

## CHAPTER IV

### CONCLUSION

Air transportation is one of the primary transportations in Indonesia. The number of people whose this type of transportation increases rapidly every year. And it has led the establishment of new airports and terminals, including the addition of buildings of new Terminal in Juanda International Airport.

Air transportation in Indonesia is managed by PT. Angkasa Pura I, one state-owned enterprise (BUMN) in Indonesia. The writer conducted her internship at PT. Angkasa Pura I as a Customer Service officer in CSC (Customer Service Center) of Juanda International Airport. The writer did her internship for a month, starting from 19<sup>th</sup> January 2015 to 9<sup>th</sup> March 2015. The responsibility for serving passengers. She worked for domestic and international flight. She also learned the standard way of serving the visitors, handling the customers, operating the computer, and answering the telephone calls. In addition, she also learned how to work in groups and communicate with many people at the office of CSC (Customer Service Center) and deal with the passengers' complaints. All the tasks performed by the writer have enriched her knowledge and experience especially the one related to the passengers' service.

CSC (Customer Service Center) find that some passengers still had problems related to the service at Terminal 1 and Terminal 2. Even though the management has provided free shuttle bus to connect the passengers from T1 to T2, it would be better to make a better socialization that will ease the passengers. The passengers' problem means that the input for the terminals.

Despite all the problems, Juanda International Airport, especially Terminal 2, which serves international routes, is a good place for applying the English skills especially speaking skill. At las, the writer recommends this company to the students of the English Department to conduct an internship.

