

A FINAL REPORT

**STRATEGIES USED BY CUSTOMER SERVICE AND
HOSPITALITY STAFFS IN HANDLING FOREIGN VISITORS
AT JUANDA AIRPORT T2 PT. ANGKASA PURA I SURABAYA**

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



By

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Student Number: 151511813026

Degree: AHLI MADYA (A.Md.)

Major: Business Communications

ENGLISH DIPLOMA PROGRAM

FACULTY OF VOCATIONAL EDUCATION

UNIVERSITAS AIRLANGGA

2020

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Approved to be examined.

Surabaya, 11th June 2020

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**ENGLISH DIPLOMA PROGRAM
FACULTY OF VOCATIONAL EDUCATION
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This to certify the final report of

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Has met the Final Report requirements of Faculty of Vocational Education

Universitas Airlangga

Surabaya, 11th June 2020

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STATEMENT OF ORIGINALITY

I, Muhamad Yusuf Effendi (151511813026), honestly declare that the final report I wrote does not contain the works or parts of the works of other people, except those cited in the quotation and the references, as a scientific paper should.

Surabaya, 11th June 2020



Muhamad Yusuf Effendi

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