

## TABLE OF CONTENT

STATEMENT OF ORIGINALITY .....	iv
DEDICATION PAGE .....	v
ACKNOWLEDGEMENT .....	ix
CHAPTER I .....	1
INTRODUCTION .....	1
1.1 Background of the Report .....	1
1.2 Statement of Problem .....	3
1.3 Purpose of the Report .....	4
1.4 Significance of the Report .....	4
1.5 Review of Related Literature .....	5
1.6 Methods of the Report .....	7
1.7 Frame Work of the Report .....	10
CHAPTER II .....	11
COMPANY PROFILE .....	11
2.1 Institution History .....	11
2.2 Company Profile .....	12

2.3	Vision and Mission.....	13
2.4	Services and Facilities .....	14
2.5	Achievements.....	15
2.6	Location.....	16
2.7	Organization Chart .....	17
2.8	Job and Responsibilities .....	18
CHAPTER III .....		20
DISCUSSION .....		20
3.1	Description .....	20
3.1.1	The Problem faced by customer service officer at PT Angkasa Pura I Bali during communicating with British Accent. ....	22
3.1.2	The Strategies used by the customer service officers of PT Angkasa Pura I Bali in giving clear information. ....	28
3.2	Obstacles .....	33
3.3	Added Values .....	33
3.4	Related Course .....	34
CHAPTER IV .....		36
CONCLUSION AND SUGGESTION .....		36
4.1	Conclusion.....	36

4.2	Suggestions.....	38
REFERENCES	.....	39
APPENDIXES	.....	42
APPENDIX 1: Internship Acceptance Letter.....		42
APPENDIX 2: Internship Assessment Form .....		43
APPENDIX 3: Semi-structured interview Transcript.....		44
APPENDIX 4: Documentation .....		49
APPENDIX 5: Notes.....		54
BIOGRAPHICAL SKETCH .....		58

## ACKNOWLEDGEMENT

The writer would like to express her big gratitude to ALLAH SWT for the endless blessing that was given during finishing the writer's final report. The writer also would like to say thanks to all of people who support her eternally in guiding her until she can finish her final report.

1. The writer's family (Bapak, Ibu and Justice) for the endless love and support that were given to the writer's as well as being both motivators and supporters in the writer's life.
2. Mrs. Rina Saraswati, S.S., M.Hum., as the head of English Diploma Program for leading and improving the major in better way.
3. Sidarta Prasetyo, SS., MA.TESOL, as a lecturer of English Diploma Program at Universitas Airlangga also being the writer's Final Report advisor at the same time. Thank you for the time, guidance, and motivation that were given thoroughly so that the Final Report can be finished.
4. All lecturers in English Diploma Program who were always giving a lot of knowledges, experiences, motivations and advices that incredibly priceless for the writer's future.
5. PT. Angkasa Pura I, Bali, who gave the writer opportunities and trust to do internship for a month.

6. All of the customer service officers especially *mbok gek wahyu's* team who gave the writer more knowledge, experience, and help the writer in gaining case study.
7. Putri Nur Azizah as the writer's proofreader. She is very helpful, gives the best advice to the writer patiently. Thank you for encouraging the writer to complete this final report.
8. Safira Meidina Andini and Faiz Adipraptama, for being the writer's best friends for the last three years, giving beautiful stories on campus and helping the writer do her final Project.
9. Gracelyn, Rananda, Aurel and all members of fibra dance crew being the writer's best friends in the dance community of the Faculty of Humanities. Thank you for the love and support so that the writer is always enthusiastic in doing the final project.
10. Alfian Firmansyah as the writer support systems, who always give love, support, and give the confidence that she can complete this final report. Thank you for trusting the writer so that she can finish this final report in time.
11. Khalistio Akbar as the writer's proofreader.
12. EDSO BI-2 and business class who have made unforgettable friendship and moment.

The writer realizes that this final report is still far from perfect due to the limitation as a human being. Hence, she welcomes criticisms and suggestion from the readers that could make this final report better. The writer hopes this final report can be beneficial for others, especially for English Diploma students.