

3.4.5 Public relation

This course was very helpful for writers during his internship in terms of developing ideal ways to build relationships with international customers and provide information to international customers by having the necessary verbal aspects such as speaking clearly and slowly, to the points, and maintaining high self-confidence.

3.4.6 Psikologi Pelayanan

This course was useful for the writer in terms of providing good attitude and manners toward customers. Also, this course helped the writer in understanding the differences of the customers' psychology.