

## CHAPTER IV

### CONCLUSION

PT. Angkasa Pura I (Persero) is an air transportation company in Indonesia which is owned by the state or also known as a state-owned enterprise (BUMN). This company is located on Ir. H. Juanda street and was established on February 20, 1962. PT. Angkasa Pura I (Persero) manages several airports in Indonesia, including Juanda International Airport Surabaya.

The writer did her internship at PT. Angkasa Pura I (Persero), Juanda International Airport Surabaya. The writer did the job training for a month, from 18<sup>th</sup> January to 19<sup>th</sup> February 2016. The writer was assigned as a customer service center staff. The writer was very excited to do an internship in the Juanda International airport that has won several service quality awards. The officers were friendly and they shared their knowledge and skills, relating to the airport and customer service.

During her internship, the writer gained new knowledge such as giving information about the airport to customers, handling problems or complaints of customers, handling telephone calls, operating flight schedule data in computer, and writing all of the information activities in log books. As a customer service staff, the writer participated in maintaining discipline, safety, and comfort. The writer had to be nice, friendly, patient, and had good attitude to satisfy the customers. The writer also obtained new experiences about giving service for customers and aviation that she had never learned before. There are many subjects that the writer got in English Diploma which were very useful for the writer to do her tasks. The writer could practice and improve her English skills when she dealt directly with overseas customers. The writer obtained many advantages from her internship because she could learn how to be a good customer service and she could apply her knowledge when she works later. The writer

recommends PT Angkasa Pura I (Persero) to the English Diploma students as a place to do internship because they could practice and apply their English skill directly especially in speaking and listening skills. They can also meet many people with different characteristics because Juanda International Airport serves not only domestic tourists but also overseas tourists. The writer suggests that PT Angkasa Pura I trains its customer service staffs to learn other languages such as Mandarin to serve customers from different countries. Based on the writer's experience when she did her internship, she often met Chinese people who could not speak English. The writer hopes that English Diploma of Universitas Airlangga could maintain a good relationship with PT Angkasa Pura I (Persero).

