TABLE OF CONTENTS

ADVISOR’S APPROVAL PAGE ................................................................. ii
EXAMINER’S APPROVAL PAGE ......................................................... iii
STATEMENT OF ORIGINALITY ............................................................ iv
TABLE OF CONTENTS ........................................................................ v
ACKNOWLEDGEMENT ....................................................................... ix
CHAPTER I ............................................................................................. 1
INTRODUCTION ..................................................................................... 1
1.1. Background of the report ............................................................. 1
1.2. Statement of Problem ................................................................. 4
1.3. Purpose of the Report ................................................................. 4
1.4. Significance of the Final Report ................................................... 5
1.4.1. For the writer: ........................................................................ 5
1.4.2. For the alma mater: ............................................................... 5
1.4.3. For the company: ................................................................. 5
1.4.4. For other interns: ................................................................. 6
1.5. Review of Related Literature ....................................................... 6
1.5.1. Definition of Customer Service ............................................. 6
1.5.2. Problems in handling foreign visitor ..................................... 6
1.5.3. Strategies in handling foreign visitor ............................................ 7
1.5.4. The importance English communication for Airport Staff ............. 8
1.5.5. Understanding Different English Accents in Communication......... 8
1.6. Methods of the Report ........................................................................ 10
   1.6.1. Location and Participant .............................................................. 10
   1.6.2. Data Collection ........................................................................... 10
1.7. Framework of the Report .................................................................... 12
CHAPTER II ................................................................................................. 13
COMPANY PROFILE ...................................................................................... 13
2.1. History of PT Angkasa Pura I ............................................................ 13
   2.1.1. History of Juanda International Airport ...................................... 14
   2.1.2. Vision ......................................................................................... 15
   2.1.3. Missions .................................................................................... 15
2.2. Organization Chart .............................................................................. 16
   2.2.1. Job and Responsibilities ............................................................. 17
2.3. Location ............................................................................................... 17
2.4. Services ............................................................................................... 18
   1. Flight and Airport Information .......................................................... 18
   2. Complaints Service .......................................................................... 18
   3. Lending a Baby Stroller and Wheelchair .......................................... 18
4. Announcement

2.5. Facilities

CHAPTER III

DISCUSSION

3.1. Descriptions

3.1.1. The problems faced by Customer Service and Hospitality staffs in handling foreign visitors

3.1.2. Strategies Applied by Customer Service and Hospitality in Handling Foreign Visitors

3.2. Obstacles

3.3. Added Values

3.4. Related Courses

3.4.1. Listening

3.4.2. Pronunciation

3.4.3. Speaking

3.4.4. Reading

3.4.5. English for Hotel and Tourism

3.4.6. Public Relations

CHAPTER IV

CONCLUSION AND SUGGESTION
4.1. Conclusion........................................................................................................... 41

4.2. Suggestion ............................................................................................................. 42

4.4.1. Suggestion for the PT. Angkasa Pura 1 ......................................................... 42

4.4.2. Suggestion for D-III English Language ......................................................... 43

REFERENCES ........................................................................................................... 44

APPENDIXES ............................................................................................................ 46

BIOGRAPHICAL SKETCH .......................................................................................... 51
ACKNOWLEDGEMENT

The writer would like to give the deepest praise to Allah SWT for all of the grace and grant the writer healthy so the writer could work well in this final report. The writer could finish his internship and final report even though his final report still has some mistakes.

In this special part of the final report, the writer would like to express his thanks and respect for people who have some unavoidable parts in this final report:

1. Annysa Endriastuti, S.Hum., M.Hum., as the lecturer of Diploma III English Department at Universitas Airlangga and also the writer’s final report advisor at the same time. Thanks for her time, patience, advice, and support all the time in this final report writing.

2. Rina Saraswati, S.S., M.Hum., as the head of English Diploma. Thanks for developing and managing English Diploma to become better and better.

3. Triubaida Maya Ardianti, S.Pd., M.A., M.Pd., as the examiner of final report at Universitas Airlangga. Thanks for the time and oppurtunity given for examining and also giving critics in final report exam.

4. All lecturers in English Diploma Department who have delivered a lot of educations, inspirations, and encouragements throughout the writer’s study in Universitas Airlangga.
5. All of the customer service and hospitality section staffs who always support and gave many motivations to the writer during internship and writing the final report.

6. My father Faisal Wusana P, my mother Siti Amaliyah, and also my brothers Muhamad Falah & Muhamad Falih who always support me.

7. Erik Hendra Wibisono, my best friend who always supported and helped me all the time.

8. Dr. Hamidah M.Si.psi., for giving counseling and postive suggestion to the writer during study in English Diploma.

9. All the members of Mbok El Family, for giving alot of suggestion during final report writing.

10. All of the writer friends in Universitas Airlangga, especially in EDSO 2015.

The writer realized that this final report is far from the ideal one, because of the writer limitation as a human. The writer hopes the readers could give some critics and suggestions to make the report be better.

This final report hopefully could give more benefit to other students who want to do their internship as a customer service. Finally the writer hopes this final report could be useful for everyone who reads it.