## POLITENESS STRATEGIES USED BY STAFF TO THE VISITOR

### AT SURABAYA TOURISM INFORMATION CENTRE

A THESIS



By:

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St. Nr. 121211223003

ENGLISH DEPARTMENT FACULTY OF HUMANITIES UNIVERSITAS AIRLANGGA SURABAYA 2015

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### A THESIS

## Submitted as Partial Fulfilment of the requirements for the Sarjana Degree of English Department Faculty of Humanities Universitas Airlangga Surabaya

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### DECLARATION

This thesis contains no material which has been accepted for the award of any other degree or diploma in any university. And to the best of this candidate's knowledge and belief, it contains no material previously written by other persons expect where due reference is made in the text of the thesis.

Surabaya, 12August 2015

Karina Rachmawati

## I DEDICATE MY THESIS TO:

- MY MOM & DAD
- MY FAMILY
- SURABAYA TOURISM INFORMATION CENTRE

v

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Finally, the writer realizes that this thesis is far behind the perfection of good thesis writing. Therefore, this thesis may help the other students to find

another problem of politeness strategies in various situations and still need to be investigated more in another level of study. Furthermore, the analysis of conversation in this situation may vary, not only from the scope of politeness strategies, but also from other theories which will find another perspective.

Karina Rachmawati

Remember that life is,

Not meant to be wasted,

We can always be chasing the sun.

- Sara Bareilles

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