

IR – PERPUSTAKAAN UNIVERSITAS AIRLANGGA

**A FINAL REPORT**

**COMMUNICATION STRATEGIES USED BY THE TOUR**

**GUIDES IN HANDLING FOREIGN VISITORS IN**

**TAMAN PINTAR YOGYAKARTA**

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

**the English Language**



**By:**

**Shavira Akhirul Cahyani**

**Student Number: 151711813019**

**Major: Business Communication**

**ENGLISH DIPLOMA PROGRAM**

**FACULTY OF VOCATIONAL EDUCATION**

**UNIVERSITAS AIRLANGGA**

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**By:**

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**Student Number: 151711813019**

**Approved to be examined.**

**Surabaya, 7<sup>th</sup> June 2020**

**Final Report Advisor**



**Annysa Endriastuti, S.Hum., M.Hum.**

**NIP. 198510152015043201**

**Coordinator of Study Program**



**Rina Saraswati, S.S., M.Hum.**

**NIP. 197805182007012002**

**ENGLISH DIPLOMA PROGRAM**

**FACULTY OF VOCATIONAL EDUCATION**

**2020**

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This to certify the final report of

**Shavira Akhirul Cahyani**

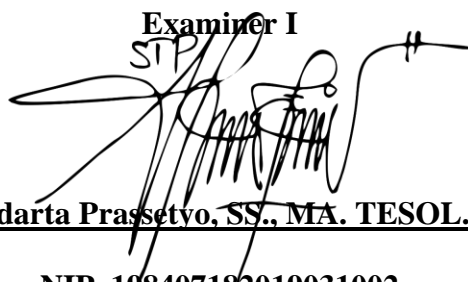
Has met the Final Report requirements of Faculty of Vocational Education

Universitas Airlangga

Surabaya, 7<sup>th</sup> June 2020

Board of Examiners

**Examiner I**

A handwritten signature in black ink, appearing to be 'STP' followed by a stylized name, written over a horizontal line.

**Sidarta Prasetyo, SS., MA. TESOL.**

**NIP. 198407182019031002**

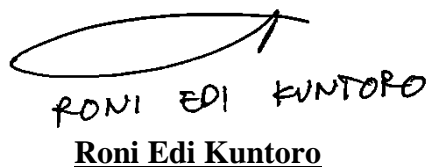
**Examiner II**

A handwritten signature in black ink, appearing to be 'Annysa Endriastuti', written over a horizontal line.

**Annysa Endriastuti, S.Hum., M.Hum.**

**NIP: 198510152015043201**

**Supervisor of Guide Division**

A handwritten signature in black ink, appearing to be 'RONI EDI KUNTORO', written over a horizontal line.

**Roni Edi Kuntoro**

## STATEMENT OF ORIGINALITY

I, Shavira Akhirul Cahyani (151711813019), 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 quotations and the references, as a scientific paper should.

Surabaya, 7<sup>th</sup> June 2020



**Shavira Akhirul Cahyani**

**151711813019**

**I dedicated this final report to my beloved parent and family**