

A FINAL REPORT
COMMUNICATION STRATEGIES USED BY GUEST
RELATION OFFICERS AT PT. SAUNG ANGKLUNG UDJO

Presented in partial fulfilment of the requirement for diploma degree in
English Language



By

Anggie Rachmawaty

Student Number: 151711813058

Major: Business Communication

ENGLISH DIPLOMA PROGRAM
FACULTY OF VOCATIONAL EDUCATION
UNIVERSITAS AIRLANGGA

2020

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Approved to be examined

Surabaya, 4 June 2020

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**ENGLISH DIPLOMA PROGRAM
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2020

This to certify the Final Report of

Anggie Rachmawaty

Has met the final report requirement of Faculty of Vocational Studies

Universitas Airlanga

Surabaya, 12 June 2020

Board of Examiners

Examiner 1



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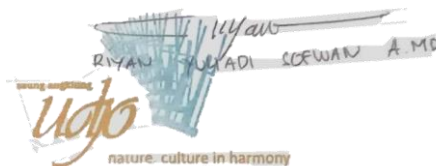
Examiner II



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STATEMENT OF ORIGINALITY

I, Anggie Rachmawaty (151711813058), 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 the references, as a scientific paper should.

Surabaya, 4th June 2020



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