

**A Job Training Report as an Public Communication Officer  
at PT (Persero ) Angkasa Pura I Juanda Surabaya  
From 3 February 2005 - 3 April 2005**

**By :  
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**A final report submitted as a partial fulfillment of the requirements  
for the degree of (A. Md)**

**Major : Business Communication**

**D-III ENGLISH LANGUAGE  
FACULTY OF LETTERS  
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by.

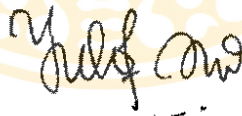
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This is to certify that the final report of  
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Has met the Final Report requirements of Airlangga University

Surabaya, 19 July 2005

Board of Examiners



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## CHAPTER IV

### CONCLUSION

Due to the epoch development, people have easier and faster access to travel to other places using airplanes. Aviation industry is one of today's promising job fields. A lot of people travel by airplanes. In Indonesia itself, there are several airlines companies which serve commercial flight. The aviation industry's progresses are related to tourism development, because most of aviation industry's profit is earned from international flights. Different with the local flights, the ticket of international flights and the over route flights must be paid by US\$.

The writer is very interested in aviation industry. Therefore, the writer decided to do On the Job Training in PT (Persero) Angkasa Pura I Juanda Surabaya. During a 2-month-On the Job Training, the writer got a lot of knowledge and experiences. The writer learned a lot of new things: how to handle costumer especially angry costumer, standard flight announcement, and how to read telex. Those were all interesting things to be learned.

Beside of learning some interesting things, the writer also gets some interesting experiences: handling foreign costumers, doing the first public announcement, and so on.

The writer becomes more interested in this industry after finishing On the Job Training. The writer gets some valuable information about career opportunity in this industry and decides to take an aviation course after graduating from D3 English of Airlangga University.