

UNDERGRADUATE THESIS

**POLITENESS STRATEGIES USED BY THE BARISTAS OF *HI COFFEE*
SURABAYA IN INTERACTING WITH THE CUSTOMERS**



By

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**ENGLISH DEPARTMENT
FACULTY OF HUMANITIES
UNIVERSITAS AIRLANGGA
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**Submitted in Partial Fulfillment of the Requirements
for the Sarjana Degree of English Department
Faculty of Humanities Universitas Airlangga**

By

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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, 30 June 2021



Dinda Yuana Alfisa

NIM 121711233052

I would like to dedicate this undergraduate thesis to all my families, my beloved ones, and everyone who has always supported me and stood by my side during my difficult times.

Moreover, for Me.

APPROVAL SHEET

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Surabaya in Interacting with the Customers
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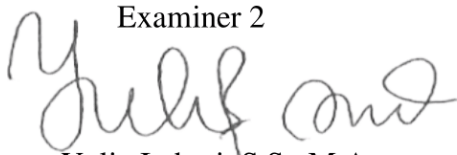
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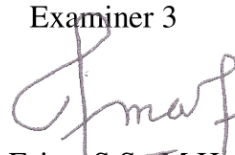
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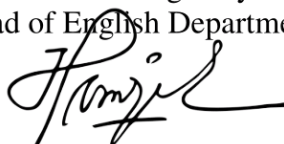
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Lastly, I would say that this work of mine is far from perfection. It needs a lot of improvement to make it a better reading for those who read this.

Surabaya, 30 June 2021

Dinda Yuana Alfisa

“Even the desert could become the sea.”

BTS