

## **CHAPTER IV**

### **CONCLUSION**

PT. Angkasa Pura I is a company that manages Juanda International Airport. The company is also responsible to manage other airports in the east and central parts of Indonesia. Juanda International Airport is located in Ir. Haji Juanda street, 61253, Surabaya, East Java, Indonesia. Juanda International Airport has two terminals; Terminal 1 for domestic flights and Terminal 2 for international flights.

The writer did the internship at PT Angkasa Pura I for 8 weeks from 14 January until 14 March 2016. PT. Angkasa Pura I is a state-owned enterprise (BUMN). The writer chose PT. Angkasa Pura I as the internship place because the company would offer new knowledge and experiences. In the company, she also could practice her skills in English such as speaking, listening, cross cultural understanding, etc. It may help the writer to perform better in her future work after graduated from Universitas Airlangga. There are many foreigners coming to Juanda International Airport that could help the writer practice and improve her skills in English.

When the writer did her internship as a customer service officer in Juanda International Airport, she learned a lot of knowledge and experiences such as how to deal with problems in the work place, to build a good relationship with other customer service officers, to serve customers patiently and politely, and some other things. After doing the internship in Juanda International Airport, the writer is convinced and ready to be in the work field. She is proud of doing the

internship program at PT. Angkasa Pura I well because PT. Angkasa Pura I is a big company that many Indonesian citizens are dreaming to work in there.

The writer suggests that before taking an internship in PT. Angkasa Pura I, the participants should prepare themselves to be braver and more active in communication, especially if they become a customer service officer. It means, they have to brave in facing every problem. Some obstacles may happen when they work, but they must deal with it well. In the end, it is expected that they could give good services to the customers. Building a good relationship with the other customer service officers or work partners is important. It is helpful for participants when they want to have a good atmosphere or feel comfortable in the work place during the internship. The advice from the writer is to be confident and always do the best as a customer service officer to serve the customers.

The writer also hopes that PT. Angkasa Pura 1 could be more helpful to people around Juanda International Airport. The company is expected to bring success, not only for their own company but also for Surabaya. She suggests PT. Angkasa Pura 1 to be more detailed in giving information to the customers; for example, there should be a local map of Terminal 1 and Terminal 2 that would inform the customers about the location of every place in Terminal 1 and Terminal 2 buildings, such as cafe, toilet, restaurant, convenience stores, check in counter, etc. They also supposed to give more detailed explanation about destination flight codes such as BPN for Balikpapan, BTJ for Banda Aceh, DPS for Denpasar, and others. Hence, the customers could also understand the meaning of the destination flight codes without asking to the customer service officers.