

TABLE OF CONTENTS

TITLE PAGE	i
ADVISOR’S APPROVAL PAGE	ii
EXAMINERS APPROVAL PAGE	iii
STATEMENT OF ORIGINALITY	iv
DEDICATION PAGE.	v
TABLE OF CONTENTS.....	vi
TABLE OF FIGURES.....	xi
ACKNOWLEDGEMENT	xii
CHAPTER I	1
INTRODUCTION	1
1.1 Background of the report.....	1
1.2 Statement of the Problem.....	3
1.3 Purpose of the Report.....	3
1.4 The Significance of the Report	3
1.4.1 For the writer.....	3
1.4.2 For the Alma mater.....	4
1.4.3 For the institution	4
1.4.4 For other interns	4

1.5 Review of related literature	5
1.5.1. Challenges in handling visitors	5
1.5.2 Strategies to overcome communication challenges	7
1.6 Methods of the Report.....	9
1.6.1 Location and Participant.....	9
1.6.2 Data Collection	10
1.2.3 Data Analysis	11
1.7 Framework of the Report	12
CHAPTER II.....	13
COMPANY DESCRIPTION.....	13
2.1. Company History.....	13
2.2. Organizational Chart.....	14
2.3. Job and Responsibility	15
2.3.1 Owner Board.....	15
2.3.2 Chief Executive Officer (CEO).....	15
2.3.4 Human Resource Department (HRD)	15
2.3.5 Accounting.....	15
2.3.6 Marketing.....	16
2.3.7 Operation	16
2.3.8 Head Reception	16

2.3.9 Reception Staff.....	16
2.3.10 Mahout leader	17
2.3.11 Mahout.....	17
2.3.12 EF staff (ticketing).....	17
2.3.13 Guides.....	18
2.3.14 Restaurant staff.....	18
2.4 Location.....	18
2.5 Products	18
2.5.1 Elephant Trekking.....	18
2.5.2 White Water Rafting	19
2.5.3 Cycling.....	19
2.5.4 Rain Forest Trekking.....	19
2.5.5 Village Trekking	19
2.5.6 Pod Chocolate Tour.....	19
2.6 Facilities	20
2.6.1 Restrooms	20
2.6.2 Elephant Gallery.....	20
2.6.3 Photo Spots	20
2.6.4 Restaurant	20
2.6.5 Locker Room	21

CHAPTER III.....	22
DISCUSSION	22
3.1 Description.....	22
3.1.1 Communication challenges in handling visitors	23
3.1.2 Strategy to overcome communication challenges.....	30
3.2 Obstacles.....	35
3.2.1 Obstacles in identifying communication challenges in handling visitors	35
3.2.2 Obstacles in finding strategies to overcome communication challenges	36
3.3 Added Values.....	37
3.3.1 Added values in identifying communication challenges in handling visitors	37
3.3.2 Added values in finding the strategy to overcome communication challenges	38
3.4 Related Course.....	38
CHAPTER IV.....	40
CONCLUSION AND SUGGESTION.....	40
4.1 Conclusion.....	40
4.2 Suggestion	41

4.2.1 Suggestion for the company	41
4.2.2 Suggestions for English Diploma.....	42
REFERENCES.....	43
APPENDICES.....	46
Appendix 1: Internship acceptance letter	46
Appendix 2: Internship certificate	46
Appendix 3: Internship assesment sheet	47
Appendix 4: Reservation list	47
Appendix 5: Guest list report	48
Appendix 6: Sales invoice.....	48
Appendix 8: Pod Chocolate Factory	49
Appendix 9: Elephant house.....	49
Appendix 10: Photos of the writer and staff	50
Appendix 11: Transcriptions	51
BIOGRAPHICAL SKETCH.....	56

TABLE OF FIGURES

Figure 1 Triangulation of data collection technique.....	11
Figure 2 Google Translate used by the visitor	33
Figure 3 Google Translate used by the front office.....	33

ACKNOWLEDGEMENT

The writer would like to acknowledge people who have been helpful in the success of this paper. For that, the writer wants to show his gratitude toward those who have supported him from the beginning of the internship to the final of writing this report. Therefore, the writer would give a great appreciation to:

1. Ms. Rina Saraswati, S.S., M.Hum., as the coordinator of English Diploma Universitas Airlangga, also the writer's final report and academic advisor. Thank you for the precious patience and feedbacks. I would not be able to finish this report if it was not because of your advice.
2. The writer's parents who are always supportive and whose guidance are available the writer 24/7 when he needs them. Thank you for the everlasting love.
3. All lecturers of English Diploma program who have taught the writer most valuable lessons and knowledge that have been useful on his academic and personal life.
4. Mr. Ida Bagus Made, the writer's internship supervisor who helped the writer to learn new skills and knowledge. Thank you for the unforgettable experience.
5. Bali internship friends: Khalistio, Kikik, Aiz, Raynald, Galuh, and Melvine. Thank you for y'all companies, treats, and funs.
6. Lilith a.k.a Dinar, the writer's best friend, personal advisor, and Literary's family member. Thank you for all the comments, suggestions and helps which the writer would never forget.
7. Ady, one of the writer's best friends, a classmate and Literary's family member. Thank you for the awesome ideas, suggestions and comments. Those are very beneficial for the success of this report.
8. BI-3 class members, thank you for such good friendship.
9. Bali Elephant Camp, True Bali Experience employees, especially the

mahouts who gave the writer a tour while riding the elephant. Thank you for the amazing experience.

10. The writer's twitter mutual friends: Ardi, Kemal, Akka, Andre, Kadek, Caca, Dilan, and others that the writer cannot mention their names. Thank you for sharing stories, experiences, companies, knowledge. All of those have inspired and encouraged the writer to succeed in writing this report.
11. The writer's high school friends: Bintang, Divan, Sehun. Thank you for standing by me, looking forward to always hanging out together periodically.
12. The writer's childhood best friends: Verdy and Imus. Thank you, guys, for having my back; for Verdy, thank you for lending me the computer.
13. All the writer's friends that cannot be mentioned here.