

A FINAL REPORT

**COMMUNICATION TYPES IN HANDLING CUSTOMER'S
PROBLEMS TO REACH CUSTOMER'S SATISFACTION IN
PT ANGKASA PURA I BALI**

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



By

Zahra Nur Haliza

Student Number: 151711813035

Major: Business Communications

ENGLISH DIPLOMA PROGRAM

FACULTY OF VOCATIONAL EDUCATION

UNIVERSITAS AIRLANGGA

2020

ADVISOR'S APPROVAL PAGE

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Approved to be examined

Surabaya, 7th June 2020

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This to certify the Final Report of

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Has met the Final Report requirements Faculty of Vocational
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Surabaya, 7th June 2020

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I Ketut Yudarsana

STATEMENT OF ORIGINALITY

I, Zahra Nur Haliza (151711813035), 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 references, as a scientific paper should.

Surabaya, June 7th 2020



Zahra Nur Haliza

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ALHAMDULILLAH YA ALLAH...

THIS FINAL REPORT DEDICATE FOR MY FAMILY

