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## **ENGLISH USAGE BY CUSTOMER SERVICES AND HOSPITALITY SECTION STAFFS AT T2 PT. ANGKASA PURA 1**

Using English for communication skill in airport very important especially for the customer service and hospitality section staffs. Even though the customer service and hospitality section staffs were graduated from varieties of academic major, the customer service and hospitality section staffs have their own ways to reduce the limitations. As long as the customer service and hospitality section staffs confident, the customer service and hospitality section staffs can solve the limitation of English usage in communication. In fact, many staffs cannot speak English in this job. The staffs were graduated from varieties of major academic and effect to the services of customer service. As a good customer service and hospitality section staffs who can speak English, they can make the foreign passengers understand the explanation even though using passive English and politeness attitude is an advantage in service, especially in international airport.