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Judul Tugas Akhir : Duties of Customer Service in *Tourist Information Center* of Surabaya North Quay  
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Abstract :

Tourism industry in East Java has a large potential. At the present, the government attempts to develop the tourism potential through Department of Tourism and Culture, East Java. The main duty of Department of Tourism and Culture is developing and promoting tourist destination in East Java. Tourist Information Center or TIC is a subdivision marketing division in Department of Tourism and Culture, East Java. The function of TIC is to give information recommendation, and promotion of tourism destination in East Java. The aim of this discussion is to discover the duties of customer service officer of TIC in Surabaya North Quay. The writer's methods are observing, interviewing and communicating. Based on data that the writer collected, she can analyze and take conclusion the duties of customer service of TIC in Surabaya North Quay in the real condition.

*Keyword* : *TIC, customer service, communication, facilities and services.*