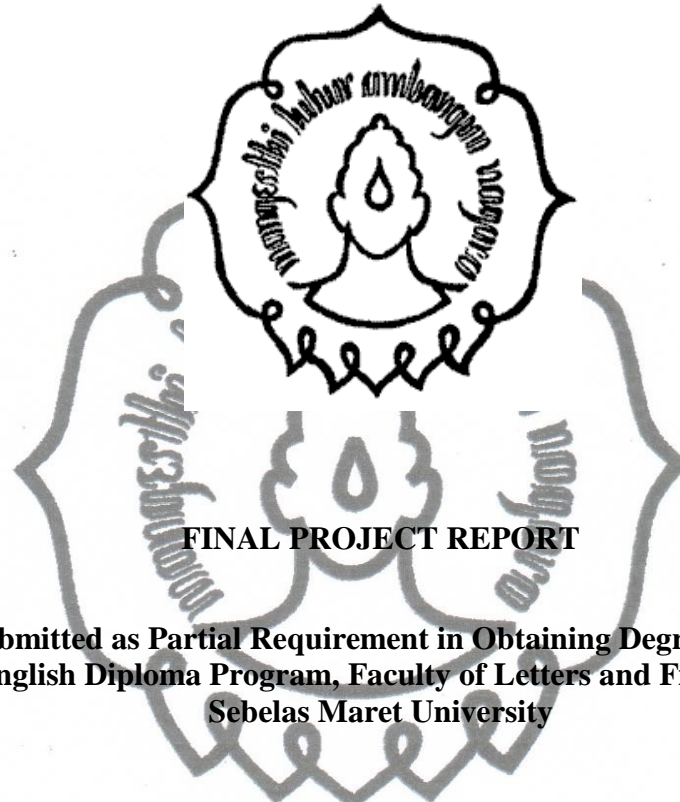


**THE ACTIVITIES IN THE TOUR DEPARTMENT  
OF BATARI KENCANA TOUR AND TRAVEL AGENCY SOLO**



**FINAL PROJECT REPORT**

**Submitted as Partial Requirement in Obtaining Degree in the  
English Diploma Program, Faculty of Letters and Fine Arts  
Sebelas Maret University**

by

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**ENGLISH DIPLOMA PROGRAM  
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**2015**

*commit to user*

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OF BATARI KENCANA TOUR AND TRAVEL AGENCY SOLO

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## MOTTOES

*“Jadikanlah sholat mu  
sebagai penolong mu di dunia dan akhirat”*

-The Writer-

*“Berbaktilah dan sayangilah kedua orang tua mu  
sebelum mereka meninggalkan mu untuk selamanya”*

-The Writer-

*“Perdebatan hanya akan membawa pada pertikaian  
dan menghilangkan cahaya ilmu dari dalam hati  
serta mengeraskan hati dan melahirkan kedengkian”*

-The Writer-

*“I will learn from my mistakes”*

-The Writer-



## DEDICATION



I dedicate this Final Project Report to:

1. Almighty *ALLAH SWT*
2. My beloved mother and father
3. My beloved Grandparents
4. My beloved big family

## APPROVAL OF CONSULTANT

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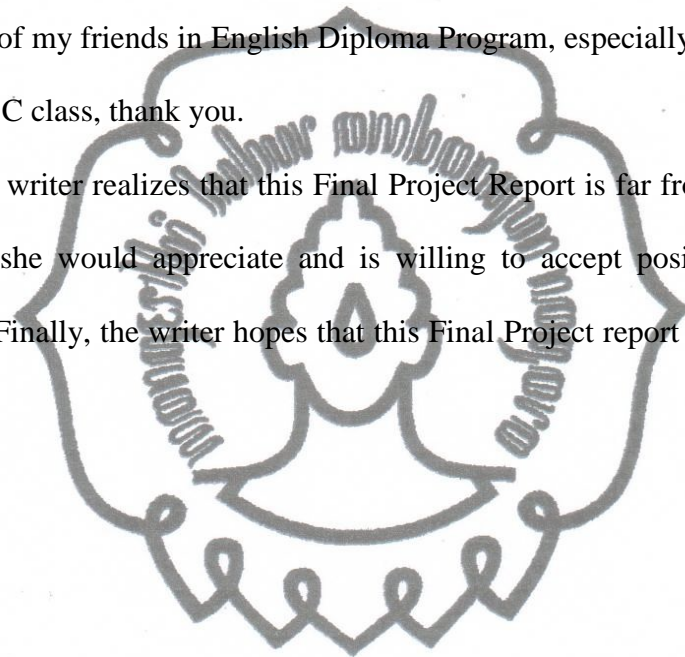
## ACKNOWLEDGMENT

*Alhamdulillahirobbil'alamin.* Finally, I have finished this final project report. First of all, I would like to express my highest gratitude to *ALLAH SWT* who makes everything possible. During the process of finishing this final project report, I get many supports and suggestions from many sides. Therefore, I would like to give my deepest thanks to:

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5. All my lecturers in the Faculty of Letters and Fine Arts. Thank you for the guidance and knowledge that have been given to me.
6. My beloved Mom and Dad. Thanks for the support, advice, pray and for all have been given to me, I love you so much.
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10. My sweetest sisters “Idha and Dessy”, thank you so much for everything.
11. All of my friends in English Diploma Program, especially the year of 2011 and C class, thank you.

The writer realizes that this Final Project Report is far from being perfect. Therefore, she would appreciate and is willing to accept positive advices and criticisms. Finally, the writer hopes that this Final Project report will be useful for all readers.



Surakarta, December 25, 2014

Risya Andriyani Setyaning Amboro



## ABSTRACT

**Risya Andriyani Setyaning Amboro. 2015. The Activities in the Tour Department of Batari Kencana Tour and Travel Agency Solo.** English Diploma Program, Faculty of Letters and Fine Arts, Sebelas Maret University.

This final project report was written based on the job training conducted at Batari Kencana Tour and Travel Solo. The objectives of this report were to describe the job training activities of Tour Department in Batari Kencana Tour and Travel Agency Solo and to describe the strengths and the weakness of Tour Department in Batari Kencana Tour and Travel Agency Solo.

The data of this report were obtained by conducting observation, having interview and collecting information from the books and documents. The collected data will provide the detail information from to describe the job training activities of Tour Department in Batari Kencana Tour and Travel Agency Solo, to describe the strengths and the weakness of Tour Department in Batari Kencana Tour and Travel Agency Solo, and to explain the activities of promotion tour package in Batari Kencana Tour and Travel Agency Solo.

The duties in Batari Kencana Tour and Travel Agency Solo are providing information, planning of tour packages and Promoting tour packages on social media. The good experiences are making a tour itinerary and promoting the products through the social media and the bad experiences are many complaints from customers and sometimes the Internet was disconnected so the Tour Department can not finish the work maximally.

The Tour Department gives a lot of facilities for the customers. It has tried to provide the best services for them; however, it has strengths and weaknesses. The Strengths are the staffs of Tour Department serve the customers professionally, patiently and friendly. It also provides the best facilities for the customers in terms of transportation and accommodation. In the tour, the staffs of Tour Department will give souvenir to the customers and the Tour Department tries to always punctually in every tour based on the itinerary. Its Weaknesses are there is only one staffs who is able to speak English fluently, it lacks of experts to update the information on website, it lacks of tour guide who guide the tourist during the trip and there was lacks of armada on holiday season.

Batari Kencana Tour and Travel conducted to promote their tour packages, i.e. advertising uses newspaper, leaflet, brochure, and banner personal, Facebook, Blog, Blackberry Messenger and Yahoo Messenger. Personal Selling conducted with comes to institutions or school to offer its products of them and Brochures uses brochure spread in public places. I hope this final project report brings benefit for the writer, institution, and the readers.

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