

A FINAL REPORT

**THE MOST COMMON GRAMMAR ERRORS THE CUSTOMER SERVICE
OFFICERS MADE WHILE SERVING THE FOREIGNERS IN I GUSTI
NGURAH RAI INTERNATIONAL AIRPORT**

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



By

Wardhani Afelia Sari

Student Number : 1511711813044

Major : Business Communication

ENGLISH DIPLOMA PROGRAM

FACULTY OF VOCATIONAL EDUCATION

UNIVERSITAS AIRLANGGA

2020

ADVISOR’S APPROVAL PAGE

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Approved to be examined.

Surabaya, 29th May 2020

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EXAMINER APPROVAL PAGE

This to certify the Final Report of

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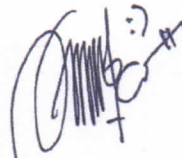
Has met the Final Report requirements Faculty of Vocational Education

Universitas Airlangga

Surabaya, 12th June 2020

Board of Examiners

Examiner I



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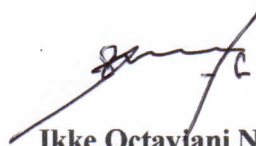
Examiner II



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STATEMENT OF ORIGINALITY

I, Wardhani Afelia Sari (151711813044), honestly declare that the final report I wrote does not contain the works or parts of the works of other people, except those cited in the quotation and references, as a scientific paper should.

Surabaya, 29th May 2020



Wardhani Afelia Sari

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DEDICATION PAGE

PRESENTED TO YOU, MY BELOVED MOM

