

ABSTRACT

Navigating Professionalism at Kirana Tour and Travel
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This report discusses my internship experience with Kirana Tour and Travel, a tour, travel, and ticketing company. It contains general information about the company as well as a detailed explanation of the actions completed during the internship program. However, the author encountered various issues that occurred consistently throughout the internship program. The problems include (1) incorrectly data input, and (2) the overwhelming responsibility of being a tour leader. As a solution, (1) develop a thorough training and outreach program for ticket officers, and (2) implement approaches that improve task management and minimize workload. Overall, Kirana Tour and Travel is a great place to complete an internship program due to the kindness of the entire crew. Furthermore, the writer considers it an honor to have received direction and support from the Kirana Tour and Travel team.

Key Words: Internship, Ticketing, Tour, Travel