

## **ABSTRACT**

This final report is the result from the internship program that the writer has done at PT. Angkasa Pura I, Bali. The writer gained her knowledge as a customer service during the internship I Gusti Ngurah Rai Airport from 6<sup>th</sup> January until 3<sup>rd</sup> February 2018. Besides learning how to be a customer service, she also observed how the company improves their service quality. The writer did a little observation with the working situation and collected some information from her senior and the computer. From this method, the writer could gain her knowledge on how the company improved their service quality. Furthermore, the writer also could apply some of her English skills during her internship.

**Keywords:** customer service, passenger, customer, service quality, airport.