

**A FINAL REPORT**

**ROLES AND CHALLENGES FACED BY RESERVATION  
TEAM IN ARUNA SENGGIGI RESORT AND CONVENTION**

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



**By**

**Fadhila Yasmin Pratiwi**

**Student Number: 151711813012**

**Major: Business Communication**

**ENGLISH DIPLOMA PROGRAM**

**FACULTY OF VOCATIONAL EDUCATION**

**UNIVERSITAS AIRLANGGA**

**2020**

**ADVISOR'S APPROVAL PAGE**  
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**By**  
**Fadhila Yasmin Pratiwi**  
**Student Number: 151711813012**

**Approved to be examined.**  
**Surabaya, 15th June 202**  
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**ENGLISH DIPLOMA PROGRAM**  
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## EXAMINER'S APPROVAL PAGE

This is to certify the final report of

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has met the Final Report requirements of Faculty of Vocational Studies

Universitas Airlangga

Surabaya, 15th June 2020

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## STATEMENT OF ORIGINALITY

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I Fadhila Yasmin Pratiwi (151711813012), honestly declare that the final report I wrote does not contain the works of parts of the works of other people, except those cited in the quotation and references, as a scientific paper should.

Surabaya, 30 May 2020



Fadhila Yasmin Pratiwi

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**I DEDICATE THIS FINAL REPORT TO MY FAMILY  
AND FRIENDS**