Table of Contents

C	HAPT	ER I	1
II	NTROI	DUCTION	1
	1.1.	Background of the Report	1
	1.2.	Statement of the Problems	5
	1.3.	Purpose of the Report	5
	1.4.	Significance of the Report	5
	1.4.1.	For the Writer	5
	1.4.2.	For Almamater	5
	1.4.3.	For Company/Institution	6
	1.4.4.	For Other Interns	6
	1.5.	Review of Related Literature	6
	1.5.1.	Methods of Interpreting	6
	1.5.2.	How to avoid Misinterpreting	9
	1.6.	Methods of the Report	1
	1.6.1.	Location and Participant	1
	1.6.2.	Data Collection	1
	1.6.2.	1. Structured Interview	1
	1.6.2.2	2. Observation	1

	1.6.2.3	3. Data Analysis
	1.7.	Framework of the Report
C	HAPT	ER II
C	OMPA	NY PROFILE2
	2.1.	Brief History
	2.2.	Vision and Mission
	2.2.1.	Vision
	2.2.2.	Mission
	2.3.	Organization Chart
	2.4.	Job and Responsibilities
	2.5.	Location9
C	HAPT	ER III
D	ISCUS	SIONS
	3.1.	Description
	3.1.1.	The methods that were most frequently used in interpreting by
	custor	ner service officers at Denpasar Tourist Information Centre 10
	3.12.	The strategies used by customer service officers to avoid
	misint	erpreting
	3.2.	Obstacles
	3.2.1	Obstacles in identifying the interpreting methods that frequently used

IR – PERPUSTAKAAN UNIVERSITAS AIRLANGGA
by customer service officer at Denpasar Tourist Information Centre
3.2.2 Obstacles in identifying the interpreting strategies used by customer
service officer at Denpasar Tourist Information Centre to avoid misinterpreting.
3.3. Added Values
3.4. Related Courses
CHAPTER IV
CONCLUSION AND SUGGESTION
4.1. Conclusion
4.2. Suggestion
4.2.1. Suggestion for Denpasar Tourist Information Centre
4.2.2. Suggestion for DIII English Language
APPENDICES45
Appendix 1: Transcription with tourists from Holland
Appendix 2: Transcription with a tourist from Australia
Appendix 3: Transcription with a tourist from Dutch
Appendix 4: Transcription with a tourist from Japan
Appendix 5: Transcription with a tourist from China
Appendix 6: Semi-structured interview with Senior
Appendix 7: Internship Acceptance Letter

	Appendix 8: Internship Accomplishment Certificate	. 39
	Appendix 9: Certificate	. 40
	Appendix 10: Internship Assessment Form	. 41
	Appendix 11: Pictures	. 42
В	IOGRAPHICAL SKETCH	. 52



Acknowledgements

First of all, the writer would like to thank Ida Sang Hyang Widhi Wasa who gave his bless so that the writer could complete this final report. The writer also wants to express his gratitude to the people who support her in from the beginning until the end of writing this final report. The writer would like to thank:

- 1. The writer's family, especially her parents who have always supported her morally as well as financially.
- 2. Mrs. Rina Saraswati, S.S., M.Hum., as the Coordinator of English Diploma Universitas Airlangga.
- 3. Mr. Sholakhuddin Al Fajri, S.S., M.A., as a the lecturer and also being the writer's Final Report advisor, thank you for the time, guidance and motivation until the writer can finish her Final Report.
- 4. All lectures of English Diploma Program. Thank you for all of the knowledge that have been given to the writer. Thank you for always encouraging the writer to always do the best.
- Dinas Pariwisata Kota Denpasar. Thank you for the chance and the knowledge during the internship for three months.
- Drs. I Nyoman Nada, M. Si., as the Secretary of Tourism office of Denpasar city. Thank you for the knowledge.

- 7. All of my customer service officer team who gives me more knowledge, experience, jokes and help in gaining case study.
- 8. Muhamad Risky Eko Ramadhanto a.k.a Kiky Wang as my internship partner. Thank you for all moments and support during internship in *Dinas Pariwisata Kota Denpasar*.
- 9. The writer's beloved bestfriends since elementary school,
 Annesia Fernanda, Cindy Novita, Issabella Lekatompessy, and
 Widya Fitri. Thank you for always be there for 24/7.
- 10. The writer's beloved friends, Shavira Akhirul, Kintan Rizqina, Widya Aulia, and Tio Putra. Thank you all for your support and accompany thru the ups and downs.
- 11. Thank you for Business class, BI.1. I wish all the best for our success.
- 12. Thank you for EDSO Universitas Airlangga 2017. Thank you for the colourful friendship.