

TABLE OF CONTENTS

TITLE PAGE	i
SIGNATURE PAGE.....	ii
APPROVAL PAGE	iii
DEDICATION PAGE.....	iv
ACKNOWLEDGEMENT	v
TABLE OF CONTENTS.....	vii
TABLE OF FIGURES	viii
CHAPTER I: INTRODUCTION	1
CHAPTER II: COMPANY PROFILE	5
1. Company History	5
2. Company Background	6
3. Vision and Mission	6
3.1. Vision:.....	6
3.2. Mission:	6
4. Organization Chart.....	8
5. Jobs and Responsibilities	9
6. Duties:	12
7. Facilities:	15
8. Location:.....	15
CHAPTER III: JOB ANALYSIS	16
1. Job Description	16
2. Job performances	18
2.1. Activities.....	19
2.2. Internship at Tourism Information Center Terminal 1 Juanda Airport ..	22
2.3. Welcoming International Rotterdam Cruise Ship.....	23
3. Problem and Solution.....	23
4. Supporting Subjects	24

CHAPTER IV: CONCLUSION	28
REFERENCES.....	30
BIOGRAPHICAL SKETCH	31
APPENDICES	1

LIST OF PICTURE

Picture 1. The writer when he had internship at TIC Juanda with TIC's officers and Tourists from Germany	1
Picture 2. Assessment Form.....	2
Picture 3. Manual guide book	4
Picture 4. The writer and his partner when he attended an event at Cak Durasim .	4

