

**A FINAL REPORT**  
**STRATEGIES IN HANDLING PROBLEMS WITH**  
**INTERNATIONAL PASSENGERS IN PT. ANGKASA PURA I**  
**BALI**

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



**By**

**Rosi Yanuarini**

**Student Number: 151711813039**

**Major: Business Communications**

**ENGLISH DIPLOMA PROGRAM**

**FACULTY OF VOCATIONAL EDUCATION**

**UNIVERSITAS AIRLANGGA**

**2020**

**ADVISOR’S APPROVAL PAGE**

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**Approved to be examined.**

**Surabaya, 4<sup>th</sup> June 2020**

**Final Report Advisor**

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**ENGLISH DIPLOMA PROGRAM**  
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This to certify the Final Report of

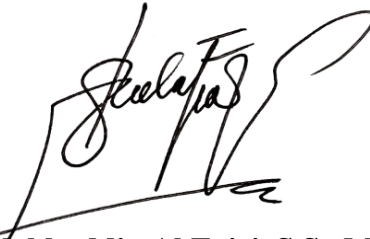
**Rosi Yanuarini**

Has met the Final Report requirements Faculty of Vocational Education  
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Surabaya, 4<sup>th</sup> June 2020

Board of Examiners

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## STATEMENT OF ORIGINALITY

I, Rosi Yanuarini (151711813039), 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, June 4<sup>th</sup> 2020



**Rosi Yanuarini**

**151711813039**