

English language is one of the international languages in the world and is used more widely nowadays, including in business fields. One of the businesses that need fluent English both literally and orally is tourism, for example in travel agency. Travel agency is a place to buy flight tickets, hotel vouchers and tour packages. As the costumers are not only Indonesian people but also foreign costumers and the holiday spots are not in Indonesia only but also worldwide, the travel agent staff must know English language fluently.

The present writer chooses tourism as the main subject for his final term paper because he realizes that tourism is one of the biggest assets of most countries and he is also interested to expand his knowledge and skill in this field. Besides, the writer wishes to improve his English skills through the many opportunities a travel agent can give.

PT Anta tour is a travel agency which has a good service and until now it has become one of the well-known travel agencies in Indonesia. PT Anta Tour, the first company of which located in west Jakarta, was established in 3rd October 1971. This travel agency serves both domestic and international costumers. Since it has provided excellent services, it has grown rapidly throughout these 34 years. In order to be able to fulfill the customers' demand, it has opened 13 branch offices and 23 representative offices spreading across Indonesia.

At present it has around 400 employees.

In PT Anta Tour the writer has a job position as a staff assistant in the tour department. Those who become the staff in this department should be graduated from the tourism department. The staff should also be competent in English because as the tour department staff, he often communicates with foreign costumers so that he can meet their needs. In addition, tour department staff jobs are including helping people dealing with passport and visa. Another main job of the tour department staff is to take a group of people to travel all over the world. They usually become the connector between the costumers and the country they are visiting, so they need to be competent in English language.

The writer does the apprenticeship in PT ANTA TOUR from Monday to Friday at 8.30 a.m. until 4.30 p.m. and on Saturday at 8.30 a.m. until 14.00 p.m. Some of the main duties are receiving calls, sending faxes, reading and replying e-mails and incoming letters.

When doing the apprenticeship at PT ANTA TOUR, the present writer needs some skills, including, writing, reading, listening, and speaking. The writing skill is used when replying e-mails from overseas and sending faxes in English. The reading aspect is the most applicable when reading e-mails and faxes. Because most of the consumers during the apprentice period are Indonesians, he uses Indonesian language more often than English language so speaking and listening skill are rarely used.

During this apprenticeship the writer has some responsibilities, which in fact are related to some of the subjects taught in D 3 Programme

for English. There are some topics which are proven to be useful in the job, such as those taught in *Speaking Skill in Business Presentation*. Greeting customer is the first step when the customers enter the travel agency. Afterwards the writer as the tour staff assistant gives complete information to the customers. All of those activities have been taught in that class so the present writer feels more confident when doing that. Moreover, there are some facts that some of the costumers often bargains or are not willing to join the offers, so he has the chance to apply the knowledge taught in the *Public Relation and Listening for Business Presentation* class of how to negotiate successfully. The writer also has studied how to write letters appropriately in *Critical Writing* subject so he can use the right form and content for writing letters and faxes during the apprenticeship. Further more, *English for Tourism* is also suitable to be applied in the job because the writer knows some of tourism vocabularies and a bit of tourism matter.

The main difficulty which is faced by the writer is when he has to provide the information about the tourism in details. The writer still finds himself nervous because he does not know a lot about the tourism as it requires sufficient knowledge and long-term experience.

After the writer has done his apprenticeship for two months, the supervisor observes that the apprentice has a good relation with the other staff. Besides, he notices that he is active and brave enough to ask whenever he finds difficulty with the other staff. However, he still looks confused how to handle the costumer's problem and still needs to learn about the tourism matters.

In this apprenticeship program, the present writer gets a lot of new hands-on experience which are never gained from the writer's lecture. The result from this apprentices program is very good for the writer because he gets much new experience which will be very useful in the future job. The writer also has the chance to use some electronic devices such as using fax machine, photocopy machine. He also learns how to cooperate with the other staff. Furthermore, through this apprenticeship, the writer also has the opportunity to learn the interaction with the customers, which will make him more confident in handling customer in the future job. The writer has an opinion that the apprentice program is very helpful for the student to know the situation in the real working life.

In the end, there are many things we can learn in the real working life and the work is not as easy as one may think it is. Therefore he has to try harder and have a strong willingness to be successful in the working life.