Chapter 3

Intership Activities

This chapter is talk about the activities done by the writer during the internship, the difficulties encountered by the writer in doing those activities, and the strategies to solve those difficulties.

Activities in General

The writer’s main activity was translating an English Tour Package named Thailand Tour Package and Tourist Attractions Descriptions from English to Indonesian. The first thing that the writer do before translating the books are preparation. Then, the writer used three steps to translate the tour package and the description of tourist attractions. Those steps are analyzing the source language text, transferring ideas or information, and restructuring. When translating the tour package and tourist attraction descriptions, the writer met several difficulties. Those difficulties encompass the difficulties in translating tourism terms, abbreviations, and phrases. There are several things that the writer did to solve those difficulties are using online and offline dictionary, looking for parallel texts and pictures in Google, and also asking to the lectures. The writer also did the secondary activities, namely: telephoning, servicing customers, sending email/message/fax to customers, and searching hotels and ticket promotion.

Translating Tour Package

My main activity at Pesona Dunia Tour was, translating an English tour package book into Indonesian, named Thailand Tour Package. That book consists of 123 pages. Of course, I did not translate all pages of that book, but I translated it with my two internship partners, Novi and Titis. So, each of us translated about 41 pages. I translated that book from page 83-123. The aim of this translation activity is to help Pesona Dunia Tour Solo in delivering the information which can be approved and understood by the customers who are mostly Indonesian. The other aim is to help the customers who want to make a reservation and have trip to Thailand. In doing this activity I met several difficulties and problems, such as tourism terms, difficult phrases, and many more. The followings are the steps of my activity of translating Thailand Tour Package at Pesona Dunia Tour:
a. Preparation

As we all know, the first and important thing that we need to do before translating is a preparation. This activity is necessary to do because it can ease me in translating the tour package. So, I prepared several things before I started translating the Thailand Tour Package book. The first things I prepared were preparing the Thailand Tour Package book and all the data related with that book. After having that book, what I did next was preparing all the required translation tools such as online and offline dictionaries, computer, internet, tour books, papers and also pens.

b. Process

There are many definitions of Translation. According to Kridalaksana (1985, in Teori Menerjemah Bahasa Inggris, 2003:19), Penerjemahan adalah pemindahan suatu amanat dari bahasa sumber kedalam bahasa sasaran dengan pertama-tama mengungkapkan maknanya dan kemudian gaya bahasanya. Based on the definition above, it can be concluded that translation is the process of delivering message in another language.

According to Suryawinata (1987, in Teori Menerjemah Bahasa Inggris, 2003:25) there are 3 stages in translation process, namely: (1) analyze the source language text; (2) Transferring ideas or information; (3) restructuring. So, I used those steps as stated by Suryawinata. The followings are the process of my translation activity at Pesona Dunia Tour:

(1) Analyzing the source text

Every translation activity starts by analyzing the source text because every translator is always faced with the source language text in advanced. This step is realized by reading the whole text to understand its contents. It can be conducted in various levels, such as the level of the sentences, clauses phrases, and words. The aim of this activity is to make translators know or understand the contents of the source text and they will be able to translate it easily.

Thus, the first thing that I did before translating The Thailand Tour Package book was reading the whole text carefully. After reading the whole text, I found some difficult phrases. One of the difficult phrases is “Peak Season Surcharge” on source text on page 83.
(2) Transferring ideas or information

After translators understand the source text, they will be able to transfer contents of the messages contained in it. The next step is, transferring the content, meaning, and message contained in the source text into the target text. To obtain the appropriate translation which is suitable with the objectives (purposes) of translators, the translation needs to be adjusted.

In this step, I tried to translate the whole source text into the target text. In the previous step I said that I found one difficult phrase “Peak Season Surcharge”, so I tried to find out the meaning of this phrase by using online dictionary and also looking for parallel text.

**Peak Season Surcharge**

Figure 3.2. Peak Season Surcharge

http://www.sederet.com/translate.php
Figure 3.3. Peak Season Surcharge


From the online dictionary, it can be seen that the meaning of peak season surcharge is “musim puncak biaya tambahan”. In the second source, parallel text, the meaning of peak season surcharge is the additional cost when holidays, such as long school holidays, feast day, and other holidays. After looking for the meaning by using the online dictionary and the parallel texts, I decided to translate Peak Season Surcharge into Biaya Tambahan Saat Musim Ramai.

(3) Restructuring

Reconstructing is the language diversion process that is appropriate with the target language. Translators need to pay attention with the various languages to obtain the appropriate language style which is suitable with the text that is being translated. Besides, translators also need to pay attention for whom the translation for.

The thing I did in this final step was reading the whole text carefully. Then, I rechecked the translation, like checked punctuation that I used, checked of typing errors, checked the words and the sentence structures if they could be easily understood by the readers or not.

(1) Analyze the source language text

I started reading the whole source text in this step and tried to understand the contents of it. Then I found some difficult phrases. One of the difficult phrases is “private long tail boat” on source text on page 104.
DAY 02 PHUKET/PHANG NGA BAY & JAMES BONDS ISLAND BY PRIVATE LONG TAIL BOAT (B/L/D)
- Pick up from hotel to Phang Nga Province and transfer to Monkey temple (Suwannakhuka temple), get on private long tail boat sightseeing around Phang Nga Bay, Khao Chan, Khao Ta poo, Khao Ping Kan (James Bomd Island)

(2) Transferring ideas or information

Long Tail Boat

I tried to find out the meaning of private long tail boat by looking for parallel text and picture on the internet. Here is the parallel text and the picture that I found.

Based on the sources above, it can be concluded that the meaning of long tail boat is a traditional ship or boat made of wood. I decided to use pure borrowing technique in this phrase, but I also added the additional information in order to make the target readers easily to understand and didn’t confuse. Therefore, I translated long tail boat into long tail boat (perahu tradisional yang terbuat dari kayu).

(3) Restructuring

What I did in this step is rechecking the translation result. I rechecked it by reading the whole translation in order to find out the mistakes on typing, choosing diction, sentence structure, and all the errors. I was focused with the various languages that I used to obtain the appropriate language style which is suitable with the text that is being translated.

Translating description of tourist attraction

I and my internship partners translated tourist attraction descriptions. The descriptions of tourist attraction that I translated are in form of a collection of Indonesia tourist attractions book. There are only 13 tourist attraction descriptions of Surakarta which need to be translated from English into Indonesian. In translating these Surakarta tourist attraction descriptions, I translated them with my internship partners. Each of us
translated 4 tourist attraction descriptions, so that I just translated 5 tourist attraction
descriptions.

The Surakarta tourist attractions that I had translated are Kampung Batik Kauman, Kampung Batik Laweyan, Ceto Temple Complex, Grojogan Sewu (Thousand Waterfalls) Tawangmangu, and Kemuning Agro Tourism. The final translation of Surakarta tourist attraction descriptions would be converted into a poster that will be displayed in two languages (English and Indonesian). Then the posters would be displayed in Pesona Dunia Tour Solo’s office, so that every customer who visits in the office can easily read it. Like The Thailand Tour Package, I also did the 3 steps of translation process in translating this Surakarta Tourist Attraction, they are as follows:

a. Preparation

Like what I did previously in Thailand tour package, in this Surakarta tourist attraction description I also prepared many things before translating. The preparations were collecting the data I needed, the descriptions of Surakarta tourist attractions, preparing all of the required tools in translating the Surakarta tourist attraction descriptions. Those tools include online and offline dictionary, computer, internet, papers, pen, and many more.

b. Process

I did the same steps in translating this Surakarta tourist attraction description, they are as follows:

(1) Analyzing the source text

In these Surakarta tourist attraction definitions I did the same step, I started to read the whole source text. By reading the whole text I could understand the contents of it and I found some typing errors on the Surakarta tourist attraction descriptions. I analyzed that there were some typing errors and also incorrect usage of punctuations then I decided to do corrections on it before translating. Then I tried to fix the errors I found. The followings are some problems I found:
1. Typing error

<table>
<thead>
<tr>
<th>Source Text</th>
<th>Correction</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Kampung Batik Kauman</strong></td>
<td><strong>Kampung Batik Kauman</strong></td>
</tr>
<tr>
<td>- The Javanese traditional architecture (goglo)</td>
<td>- The Javanese traditional architecture (joglo)</td>
</tr>
<tr>
<td>- yo be one of unique tourist destination in Solo</td>
<td>- to be one of unique tourist destinations in Solo.</td>
</tr>
</tbody>
</table>

2. Wrong punctuation

<table>
<thead>
<tr>
<th>Source Text</th>
<th>Correction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kauman was the kampong of batik suppliers in Solo, especially for the Kasunan Empire, that finally grew wider even for national market.</td>
<td>Kauman was the kampong of batik suppliers in Solo, especially for the Kasunananan Empire that finally grew wider even for national market.</td>
</tr>
</tbody>
</table>
3. Grammatical error

<table>
<thead>
<tr>
<th>Source Text</th>
<th>Correction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kampung Batik Kauman</td>
<td>Kampung Batik Kauman (Batik Village of Kauman)</td>
</tr>
<tr>
<td>Kauman was known as Pakauman. It is an old kampong that has typical art and</td>
<td>Kauman was known as Pakauman. It is an old kampong that has typical art and culture like batik, hadrah, and gamelan (Javanese traditional music instrument) with both the Javanese traditional architecture (joglo) and Dutch style houses. Kauman has become to be one of unique tourist destinations in Solo.</td>
</tr>
<tr>
<td>culture like batik, hadrah, and gamelan (Javanese traditional music instrument)</td>
<td></td>
</tr>
<tr>
<td>With the Javanese traditional architecture (goglo) and Dutch style houses that sometimes mix together, Kauman has come out yo be one of unique tourist destination in Solo.</td>
<td></td>
</tr>
<tr>
<td>Kauman was the kampong of batik suppliers in Solo, especially for the Kasunanan Empire, that finally grew wider even for national market. The buildings in Kauman now still keep rooms for producing batik and showrooms. Classic motif which is produced manually characterizes Batik design. Nowadays, although multi production colors batik market but the classic hand made Batik is still dominating which has been through modification on its design.</td>
<td>Kauman is one of the batik kampong (village) suppliers in Solo, especially for the Kasunanan Palace, and even for national markets. The buildings of Kauman until now still keep producing batik rooms and showrooms. Classic motif batik which is produced manually characterizes Batik design. Although Kauman has been producing multi colors of batik for national markets, the classic handmade Batik still dominate through modification on its design.</td>
</tr>
</tbody>
</table>

(2) Transferring ideas or information

After analyzing the whole source text, I tried to find out the meaning of the source language text by using all tools I had already prepared. The next
things I did were translating the source text into the target text. Here’s Kampung Batik Kauman, one of the translations:

<table>
<thead>
<tr>
<th>Source Text (after corrected)</th>
<th>Target Text</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Kampung Batik Kauman (Batik Village of Kauman)</strong></td>
<td><strong>Dahulu Kauman dikenal sebagai Pakauman, kampung tua yang memiliki seni dan budaya khas seperti batik, hadrah dan gamelan (alat music traditional Jawa) dengan arsitektur tradisional Jawa dan gaya rumah Belanda. Kauman menjadi salah satu tujuan wisata yang unik di Solo.</strong></td>
</tr>
<tr>
<td>Kauman was known as Pakauman. It is an old kampong that has typical art and culture like batik, hadrah, and gamelan (Javanese traditional music instrument) with both the Javanese traditional architecture (joglo) and Dutch style houses. Kauman has become to be one of unique tourist destinations in Solo.</td>
<td></td>
</tr>
<tr>
<td>Kauman is one of the batik kampong (village) suppliers in Solo, especially for the Kasunanan Palace, and even for national markets. The buildings of Kauman until now still keep producing batik rooms and showrooms. Classic motif batik which is produced manually characterizes Batik design. Although Kauman has been producing multi colors of batik for national markets, the classic handmade Batik still dominate through modification on its design.</td>
<td></td>
</tr>
</tbody>
</table>

(3) Restructuring

What I did in this step was reading the whole target text and rechecking the punctuations, the dictions, the words, the sentence structures that I used
to make it easily understood by target readers. I was focused with the various languages that I used to obtain the appropriate language style which is easily understood by the target reader.

**Telephoning**

As a tour and travel agency, Pesona Dunia Tour Solo provides reservation services for many hotels in worldwide and hotels in Indonesia, flight reservations for international and domestic tickets, tour planning and also car rental. There are on the spot services, online services, and telephone services. Most of customers do not come to the Pesona Dunia Tour Solo’s office to make a reservation but they usually make a reservation via telephone. So, my duty was helping Pesona Dunia Tour Solo to serve customers who make a reservation via telephone. In serving the reservation via telephone, I had to note some data such as the customers name, address, telephone number, the period, contact person and special requests of customers. Another duty was delivering the information related to the reservation services to the customers by telephone. The information encompasses promos, information about ticket prices, and so on. In serve customers who make a reservation via telephone, I am required to use my speaking skill well.

**Servicing customers**

Besides telephoning, my secondary activity at Pesona Dunia Tour was servicing the customers. In conducting this activity I was placed in the Front Office of Pesona Dunia Tour Solo. My duty was servicing every customer who coming to the office such as making reservations, making a note of the customers’ data likes their name, address, telephone number, period, and contact person, and or just giving information. During conducting my internship activity, I served many customers both domestic and foreign and I was demanded to be friendly, deft, and thorough in servicing them and also use my public speaking well.

**Sending email / message/ fax to customers**

Besides serving reservations via telephone, Pesona Dunia Tour Solo serves reservations via email, short message, blackberry messenger, whatsapp and also fax. One of my tasks was to serve customers who want to make a reservation via email, short message, blackberry messenger, whatsapp and fax. In addition to serving the reservation, email, message, blackberry messenger, whatsapp, and fax can also be used
as a media to provide information about ticket promos to customers and as a media to communicate with colleagues. For example, Pesona Dunia Tour Solo usually asks to PT KAI for the information about the available train tickets on a day or on specific dates via email. Another example is to make a flight reservation with the airlines.

**Searching hotels and ticket promotion**

Pesona Dunia Tour has been cooperating with many hotels in Indonesia and aboard. It facilitates customers in obtaining hotel rooms with a variety of hotel classes and facilities which are suitable with the customers’ need. Besides, it provides airlines ticket reservation for both domestic and international airlines. Pesona Dunia Tour has been cooperating exclusively with many airlines, such as Garuda, Citilink, Lion Air, Batavia Air, Sriwijaya and so on, and international airlines such as, Malaysia Airline, Lufthansa, KLM, Royal Brunei, Singapore Airlines, Silk Air and so on.

So, my tasks were looking for the best hotels both domestic and international and of course with the inexpensive price and to find a promo tickets offered by corporate partners. In searching hotels and ticket promotions, I could ask directly to the corporate partners of Pesona Dunia Tour such as Singapore Airlines, PT KAI, The Sunan Hotel Solo, and many more via email and phone or I could also search in the internet.

**Problems during internship**

The followings are the difficulties I found when translating the Thailand Tour Package:

**Tourism Terms**

Thee tour package book contains a lot of tourism terms. In translating this Thailand Tour Package, I found several difficult tourism terms that were hard to be translated. As I mentioned before, they are Peak Season Surcharge and Private Long Tail Boat, and the other difficult tourism terms are abbreviation such as SGL = Single Room Occupancy, H/T = Half Twin Sharing, TRP = Triple Sharing, NB = No Bed Occupied, Compulsory Gala Dinner, Guest Own Account and many more.

Those are the way how I translated several difficult tourism terms. I did several things to find out the meaning and to translate these difficult tourism terms such as finding out the meaning in online and offline dictionary, asking to the lectures, discussing with my internship partners, looking for pictures in
internet, looking for the similar tour package in the office where I did my internship, searching and comparing to some parallel texts. By doing these several things I can solve my problems in translating this Thailand Tour Package.

1. There were several problems I found during translating the descriptions of Surakarta tourist attractions. The following is one of the problems and solutions:

Grammatical errors

<table>
<thead>
<tr>
<th>Source Text</th>
<th>Correction</th>
</tr>
</thead>
</table>
| **Kampung Batik Kauman**  
- Kauman has come out yo be one of unique tourist destination in Solo.  
- Kauman was the kampong of batik suppliers in Solo, especially for the Kasunanan Empire.  
- Nowadays, although multi production colors batik market but the classic hand made Batik is still dominating which has been through modification on its design. | - Kauman has become to be one of unique tourist destinations in Solo.  
- Kauman is one of the batik kampong (village) suppliers in Solo, especially for the Kasunanan Palace.  
- Although Kauman has been producing multi colors of batik for national markets, the classic handmade Batik still dominate through modification on its design. |
| **Kampung Batik Laweyan**  
- Laweyan was known the centre of batik industry at the era of Pajang Empire in 1546. | - Laweyan was known as the centre of batik industry in the era of Pajang Kingdom in 1546. |
| **Kemuning Agro Tourism**  
- This place belong to P.T. Kemuning Agrotourism | - This place is owned by P.T. Kemuning Agro tourism |