

ABSTRACT

Communication Problem in Ijen Suites Resort & Convention Malang
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This report describes the internship experience at Ijen Suites in Malang, a 4-star hotel, a resort, and a convention. At Universitas Ma Chung, internships are part of the requirement for graduation, and they provide students with the opportunity to gain work experience in a real working environment. This report provides an overview of Ijen Suites, a description of the job, and a description of the activities carried out during the internship. During the writer's employment at the company, she had the opportunity to work in the Accounting Department and observe other departments' activities. Some difficulties were encountered during those activities, especially when communicating with foreign guests using English. Communication problems and misunderstandings come from the low English proficiency of the staff. Using the consistency theory, the writer suggests the company hold regular English classes for employees with low English proficiency.

Keywords: Internship, Communication, English Proficiency, Tourism