

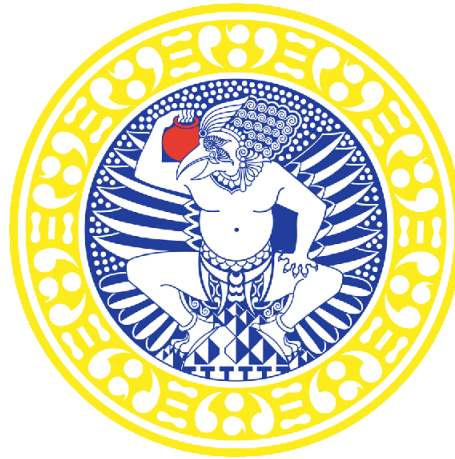
IR – PERPUSTAKAAN UNIVERSITAS AIRLANGGA

**A FINAL REPORT**

**METHODS OF HANDLING PROBLEMS THROUGH PHONE**

**CALL IN BALI GOVERNMENT TOURISM OFFICE**

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



**By**

**Faiz Adipraptama**

**Student Number: 151711813043**

**Major: Business Communication**

**ENGLISH DIPLOMA PROGRAM**

**FACULTY OF VOCATIONAL STUDIES**

**UNIVERSITAS AIRLANGGA**

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**Approved to be examined.**

**Surabaya, 29<sup>th</sup> May 2020**

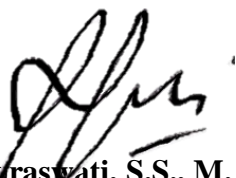
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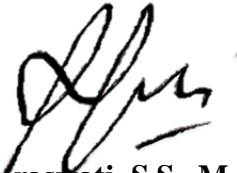
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**STATEMENT OF ORIGINALITY**

I, Faiz Adipraptama (151711813043), honestly declare that the final report I wrote does not contain the works or parts of the works of other people, except that those cited in the quotation and the references, as a scientific paper should.

Surabaya, 29<sup>th</sup> May 2020



Faiz Adipraptama

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**This final report is dedicated to the writer's beloved parents**