



## TABLE OF CONTENTS

LEMBAR PENGESAHAN .....	iii
PERNYATAAN .....	iv
INTISARI .....	v
ABSTRACT .....	vi
ACKNOWLEDGEMENT .....	vii
LIST OF PICTURES .....	xi
LIST OF ABBREVIATIONS .....	xii
INTRODUCTION .....	1
1.1 Background of Study .....	1
1.2 Objectives of Study .....	2
1.3 Scope of Study .....	2
1.4 Methods of Study .....	2
1.4.1 Method of Collecting Data .....	2
1.4.2 Method of Analyzing Data .....	3
1.4.3 Method of Presenting Data .....	3
1.5 Presentation .....	3
THE PROFILE OF KAKA TOUR .....	4
2.1 History of Kaka Tour .....	4
2.2 Vision and Mission .....	5
2.3 Organization Structure of Kaka Tour .....	6
2.4 Tour Packages .....	7
2.4.1 Default Tour Packages .....	7
2.4.2 Flexible Tour Packages .....	12
2.5 Client of Kaka Tour .....	13
2.6 Partnership of Kaka Tour .....	13
PROBLEM HANDLING OF UPK RAKORNAS EVENT DONE BY KAKA TOUR .....	15
3.1 Meeting, Incentive, Convention, Exhibition (MICE) .....	15
3.2 RAKORNAS .....	16
3.3 Preparation .....	23
3.4 Problems .....	24
3.4.1 Number of Attendants .....	24



3.4.2 Number of Rooms in Hotels.....	25
3.4.3 Registration Venue.....	26
3.4.4 Transportation.....	26
3.4.5 Miss-Communication.....	26
3.5 Problem Handling.....	26
3.5.1 Handling of Number of Attendants Problem.....	26
3.5.2 Handling of Number of Rooms Problem .....	27
3.5.3 Handling of Registration Venue Problem .....	28
3.5.4 Handling Transportation Problem.....	28
3.5.5 Handling of Miss-Communication Problem .....	29
CONCLUSION .....	30
WORKS CITED .....	32
APPENDIX 1: CURRICULUM VITAE .....	xiii
APPENDIX 2: LIST OF INTERVIEW QUESTION .....	xv
APPENDIX 3: INTERNSHIP LOGBOOK .....	xvi