

IR – PERPUSTAKAAN UNIVERSITAS AIRLANGGA

A FINAL REPORT
INTERPRETING METHODS AND STRATEGIES
EMPLOYED BY CUSTOMER SERVICE OFFICERS AT
DENPASAR TOURIST INFORMATION CENTRE

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



By

Desak Kadek Mila Millenia

Student Number: 151711813007

Major: Business Communication

ENGLISH DIPLOMA PROGRAM

FACULTY OF VOCATIONAL STUDIES

UNIVERSITAS AIRLANGGA

2020

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Approved to be examined.

Surabaya, 27th May 2020

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**ENGLISH DIPLOMA PROGRAM
FACULTY OF VOCATIONAL STUDIES
2020**

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This to certify the final report of
Desak Kadek Mila Millenia
Has met the Final Report requirements of Faculty of Vocational Studies
Universitas Airlangga

Surabaya, 27th May 2020

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STATEMENT OF ORIGINALITY

I, Desak Kadek Mila Millenia (151711813007), 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, 27th May 2020



Desak Kadek Mila Millenia

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