

ABSTRACT

Internship At Kirana Tour and Travel Malang: Exploring The Crucial Role Of Human Resources In Travel Agent

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This report contains the experience of doing an internship program at a tour, travel, and ticketing company named Kirana Tour and Travel. It provides general information about the company and the whole explanation of the activities done during the internship program. However, the writer faced several problems that repeatedly happened during the internship program. The problems cover (1) high incidence of human errors, (2) difficulties in scheduling drivers on duty due to drivers frequently choosing routes based on the driver's personal preferences. As a solution, (1) there should be a staff exchange to improve efficiency by replacing low-concentration employees with more focused individuals, (2) there must be a clear division starting from the route to the hours required that day for each driver. Overall, Kirana Tour and Travel is an amazing place to do an internship program because of the friendliness of all staff. Moreover, it's been an honor for the writer to the guidance and support provided by Kirana Tour and Travel team.

Key Words: Internship, Ticketing, Tour, Travel