THE DUTIES OF TOUR LEADERS IN TRAVEL AGENCY OF CV. TUNAS MUDA

FINAL PROJECT

Submitted as a Partial Requirement in Obtaining Degree in the English Diploma Program Faculty of Cultural Sciences Sebelas Maret University

by

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APPROVAL OF SUPERVISOR

Approved to be examined before the Board of Examiners,
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Final Project Report:

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CV. TUNAS MUDA

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PREFACE

I thank to Jesus Christ for helping and blessing me during the process of this final project. I also thank to everyone who helps me in completing this final project.

In this final project, I describe The Duties of Tour Leaders in Travel Agency of CV. Tunas Muda. The final project contains information about the activities, the duties, the problems faced and the solutions.

I realized that this final project report still has shortcomings. Anyhow, I hope this final project report can be useful for the readers.

Surakarta,

Cahyo Nugroho
MOTTOES

IT IS NOT IN THE STARS TO HOLD OUR DESTINY BUT IN OURSELVES

-William Shakespeare-

YOU HAVE TO DO THE BEST WITH WHAT GOD GAVE YOU

-Forrest Gump-

WE CAN SUCCEED IF WE LEARN FROM MISTAKES

-The Writer-
DEDICATION

With all my heart, I dedicate this final project to:

This final project is
dedicated to:

Jesus Christ

My beloved mother

My beloved brothers

Everyone who loves me
ACKNOWLEDGEMENT

First of all, I would like to thank to Jesus Christ for everything during the process of this final project. I believe that it is impossible to finish this final project without support and the helps of other people. Therefore, I would like to thank to people who help and support me during completing this final project report.

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6. All staff and all Professional Tour Leaders of CV. Tunas Muda. Thank you for advice and kindness during the job training.
7. My beloved Mother. Thank you for everything.
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Furthermore, I thank to everyone who could not be mentioned one by one. I realize that this final project has many weaknesses. However, I hope this report will be beneficial for all readers.

Surakarta,

Cahyo Nugroho
ABSTRACT

Cahyo Nugroho, 2016. THE DUTIES OF TOUR LEADERS IN TRAVEL AGENCY OF CV. TUNAS MUDA. English Diploma Program, Faculty of Cultural Sciences, Sebelas Maret University

This final project was written based on the job training in CV. Tunas Muda for about four weeks.

The objectives of this final project report are to describe the duties of Tour Leaders in CV. Tunas Muda and to discuss about the problem I faced as the Tour Leader, and the solution when touring to Bali.

The result of the final project shows that there are many efforts that the Tour Leaders of CV. Tunas Muda had conducted, such as introducing to the participants, checking and praying with the participants, providing first aid kits, guiding and interacting, and coordinating and cooperating. In conducting the duties, I find some problems such as lack of confidence, lack of experience, limited knowledge, and working under pressure. I also give solutions to solve the problems, i.e. practicing and learning about how to speak confidently in front of the participants, working under professional tour leader’s guidance to solve the problems, studying about the information regarding the tourist sites, and professional tour leaders gave support to keep on hard-working and patience.

I hope this final project report can be beneficial for the readers, especially for those who are interested in tourism.
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