Abstract

English plays major role on the global society that affected to many aspects of life including business and academic fields. The function as connecting people around the world makes it becomes the most wide-spread language in the world (Haase, 2013). In the other hand, Universitas Airlangga through Airlangga Global Engagement (AGE) which maintains international relationship on behalf of Universitas Airlangga, promotes Tailor-Made Program to expand international collaboration and increase international mobility. Therefore, it required best performance from its personnel to simultaneously build synergy for academic quality improvement. The writer had opportunity to join AGE as supporting staff in International Program Development Division which is responsible for designing, developing, and evaluating international programs of Universitas Airlangga. The writer was in charge for MDC program arrangement and she found some problems arised such as finding the potential area, electing the accommodation, and providing the food for international students. As a result, AGE is a proper institution which capable to accommodate the writer’s English communication skill and individual abilities such as being a public speaker, designing some posters and guidebook, and being an administrative assistance. The most important is the many tasks that handed over could support her to handle upcoming problems that may arise in her upcoming work.