three people, Haris H., Lukcida Sukmahayu, and Erna Perwitasari.

This company is located in Perum Mastrip T-4. It had moved once. Its former location was in Jl. Perumahan Merapi I-22 Jember. The factors of the movement were: 1. The former location has a smaller building that makes the space of the activity limited. 2. Not strategic location that made the company harder to keep in touch with the customer.

Raja Tour focused on tour service (city tour and adventure tour). The purpose of Raja Tour is to facilitate the customer/tourist to enjoy their tour. They serve all facility of the tour, such as accommodation, transportation, ticket, etc. They give an optimal service to the customer.

Raja Tour committed to be in a professional path. They are certain that only in a professional path they can satisfy their customers. Their motto is "Satisfaction first". To serve satisfaction to the customers, they get a professional human resource to take care of the tour service

Their commitment succeeded. In less than a year, Raja Tour is trusted by people to serve them. It is not only from Jember but also from other town such as Lumajang, Banyuwangi, Probolinggo, Bondowoso, dan Situbondo.

To optimize their service and to develop their business, they open a branch in Lawang city, Malang at the end of 2007.

The writer chose this company because the study tour was held by using this travel bureau service. They serve the student well. There was almost no complaint from the customer.

3.2 Profile of the company

Name	: Raja Tour and Travel
Location	: Perum Mastrip Blok T-4 Jember
Phone	: 0331- 337091
Date of Founding	: May 2003
Number of worker	: 3 worker
Branch	: Malang
Service	: City tour Outdoor tour Study Tour Religion tour Rent Car
Facility	: - Representative office - Phone - Computer - Desk and sofa for guest - Handy cam and digital camera

3.3 Vision and Mission of Raja Tour and Travel

3.3.1 Vision of Raja Tour and Travel

The vision of Raja Tour and Travel is opening the society's mind about the importance of tour.

3.3.2 Mission of Raja Tour and Travel

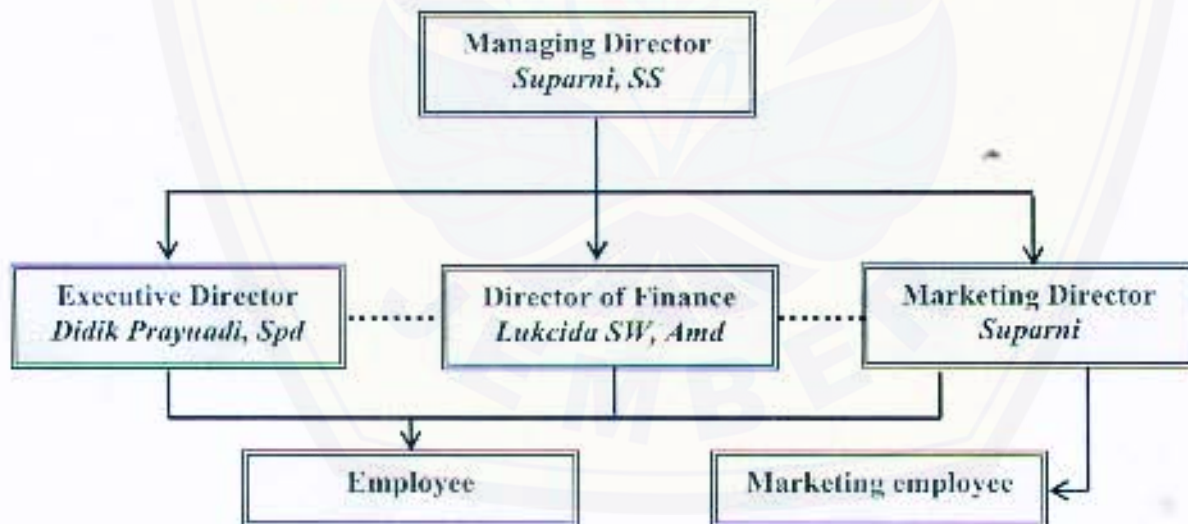
1. Helping the government to accommodate the professional people that have skill in tourism
2. Helping the local government in increasing the local income.
3. Helping the local government to introduce Jember to another region.

3.4 Organizational Structure

The organizational structure of the Raja Tour and Travel is:

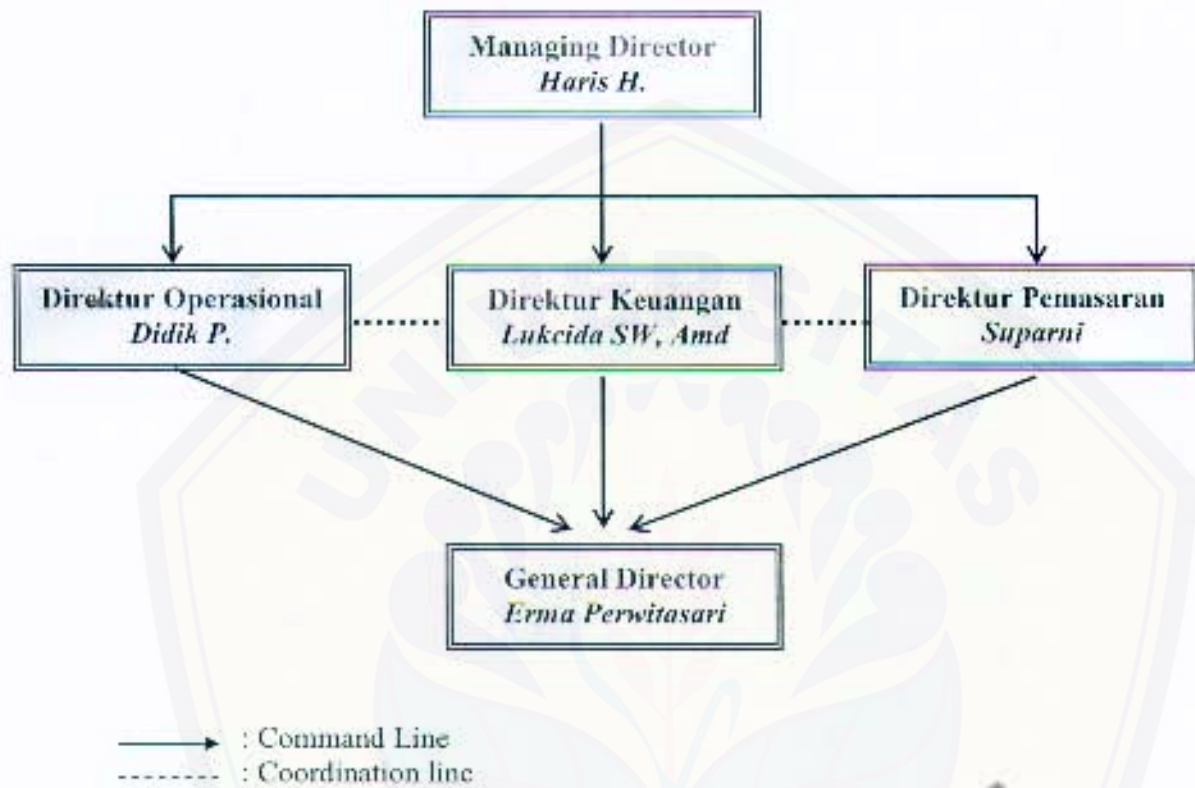
1. Managing Director
2. Director of Finance
3. Marketing Director
4. Executive Director

The organizational structure of the Raja Tour



- : Command Line
..... : Coordination line

The organizational structure of CV. Kaliandra Jasa



3.5 Job Description

3.5.1 Managing Director

The responsibilities of the managing director are to manage and control all the activity of the company. When something goes wrong, it's the duty of the manager to solve it.

3.5.2 Director of Finance

The Director of Finance has a duty to manage the budget of the company. He also has a responsibility to make a monthly report about the income and expense of the company.

3.5.3 Executive Director

Executive director manages the operational of the tour. He held the administration of the Raja Tour. He is also responsible for the tour from the start until the end of the tour. He told the tour leader what to do in the entire tour. And at the end of the tour, the tour leader must report to him.

3.5.4 Marketing Director

The marketing director's task is to promote their products to the consumer. In this case, the product is not a material, but in a form of service. This team is responsible for marketing or selling the product of Raja Tour and Travel. The target is not only the students, but also public society.

The company uses several methods to promote the products (Marketing strategies):

1. Brochures, Poster, Leaflet.
2. Mass media or press release.
3. Visit the target. (schools, companies, and houses)
4. Lobbying. Using a personal approach to the target.

It is important for a marketing director to know about the service that the company offer, about the packet tour, the object of tour, and the tour itinerary. The services offered by the Raja Tour marketing team are:

- a. Domestic tour
- b. Rent car
- c. Study Tour
- d. Out bound
- e. Religion tour
- f. City tour
- g. Etc.

This team is not only targeting for Jember people but also for people outside of jember. For example, Lumajang, Probolinggo, Banyuwangi, Bondowoso, and situbondo.

3.4.6 Tour Leader

Tour leader is the first man that the tourist met in the tour object. He is a man that the bureau trusts to lead the tour. He is responsible for the group, accommodation, transportation, and schedule. When a tourist need or want something important, he must contact his tour leader or else there could be a chaos in the tour. That is the role of the tour leader.

3.6 Activity of Raja Tour and Travel

3.6.1 City tour

City tour is the common tour. The purpose is for pleasure. Usually, it visits a famous and interesting place such as Borobudur, Prambanan, and Malioboro.

Raja Tour serves customers to visit Bali, Jakarta, Bandung, Yogyakarta, and other cities in east and central java.

3.6.2 Study Tour

Study tour is a tour which purpose is education. This kind of tour is held for students. They are Field trip, KKL, PKL, and study comparison tour.

3.6.3 Outdoor Tour

Outdoor tour is a tour that is done outdoor and uses the customers' physical energy. There are several place that available to visit for an outdoor tour, they are: Mount Bromo, Kawah Ijen, Penyu Beach Sukamade, Trans Meru Betiri National Park (Bandealiti - Sukumade), Alas Purwo National

Park, Baluran National Park, Arung Jeram Probolinggo, Arung Jeram Kasentuban Malang.

3.6.4 Religion Tour

Religion tour is identical to historical places that have a special meaning to a member of a religion. Usually, people would spend a whole day to go to a religious place. But with this packed tour, people can visit several places in a single tour. It is more effective in time and price.

Raja Tour helps people that want to use a religious tour. Some of those tours are Ziarah Wali and Ziarah Kristiani.

3.6.5 Rent car

Raja Tour and Travel also help the customer that needs a car. The customer can chooses any car based on the need, the number of the passenger and the price. The customer can choose whether they need a driver or not.



CHAPTER V. CONCLUSION AND SUGGESTION

5.1 Conclusion

Based on the above explanation, English has some role in the compilation of tour itinerary. It increases the image of the travel bureau; it makes the itinerary easier to understand; and it also has an educational purpose. So it is a must for all travel bureau staffs to be able to use English well. Not only the tour planner, but also the tour leader, and the marketing staff must have English in their pocket.

During the job training, the writer could apply the knowledge gotten from the university into the Raja tour. The writer also got a lot of experiences, not only about tourism world but also about how to socialize with other agency. Those experiences are needed to apply for a job in a travel bureau or other tourism job.

In the marketing division, the writer had visited some cities such as Lumajang and Jember in order to offer the product of the Raja tour. The marketing task is to promote and offer their products to the consumer. A marketing employee must understand about the way to communicate well, the intonation, attitude, ability to explain the products clearly, and up to date information about the destination of the tour. Those things are essential to make the customers understand the products.

5.2 Suggestion

In order to upgrade their services, Raja Tour had to do some improvement in their travel bureau. It is necessary, for the customer's satisfaction is the most important thing. There are several suggestions for them to do.

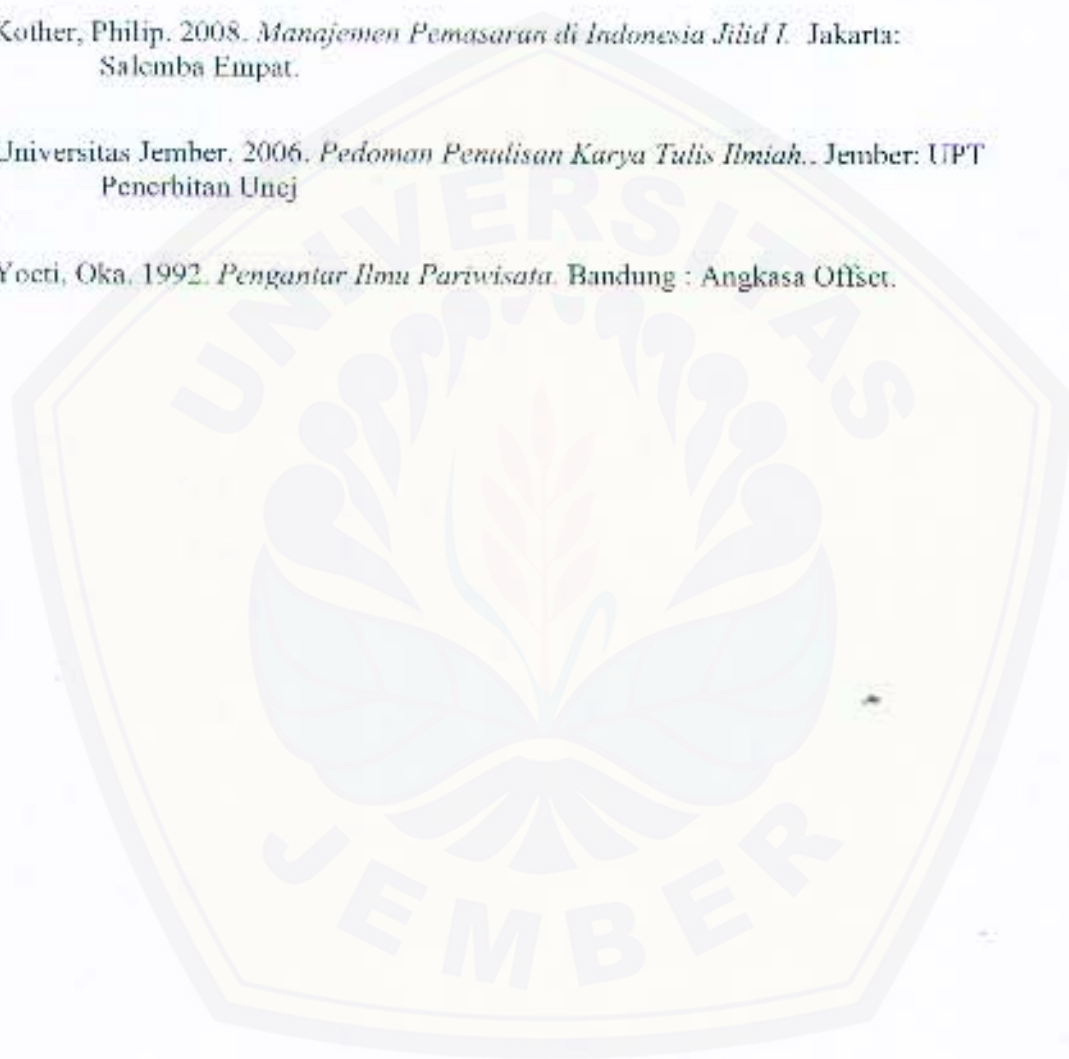
1. They must provide qualified employees and increase their facility such as widening their office and its appliances.
2. They must increase their effectiveness of work so that they can manage their business more effectively.

3. They should increase their creativity of work through new innovations that support their work.
4. In addition, in order to create a good tour itinerary, their tour planner must try to make the tour itinerary easier to understand. Because when a customer understands about the tour, he would not be disappointed for what he has paid.



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Appendix A. Price list Madura-Malang, Madura-Solo, Jakarta, Bandung

PRICE LIST
MADURA - MALANG, MADURA - SOLO, JAKARTA, BANDUNG
 Tujuan dan Harga

Transportasi	Jml	Harga / Orang (Rp)			
		MADURA- MLG	MADURA- SOLO	JAKARTA	BANDUNG
Bus Pariwisata 26 seater	25	905.500	921.500	1.061.000	952.000
	24	923.500	939.500	1.083.500	972.000
	23	943.000	959.000	1.108.000	993.500
	22	964.500	980.500	1.134.500	1.017.500
	21	988.000	1.004.000	1.164.000	1.044.000
	20	1.014.500	1.030.000	1.196.500	1.073.500
<i>Catatan</i>					
<i>Harga tersebut dapat berubah bila ada kenaikan harga BBM</i>					
<i>- Harga dapat berubah menyesuaikan dengan program, fasilitas, dan jumlah peserta</i>					

Harga sudah termasuk :

No	Fasilitas	Keterangan
1	Transportasi	Bus Pariwisata: Redl. Seat, TV, VCD, Tape Player
2	Hotel	Madura: New Ramayana Hotel: 1kmr-2org atau yg setara
		Malang: Trio Indah Hotel: 1kmr-2org atau yg setara
		Jakarta: Alma/Kalisma Hotel: 1kmr-2org atau yg setara
		Bandung: Wisma Telkom: 1kmr-2org atau yg setara
3	Makan	9 kali (Madura-Malang/Solo), 12 kali (Jakarta, Bandung)
4	Snack	Dibagikan pada saat keberangkatan
5	Minum	Air minum Aqua kemasan gelas disajikan tanpa batas
6	Spanduk	Untuk photo bersama bertuliskan nama grup
7	Asuransi	PT. JASA RAHARJA

8	Dokumentasi	40 Photo 4R+10 R Pigura, 1 VCD rekaman perjalanan
9	Local Guide	Pemandu wisata lokal bersertifikat HPI
10	Tour Leader	Pemandu perjalanan dari rajatour
11	Doorprize	Bingkisan menarik, diundi dalam perjalanan
12	Bag Tag	Tanda pengenal bagasi
13	Tiket	Tiket obyek wisata sesuai dengan program
14	Buku Panduan	Berisi partner seat bus, partner kamar, program, dll.
15	Donasi	Retribusi, parkir bus, akomodasi crew, tol, fery, dll.



Appendix B. Program Illustration Jakarta Via Jogjakarta.

Ilustrasi Program

JAKARTA Via JOGJAKARTA (4H-1M)

Hari: Kamis, 1 April 2010

Jam	Program	Keterangan
15.00 - 16.00	Penjemputan	
16.00 -	Keberangkatan	
18.00 -	Makan malam	di rest. Probolinggo

Hari: Jum 'at, 2 April 2010

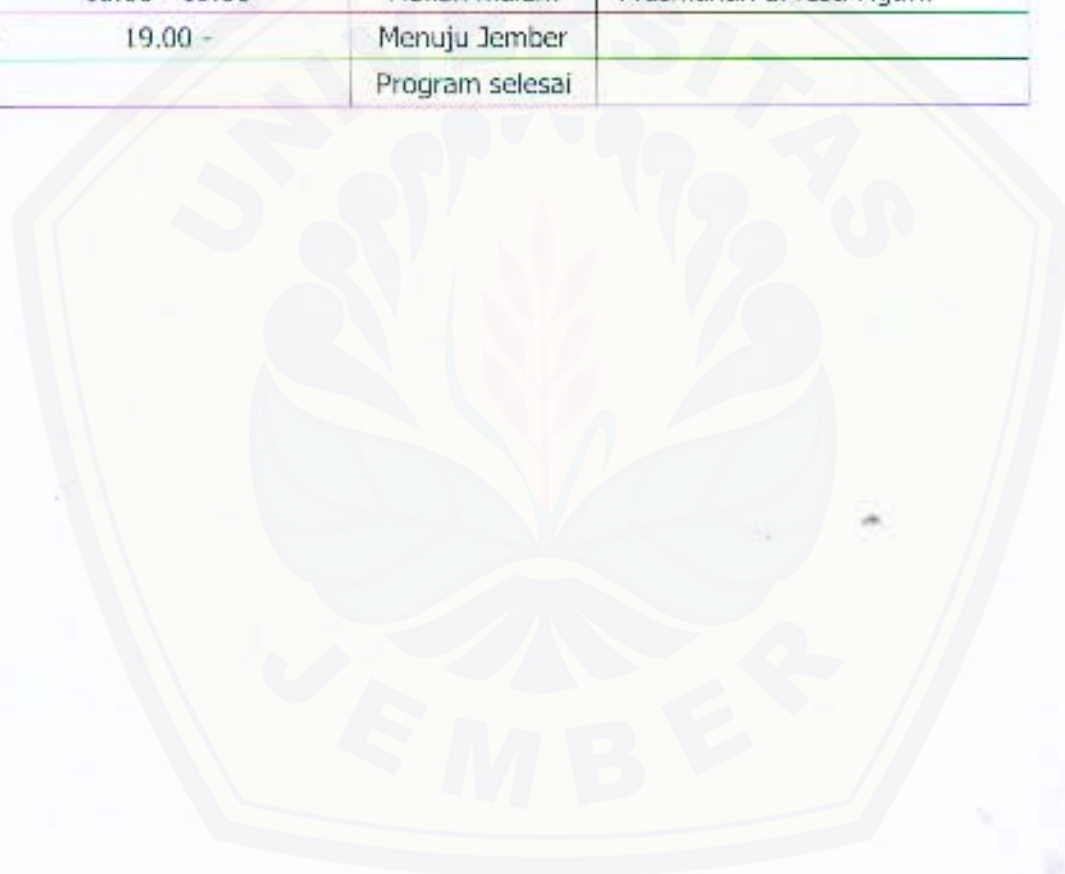
07.00 -	Makan Pagi	
12.00 -	Makan Siang	
14.00 -	Tiba di Jakarta	
	TIIJA	Taman Impian Jaya Ancol
	Seaworld	
	Check in	
19.00 -	Makan Malam	Prasmanan
	Free Program	

Hari: Sabtu, 3 April 2010

07.00 - 08.00	Makan Pagi	Prasmanan di hotel ←
	Check out	
10.00 - 12.30	Pasar Tanah Abang	Pusat Grosir pakaian
	Makan Siang	
14.00 - 16.00	Mekarsari	Taman Bunga - Cilengsi
19.00 - 20.00	Makan malam	
	Menuju Solo	

Hari: Minggu, 4 April
2010

05.00 - 06.00	Hospitality	Mandi dan ganti pakaian
07.00 - 08.00	Makan Pagi	Prasmanan di rest. Pondok Tingal
09.00 - 10.00	Bakpia Patuk	Pusat oleh-oleh
10.30 - 12.00	Malioboro	Jantung kota Jogja
	Makan Siang	di rest. Grafika
14.00 - 16.00	Pasar Klewer	Pusat batik khas Solo
18.00 - 19.00	Makan malam	Prasmanan di rest. Ngawi
19.00 -	Menuju Jember	
	Program selesai	



Appendix C. Program Illustration Madura-Malang

Ilustrasi Program
MADURA - MALANG (4H-1M)

Hari 1

Jam	Program	Keterangan
20.00 - 21.00	Penjemputan	
21.00 -	Keberangkatan	

Hari 2

05.00 -	Tiba di Sumenep	
	Check in/Hospitality	di Madura
07.00 - 08.00	Makan Pagi	Prasmanan
09.00 - 10.00	Pantai Lombang/ Pantai Cemara Odeng	
11.00 - 12.00	Desa Legung	Kehidupan masyarakat tradisional
	Makan siang	
13.00 - 14.00	Kraton	
14.30 - 15.30	Museum	
16.00 - 17.00	Masjid Agung	
19.00 -	Makan malam	
	Free Program	

Hari 3

07.00 - 08.00	Makan Pagi	
	Check out	
09.00 - 10.00	Lorjuk	Pusat oleh-oleh khas Madura
11.00 - 12.00	Api Tak Kunjung Padam	Api hidup sepanjang masa
	Makan siang	
14.00 - 16.00	Batik Tanjung Bumi	Pusat Batik khas Bangkalan
	Menuju Malang	
18.00 -19.00	Makan malam	
	Check in	di Malang
	Free Program	

Hari 4

07.00 - 08.00	Makan Pagi	Prasmanan di hotel
	Check out	
09.00 - 10.00	MOG	Malang Olympic Garden
10.30 - 12.00	Matos	Malang Town Square
	Makan Siang	
14.00 - 16.00	Songgoriti	
	Museum Hewan	Museum berbagai jenis hewan
	BNS	Batu Nihgt Spektakuler
18.00 - 19.00	Makan malam	
19.00 -	Menuju Jember	
	Program selesai	



Appendix D. Seat Arrangement of 45 Customer





Appendix E. Seat Arrangement of 45 Customer

