

CHAPTER IV

CONCLUSION AND SUGGESTION

4.1 Conclusion

There are several important points that can be concluded from this final report about the policies that should be followed by customer service officers of PT. Angkasa Pura I, Bali in handling communication with international customers.

The first is the writer obtains plenty of new knowledge about the airport system, including airport services and facilities at I Gusti Ngurah Rai Airport. The writer has learned the strategies to be proper customer service staff at the airport, what are the customer service staff strategies to handle their passengers. The writer also learned a lot of things while he was doing the internship, he learned about airplane codes, city codes, country codes and also airport facilities..

The second is about the most frequent problem faced by the customer service staff of PT. Angkasa Pura I Bali. Communication with international customers was indeed complicated. However, it could be minimized by following the strategies for the customer service staff above. The fellow customer service seniors of PT. Angkasa Pura I Bali had also taught him a lot of lessons to overcome the problems, to always focus on customer satisfaction. Always put aside all our personal feelings, be patient, be humble, be useful and always be ready to help the customers solve their problem at any cost.