

TABLE OF CONTENTS

I Dedicated This Final Report to My Beloved Parents and People who love me	v
ACKNOWLEDGEMENTS	viii
CHAPTER I.....	1
INTRODUCTION.....	1
1.1 Background of the Report	1
1.2 Statement of The Problems.....	4
1.3 Purpose of the Report	4
1.4 Significance of the Final Report	4
1.5 Review of Related Literature	5
1.5.1 Business Communication	5
1.5.2 Tourism	6
1.5.3 Tourism Information Service	6
1.6 Methods of the Reports	7
1.6.1 Data Collection	7
1.6.2 Semi Structured Interview.....	7
1.6.3 Observation	8
1.7 Framework of the Report.....	9
CHAPTER II	10
INSTITUTION HISTORY.....	10
2.1 Institution History	10
Vision.....	11

Mission	11
2.2. Organization Charts.....	12
CHAPTER III.....	18
DISCUSSION	18
3.1 Description.....	18
3.1.1 The Problems in Denpasar Tourism Information Centre	18
3.1.2 Strategies for Denpasar Information Centre	21
3.2. Obstacles	23
3.3. Added Values	27
3.4 Related Courses	28
CHAPTER IV.....	30
CONCLUSION AND SUGGESTION	30
4.1 Conclusion	30
4.2 Suggestion	32
4.2.1 Suggestion for The Company/ Institution	32
4.2.2 Suggestions for D-III English Program	32
REFERENCES	33
APPENDIX 1: OBSERVATION TRANSCRIPT.....	34
APPENDIX 2: CERTIFICATE	36
APPENDIX 3: ASSESSMENT FORM	37
APPENDIX 4: PHOTOGRAPHS	38