

A FINAL REPORT
PROBLEMS AND STRATEGIES IN HANDLING
COMPLAINTS FROM FOREIGN PASSENGERS AT PT
ANGKASA PURA I JUANDA INTERNATIONAL AIRPORT
SURABAYA

Presented in partial fulfillment of the requirement for the Diploma Degree in
English language



By:

Mochammad Hermawan Rado Putra

Student number: 151711813017

Major : Business Communication

ENGLISH DIPLOMA PROGRAM FACULTY
OF VOCATIONAL STUDIES
UNIVERSITAS AIRLANGGA

2020

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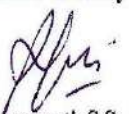
Approved to be examined.
Surabaya, 6th June 2020

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ENGLISH DIPLOMA PROGRAM
FACULTY OF VOCATIONAL STUDIES

2020

This is to certify the final report of

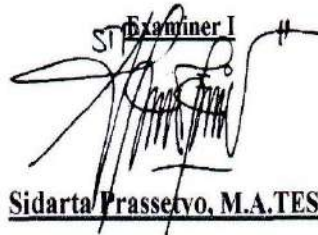
Mochammad Hermawan Rado Putra

Has met the Final Report requirements of Faculty of Vocational Studies.

Universitas Airlangga

Surabaya, 16th June 2020

Board of Examiners

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STATEMENT OF ORIGINALITY

I, Mochammad Hermawan Rado Putra (151711813017), honestly declare that the final report I wrote does not contain the works of parts of the words of other people, except those in the quotation and the references, as a scientific paper should.

Surabaya, 6 June 2020



Mochammad Hermawan Rado

151711813017

A FINAL REPORT

PROBLEMS AND STRATEGIES... M. HERMAWAN

I DEDICATE THIS FINAL REPORT TO MY BELOVED PARENTS AND BIG
FAMILY