

## CHAPTER IV

### CONCLUSION AND SUGGESTION

#### 4.1 Conclusion

There were several important points that could be concluded from this final report about interpreting methods, issues, and strategies during internships as customer service officer at PT. Angkasa Pura I, Bali.

First was about the methods that most frequently use in interpreting by customer service officers at PT. Angkasa Pura I, Bali. There were two interpreting methods that used by customer service officer, those were consecutive and simultaneous interpreting method, but the most frequently used was consecutive interpreting method. The customer service officers used these two interpreting methods in a different situation while serving customers. Usually, the customer service officer used consecutive interpreting method while they had duties in the counter. That was because the situation at the counter was crowded, made the interpreters difficult to concentrate and convey interpretations directly. Besides, the customer service officers used simultaneous interpreting method while they had duties in the office. The situation at the office was calm, made the customer service officers applied simultaneous interpreting method easily because they could be more concentrated in listening and convey interpretations directly.

The second was about the common problems appearing in interpreting what customers' need. There were three common issues experienced by customer service officers when interpreting, such as listening what customers' need, following the customers' speak and speed of delivery, pronunciation, and taking

notes. Those issues occurred caused by the lack of vocabulary, understanding structure, unable to comprehend natural spoken, maintaining concentration, and knowledge about interpreting.

The third was about the strategies to avoid misinterpreting. The customer service officers used three of twenty-seventh strategies mentioned by Li (2018). Those are anticipation, summarizing and skipping. The customer service officer used those methods because according to them, there were only those three strategies in avoid misinterpreting.

## **4.2 Suggestions**

### **4.2.1 Suggestion for PT. Angkasa Pura I**

I suggest that PT. Angkasa Pura I, Bali, always improve the way they serve their customers with great quality and maintain customer satisfaction. Moreover, I suggest PT. Angkasa Pura I, Bali, provides interpreting lesson during training because according to my observation, many foreign customers need interpreter services to solve their problems. Also, I hope the company will maintain good relations with all institutions, especially Airlangga University.

### **4.2.2 Suggestion for English Diploma Study Program**

I suggest that English Diploma Study program is keep improve the relevant courses to business field and activities that involve real work field such as study visit or internships. Moreover, I hope English Diploma Study program could gains more cooperation with several companies to improve the students' skills, so the students have a lot of experience and ready to work after completing their studies.