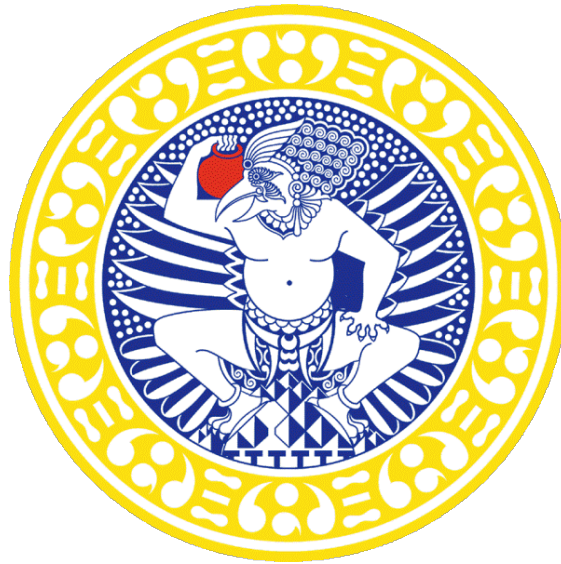


**A STUDY OF APOLOGY STRATEGIES USED BY CUSTOMER SERVICE
OFFICERS IN TELKOMSEL SURABAYA**

A THESIS



By:

Nadia Narulita Belfas

St. N: 120912061

**ENGLISH DEPARTMENT
FACULTY OF HUMANITIES
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SURABAYA**

2014

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Submitted as Partial Fulfillment of the Requirements for the
Sarjana Degree of English Department Faculty of Humanities
Airlangga University Surabaya

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2014

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 candidate's knowledge and belief, it contains no material previously published or written by other person except where de reference is made in the text of the thesis.

Surabaya, 6th January 2014

Nadia Narulita Belfas

*This Thesis I dedicated to
My beloved Family,
And also to my self*

Approved to be examined

Surabaya, January 6th, 2014

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ACKNOWLEDGMENTS

Alhamdulillah, on this occasion, I want to use the opportunity given to me to convey my gratitude to the many people, which has provided great assistance to me during the process of making the thesis.

First of all, I would like to express my greatest gratitude to the only creator of mankind, Allah SWT for His blessing, guidance, mercy, and love, so that I can finish my thesis. I believe that without His blessing, I will not be able to complete this project.

I will give my first thanks to both of my parents, who never cease to always give encouragement to me, both in the best and worst of my condition. They are the only people who always accompany me, and without their great support, it would be impossible for me to finish this thesis. I also give the thesis to them, as one of proof that I finally managed to complete what should be done.

To my thesis advisor, Mam Lilla, I cannot say much for all the support, advice, and assistance that has been given to me. Without her, I would have lost my way in completing the thesis. I would thank to Telkomsel Grapari PTC Surabaya that gave me the permission to take the data for my thesis.

Special big thanks will be dedicated to Novan Priyambodo, who was always patient with me in all sorts of difficult and happy memories. Thanks for your support on finishing my thesis.

I will never forget to thank my lovely and crazy friends, Syarifah, Harum, Intan, Martha, Nadia, Dewi and Reny for the sadness, laughs, and jokes from the first to the last semester. We play and work hard together. I love you. And also thanks to Siti Fauliya who helps me prepare toward the thesis defense. Finally, thanks to all my friends at the English Department of class 2009 who have colored my world during my study and have given me sincere support.

Nadia Narulita Belfas