

## CHAPTER IV

### CONCLUSION

Transportation is currently highly needed by everyone. A good transportation provides comfort for the passengers and uses the latest technology to ensure their safety. In Indonesia, there are three types of public transportation modes: land, water, and air transportation. Nowadays people tend to choose transportation which saves time and effort, but the cost is not expensive. Therefore, people today tend to use air transportation to travel because in addition to saving time and energy, and the price of the plane tickets are not too expensive compared to the past. Other advantage of air transportation reach places that can not be reached by land or sea modes. Many places outside Java Island can not be reached by land and sea modes, therefore, to facilitate the passengers reach their destination, air transportation is highly recommended.

Airports in Indonesia are currently managed by PT Angkasa Pura. PT Angkasa Pura, that provide services of airports, is obliged to carry out tasks under the authority of the government of flight safety and security. Angkasa Pura is divided into two parts, PT Angkasa Pura I and PT Angkasa Pura II. PT Angkasa Pura I operates in the eastern parts of Indonesia, while PT Angkasa Pura II operates in the western parts of Indonesia.

Juanda International Airport manage by PT Angkasa Pura I. Juanda International Airport had two terminal, Terminal 1 and Terminal 2. Terminal 1 is used by several airlines that specifically provide for domestic flight. Terminal 2 is used by several airlines that specifically provide for flights abroad.

Airport is one of the public places frequently visited by the customer. Airport provide facilities other than plane, such as restaurant, supermarkets, and other services.

One of the service is Customer Service. Customer service officer is responsible for solving various problems that customers had in the area around Juanda International Airport. Customer service officer answers many questions asked by the customer and must give any information in clearly. Customer service is also a place to accommodate a variety of complaints about the facilities and services in Juanda International Airport.

The writer did her internship at Juanda International Airport as a customer service officer from January, 18th 2016 – February, 19th 2016. The writer conducted internships with her two teammates, namely Yulinda and Hanina. The writer learned how to deal with customers everyday. She answered many questions asked by customers and had to give any information clearly. The writer could learn how to be polite and friendly in many situations because she had to deal with customers and staff everyday. The writer had done variety of activities, including: giving information to customers about flight schedules or facilities provided by Juanda Airport and helping customers resolve their problems in the area of Juanda Airport.

By doing internship in Juanda Airport as customer service, the writer was able to apply some subjects, which she had learned at the university. The skills obtained from the university could be applied well in the writer's internship, such as communicating with staff and customers, working with computer, and how to behave in the workplace. The writer also gains a lot of knowledge, information and good experiences.