POLITENESS STRATEGIES USED BY STAFF TO THE VISITOR

AT SURABAYA TOURISM INFORMATION CENTRE

A THESIS



By:

KARINA RACHMAWATI

St. Nr. 121211223003

ENGLISH DEPARTMENT FACULTY OF HUMANITIES UNIVERSITAS AIRLANGGA SURABAYA 2015

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

BY KARINA RACHMAWATI St. Nr. 121211223003

ENGLISH DEPARTMENT FACULTY OF HUMANITIES UNIVERSITAS AIRLANGGA SURABAYA 2015

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

Approved to be examined

Surabaya, 12 August 2015

Thesis advisor,

Dra. Lilla Musyahda, M.Pd.

NIP. 196612102007012001

Head of English Department,

Dra. Lilla Musyahda, M.Pd. NIP. 196612102007012001

ENGLISH DEPARTMENT

FACULTY OF HUMANITIES

UNIVERSITAS AIRLANGGA

SURABAYA

2015

This thesis has been approved and accepted by the Board of Examiners,

English Department, Faculty of Humanities, Universitas Airlangga

On 12 August 2015

The Examiners are:

Ema Faiza, M.Hum

NIP. 197410142003122001

<u>Dra. Lilla Musyahda, M.Pd.</u> NIP. 196612102007012001

Deny Arnos Kwary, Ph.D.

NIP. 197501011999031001

ACKNOWLEDGEMENT

Foremost, the writer would like to say gratitude to the Greatest Creator of all, Allah SWT, who has been given the writer strenght, ability, and knowledge to write this bachelor thesis. Finally, the writer is able to finish this thesis with every possibility of difficulty and obstacle in the process of writing thesis.

The writer also would like to give gratitude and many thanks to her thesis advisor, Ms. Lilla Musyahda, whom always support continuously and help to assist and guide the writer to write the thesis to be done and corrected. Many thankful to other lecturers of AJ Sastra Inggris who always teach and give support to their students to get a better journey of life, either in academic or in society.

To the lecture trustee, Ms. Viqi Ardaniah who always give her time to the writer in sharing and reporting everything without felt exhausted, and never stop to let her student graduate on time.

The last and not least, many gratitudes to my parents for always wanting the writer to finish the thesis immediately and support the writer with their most blessing prayer until the thesis has finished.

A thousand thanks for a friend who always help to the maximum capacity, Fika, and other four beautiful ladies who always support the writer to finish the thesis quickly. For AJ alumnae class 2012 friends, we have many beautiful days to be not forgotten and we have a super duper tired, happy, and memorable day as a student's of UA AJ Sasing'12.

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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