

CHAPTER III CONCLUSSION AND SUGGESTION

3.1 Conclusion

PT Elendra Tour and Travel is the one of travel agents in Bandar Lampung . This company has contribution to promote Lampung tourism. It cooperations with with Airlines, hotels, institutions, travel agents and others. It has some products and services which offered for customer like domestic flight ticket, domestic hotel voucher, tour package, handling travel document and rent car. There were several problems that the writer found in the company, such as error of internet system, feel nervous when she issued a tickets, trouble in single password for Sriwijaya Reservation System, involuntary cancellation, and trouble in calculating DRT-5.

In this report, she also discusses about her relationship with staff, her relationship with facilities, her relationship with clients, about the norms and the addaption of the norm, problems and solutions also the important skills that should be able to improved in the future and the curriculum of D3 English Profession Program. And he also explained about Service For Clients of PT Elendra Tour and Travel Bandar Lampung where there are several products that can be offered to his client, such as types of tour packages, hotel voucher, travel documents, ticketing departments, transport, Tour leader or guide, accomodation and the execution of convention and exhibition.

3.2 Suggestion

In this opportunities , the writer would give her suggestion and impression .

The suggestion to the PT Elendra Tour and Travel , there are several points must be improved by Elendra Tour and Travel are :

- They should improve marketing promotion with make an advertisement in local newspaper such as offer airplane ticket promo and package tour program.
- Not only sell airline tickets, but also sell tickets of land and sea transport for consumer use.
- Improve cooperation among all government agencies involved in Tourism.
- Give the chance for students to carry out the field practice, not only cooperation with school but also with college students.

The last the impression about her field practice during 2 months in PT Elendra Tour and Travel such as it got new incredible family and experience which can be implemented in the real work.