

IR – PERPUSTAKAAN UNIVERSITAS AIRLANGGA

A FINAL REPORT
SALES AND MARKETER'S PERFORMANCE IN
DESCRIBING PRODUCTS AND SERVICES AND HANDLING
PROBLEM IN ARUNA SENGGIGI RESORT AND
CONVENTION

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



By

Dhea Anggita Putri Wardani

Student Number: 151711813013

Major: Business Communication

ENGLISH DIPLOMA PROGRAM
FACULTY OF VOCATIONAL EDUCATION
UNIVERSITAS AIRLANGGA

2020

ADVISOR APPROVAL PAGE

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Approved to be examined.

Surabaya, 10th June 2020

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**ENGLISH DIPLOMA PROGRAM
FACULTY OF VOCATIONAL EDUCATION
2020**

EXAMINER'S 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, 10th June 2020

Board of Examiners

Examiner I



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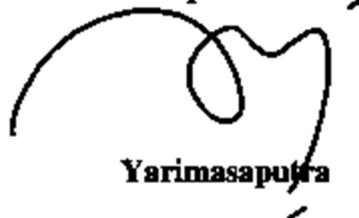
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Yarimasaputra

STATEMENT OF ORIGINALITY

I, Dhea Anggita Putri Wardani (151711813013), 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, 7th June 2020



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DEDICATION PAGE

I dedicate this final report to my beloved family