CHAPTER I
INTRODUCTION

A. Background

Indonesia is a country which has various kinds of tourism places such as history, nature, and heritage. There are a lot of domestic tourists and foreign tourists visiting Indonesia because they are excited and interested in the beauty of Indonesia and the kindness of Indonesian citizen, for example: Traditional dances in Bali, the exotic nature in Raja Ampat, Papua and many more. These sectors are able to create many tourism industry chances in Indonesia.

Tourism sector is growing so rapidly because tourism is primarily needed by the people now. This changing makes the tourism industry become one of the developing and promising industry for the tourism businesses. Indonesia has many tourism objects that make tourists be interested to visit. Tourism industry is not only focused on the tourism objects, but also focused on accommodation provided by the tourist businesses. The accommodation provided in tourism industry is very crucial and really determine the profit that will be earned by the tourist businesses. One of the accommodations is tour & travel agency.

Recently, tour and travel agency is one of tourism businesses which are popular in modern era. This business deals with transportation services for domestic and foreign tourists be toward tourist attractions using a transportation vehicle such as cars, planes, buses and many more. These institutions need tour
guide as an attraction presenter and tour leader who leads the group of travelers and makes sure the travelers’ needs fulfilled.

One of tour and travel agencies which has tour leader section is CV. Tunas Muda. This institution is located at Jl Kutilang, Puntuk Rejo, Ngringo Village, Jaten, Karanganyar Regency. CV. Tunas Muda has been recognized and become member of Asita (Association of the Indonesian Tours and Travel Agencies).

Based on the facts above, I was interested in taking job training at CV. Tunas Muda and in writing down the experience and the observation about how to be a professional Tour Leader, the problems faced, and how to solve the problem. I wrote it as final project entitled The Roles of Tour Leaders in Travel Agency of CV. Tunas Muda.

B. Objectives

The objectives of this final project are:

1. to describe the duties of Tour Leaders in the CV. Tunas Muda Tour
2. to describe the problems I faced as the Tour Leaders and the solution.

C. Benefits

I hopes this report can give advantages to the following:

1. CV. Tunas Muda
CV Tunas Muda gives a chance to students to help the company to do their work. The company has extra work forces to lighten their work. By this final project, the CV Tunas Muda can know the problems faced by the tour leader in the CV Tunas Muda and how to solve the problems. So the staff of the institution can improve quality of the tour leader.

2. English Diploma Program

By this final project, the Students of the English Diploma Program can know about the experience and the knowledge of professional Tour Leader in CV. Tunas Muda. The students can also know the problems faced by the tour leader and how to solve the problems.