

CHAPTER IV

CONCLUSION

PT. Angkasa Pura I is a company which manages airports in the central and eastern parts of Indonesia. One of them is Juanda International Airport. It is located in Jl. Ir. Haji Juanda, 61253, Sidoarjo, East Java, Indonesia, which is 20 km in the south of Surabaya. Juanda International Airport has 3,000 m² runway length and two terminals, Terminal 1 for domestic flights and Terminal 2 for International flight.

The writer did internship for 8 weeks at PT Angkasa Pura I from 14 January until 14 March 2016. PT Angkasa Pura I is a state-owned enterprise (BUMN). It is a good choice for internship place because the writer could practice and prove her skills in English in there, such as speaking and listening. It also a better place to exercise patience and to work under pressure.

When the writer did her internship in Juanda International Airport as a customer service officer, she got much knowledge and many experiences which could help her after graduate from Universitas Airlangga. She get a lot of lessons, such as how to service the customers, how to greet the customers, how to handle a complaint and etc. It also near from the writer's house, so she could manages times well.

The writer suggested that before taking internships, the participants should prepare themselves well and be active so they could adapt easily in the companies. It is important to build a good relationship with the seniors too, because they are very helpful during did internship. The participants should learn more about the field that will be

carried, so they could give a good performance. The message from the writer is to do your best and give the best anyway.

