

IR-PERPUSTAKAAN UNIVERSITAS AIRLANGGA

A FINAL REPORT

**Strategies to Promote Hotel Products and Handle Guest Complaints
in Aruna Senggigi Resort and Convention**

**Presented in partial fulfilment of the requirement for the Diploma Degree in
English Language**



By:

Dhania Erdi Mutiasari

Student Number: 151711813016

Major : Business Communication

ENGLISH DIPLOMA PROGRAM

FACULTY OF VOCATIONAL STUDIES

UNIVERSITAS AIRLANGGA

2020

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CONVENTION**

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Dhania Erdi Mutiasari

Student Number:

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**ENGLISH DIPLOMA PROGRAM
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EXAMINER'S APPROVAL PAGE

This is to certify the final report of

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Has met the final report requirements of Faculty of Vocational Education

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STATEMENT OF ORIGINALITY

I Dhania Erdi Mutiasari (151711813016) honestly declare that the final report i wrote does not contain the works of parts of the works of other people, except those cited in the quotation and refrences, as a scientific paper should.

Surabaya, 07 June 2020



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DEDICATION PAGE

I dedicated this final report to my beloved parents and family