

PT Angkasa Pura is a government company that is managed by BUMN (State Enterprises) engaged in the field of aviation service business in Indonesia. In this company manages thirteen airport in Indonesia. One of the airports that is managed by PT Angkasa Pura 1 ( Persero ) Surabaya is Juanda International Airport that is located in Bandara Juanda street number 1 Sedati, Sidoarjo, East Java.

During the internship at PT. (Persero) Angkasa Pura I Surabaya as a Customer Service, the writer got many new experiences and a lot of knowledge. The writer did the internship for 6 weeks started on 19<sup>th</sup> January 2015 and ended on March 09<sup>th</sup> 2015. There are a lot of experiences that the writer has never had before, especially about aviation.

The writer is very happy and excited because she can do the internship on Juanda International Airport. The writer can learn directly the working process at aviation Juanda International Airport. The writer also can practice how to communicate very well in front of employees and customer. On the other hand they can know about how to see flight schedule and flight radar detector. The writer also learns about having responsibility in performing the duties. The writer has to be disciplines, patient and friendly to make the passengers or visitors fell comfortable with the information. During the internship, it is important to avoid mistake in providing information to the passengers or visitor. Besides that, the writer got a lot of knowledge about aviation as the airlines and destination codes, flight schedule and facilities inside Juanda International Airport. Good cooperation is needed in work field, so there is no misunderstanding among the staff. When the writer faced difficulties in her job, the Customer Service (CS) staff would help the writer. In the

fact, it is not only skills which were needed in the work field but also responsibility and sincerity. As a customer service the writer needs more patients and has a good manner.

The writer jobs were facing and serving the customers, passengers, and visitor well. On the other hand the writer and the customer staffs handling the problem from customer, answering the phone's customers, and giving information about area in the Juanda International Airport.. finally, the writer felt happy, enjoyed and excited with her jobs when the writer did was the internship in Juanda International Airport for six months. She was working with staffs that friendly and discipline and also comfortable place. The writer also got a lot of knowledge, information and good experiences.

