

UNDERGRADUATE THESIS

**A STUDY OF APOLOGY STRATEGIES USED BY THE CUSTOMER
SERVICE OFFICERS OF TRAVELOKA ON TWITTER @TRAVELOKA**



By

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**ENGLISH DEPARTMENT
FACULTY OF HUMANITIES
UNIVERSITAS AIRLANGGA
SURABAYA**

2020

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**Submitted in Partial Fulfillment of the Requirements for the Sarjana Degree
of English Department, Faculty of Humanities, Universitas Airlangga**

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2020

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DECLARATION

I declare that this undergraduate thesis submitted in partial fulfillment of the degree of Sarjana Humaniora (S.Hum) of the English Department Faculty of Humanities Universitas Airlangga is entirely my own work and has been solely the result of my own original research. Hereby, I confirm that:

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Surabaya, 20 June 2020



Qonita Seila Shofyan

121611233042


"This thesis is specially dedicated
to Mama and Ayah who always
wholeheartedly support me for all
this time. Thank you for everything,
especially for your tireless and
sincere hard work.
I love you. Always."

APPROVAL SHEET

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Qonita Seila Shofyan

“Nothing comes easy. Even the illusion of effortless
requires a great deal of effort indeed.”

Helena Bonham Carter