THE EFFORTS IN PROVIDING GOOD SERVICES FOR TOURISTS BY
TOURIST INFORMATION CENTER OF SINERGI EVENT SURAKARTA

FINAL PROJECT

Submitted as a Partial Requirement in Obtaining Degree
in the English Diploma Program Faculty of Cultural Sciences
Sebelas Maret University

By:

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APPROVAL OF SUPERVISOR

Approved to be examined before the Board of Examiners,
English Diploma Program, Faculty of Cultural Sciences
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Final Project Report:

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MOTTO

“God Will Pay Every Little Pains We Ever Had”

-The Writer-

“You Never Know How Strong You Are until Being Strong Is the Only Choice That You Have”

–Bob Marley–
DEDICATION

With all my heart, I dedicate this final project to.

The almighty, Allah SWT

My beloved parents and brothers

All of my friends

Everyone who loves and supports me

My Self
PREFACE

In this special opportunity, I would like to say the deepest thanks to Allah SWT who has given me power, spirit, and everything in finishing this Final Project. I would like to inform the readers that this Final Project entitled “The Efforts in Providing Good Services for Tourists by Tourist Information Center of Sinergi Event Surakarta” contains the information about the efforts done by Tourist Information Center (TIC) of Sinergi Event Surakarta in providing the good services for the tourists based on the observation and interview done by the writer with the problems and solutions included.

This Final Project is relatively far from being perfect, so the writer needs suggestions in order to improve this final project. Hopefully, this final project is able to give information to the readers.

Surakarta, 29 July 2015

Anggerhana Denni Rahmawati
ACKNOWLEDGEMENT

Bismillahirahmannirrahiim

I would like to say Alhamdulillah hirrobbil ‘alamin for the blessing, loving and mercy that Allah gives to me, so that I can finish this final project report. I realize that project report cannot be conducted successfully without any helps from others. Therefore, in this opportunity I would like to express my highest gratitude and appreciation to:

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11. All of my friends in Psychological Program of UMS year 2012 for the support.

Furthermore, I thank to everyone who could not be mentioned one by one.

I realize that this final project has many weaknesses. However, I hope this report will be beneficial for all readers.

Surakarta, 29 July 2015

Anggerhana Denni Rahmawati
ABSTRACT

Anggerhana Denni Rahmawati, 2015. The Efforts in Providing Good Services for Tourists by Tourist Information Center of Sinergi Event Surakarta. English Diploma Program, Faculty of Cultural and Sciences, Sebelas Maret University.

This final project report was written based on the job training activity which was done by the writer in the TIC of Sinergi Event Surakarta from 11 August 2014 and ended on 27 September 2014. The writer used observation, interview, and literature study in the process of collecting the data.

The objectives of this final project report are to describe how to provide good services for tourists by TIC of Sinergi Event Surakarta and to find out the problems and the solutions in providing good services in Sinergi Event Surakarta.

The result of this final project report shows that the efforts of TIC of Sinergi Event in providing good services to the tourists are by doing various activities such as by applying several work principles and providing several media. The media provided are printed media, electronic media, making cooperation with the rent car office, driving Jaladara Loco Steam around Solo, and offering souvenirs.

TIC of Sinergi Event gets problems while providing good services to the tourists. The problems related to human resources, they are: the inability of TIC staffs to speak another language unless English and lack of the discipline. The solutions based on the writer’s observation during the job training are TIC office needs to recruit staffs who can speak more than one foreign language and to make written regulations for the discipline of TIC staffs.
TABLE OF CONTENTS

APPROVAL OF SUPERVISOR ........................................... Error! Bookmark not defined.
APPROVAL OF THE BOARD OF EXAMINERS .......... Error! Bookmark not defined.
MOTTO ......................................................................................... iv
DEDICATION ............................................................................... v
PREFACE ...................................................................................... vi
ACKNOWLEDGEMENT ................................................................... vii
ABSTRACT ..................................................................................... ix
TABLE OF CONTENTS ................................................................... x

CHAPTER I INTRODUCTION .................................................. Error! Bookmark not defined.

A. Background ............................................................................... Error! Bookmark not defined.
B. The Objectives .......................................................................... Error! Bookmark not defined.
C. The Benefits ............................................................................. Error! Bookmark not defined.

CHAPTER II LITERATURE REVIEW .................................. Error! Bookmark not defined.

A. Definition .................................................................................. Error! Bookmark not defined.
   1. Tourism ................................................................................ Error! Bookmark not defined.
   2. Tourist .................................................................................. Error! Bookmark not defined.
   3. Information ........................................................................... Error! Bookmark not defined.
B. Tourist Information Center ................................................. Error! Bookmark not defined.
C. Service ...................................................................................... Error! Bookmark not defined.

CHAPTER III DISCUSSION ................................................. Error! Bookmark not defined.

A. Description of Sinergi Event Surakarta ............... Error! Bookmark not defined.
   1. General information ......................................................... Error! Bookmark not defined.

commit to user

x
2. Company profile of Sinergi Event Surakarta Error! Bookmark not defined.


5. Organization Chart Error! Bookmark not defined.

6. Tourist Information Center (TIC) of Sinergi Event Error! Bookmark not defined.

B. The Activities during the Job Training at Sinergi Event Error! Bookmark not defined.

C. The ways to provide good services for the tourists by TIC staffs of Sinergi Event Error! Bookmark not defined.

D. The problems faced by the writer in providing good services and the solutions to overcome that problems Error! Bookmark not defined.

CHAPTER IV CONCLUSION AND SUGGESTION Error! Bookmark not defined.

A. Conclusion Error! Bookmark not defined.

B. Suggestion Error! Bookmark not defined.

APPENDICES Error! Bookmark not defined.

REFERENCES Error! Bookmark not defined.