CHAPTER IV

CONCLUSION

Good service quality is very important since service is an output other than products in a whole economic activities of a company (Hurriyati, 2010). A good service quality can engage loyal customers. One of the best way to achieve a good service quality is through the good quality of communication skill from a customer service staff. Good customer service has resulted in customer satisfaction which create positive image and raise up reputation for a company (Australian Government Business 2016, para. 3).

The writer was doing her internship for 5 weeks in the customer service division at PDAM Surya Sembada Kota Surabaya. From the internship, the writer had got many useful experiences in a real workplace and learned to improve her communication skill. Not only got many experiences, the writer also found some new relations in the professional field that could help giving information to the writer to find a job after she graduates. Hopefully, the writer could use her experience at PDAM Surya Sembada Kota Surabaya as a customer service staff after she graduates from the university especially when she gets a job.