

## CHAPTER IV

### CONCLUSION

East Java is one of the provinces in Indonesia which has many tourist destinations, such as magnificent mountains, beautiful beaches, wonderful waterfalls, and others. People like to visit East Java not only for travelling but also for doing business, since East Java is the centre of economic in eastern Indonesia. Therefore, transportation is the most important thing for those people and one of the options is air transportation. In East Java, there is only one Airport that serves domestic and international flight named Juanda International Airport which is located in Surabaya. Juanda International Airport is managed by PT. Angkasa Pura I (Persero), one of state-owned enterprises in Indonesia.

The writer did internship at PT. Angkasa Pura I (Persero) branch Juanda International Airport as a Customer Service Officer. During the internship, the writer learned how to serve the customers well, handle customer's complaint, and deal with the customers. She also learned how to work as a team and act properly toward the other officers. Besides, the writer also gained a lot of aviation knowledge that she had never got before. While the writer did her internship, she was able to apply some subjects that have been studied at English Diploma, such as when the writer handled foreigner customers, operated the computer, and others.

After the writer finished her internship, she knew about the real working world and gained many experiences as Customer Service Officer. She hopes all of the experiences and knowledge that she got from the internship could be useful for her future. The writer recommends that PT. Angkasa Pura I (Persero) is one of the right places for students of English Diploma to do internship because it helps the interns to improve their soft skills and knowledge.