TICKET RESERVATION IN GARUDA INDONESIA

FINAL PROJECT REPORT

Submitted as a Partial Requirement in Obtaining Degree in the English Diploma Program, Faculty of Letters and Fine Arts, Sebelas Maret University

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APPROVAL OF CONSULTANT

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MOTTO

Always do the best for your future!!

(Writer)
DEDICATION

This Final Project is dedicated for:
My beloved MOM and DAD
My beloved sisters
All my friends
PREFACE

This report is written by the writer to fulfill the requirement in obtaining the English Diploma Degree. This is a report of job training activities that had been done by the writer in Garuda Indonesia Ticketing Office, Adi Sumarmo Airport, Surakarta. She had done an apprentice in this Ticketing Officer as a Ticketing staff. The writer was interested about the handling ticket reservation of Garuda Indonesia, Surakarta.

This report contains detailed information about the job training activities, handling ticket reservation, identifying what problem that has been faced in handling ticket reservation.

The writer realizes that this paper is far from perfect. Therefore the writer appreciates and accepts any advices and criticisms.

Finally, the writer hopes that this final project report will be useful for all readers.

Surakarta, January 2015

Nuzul Aprilia Dwi Sari
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First of all, I would like to say Alhamdulillahi rabill ‘alamin to express my highest gratitude to Allah SWT who has the authority for everything in this world. Only by his blessing and guidance, I can finish my final project. However, I also realize that this report cannot be finished without the help of individual and institutions. Therefore, I would also like to say my deepest thank to:

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commit to user
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Surakarta, January 2015

Nuzul Aprillia Dwi Sari
ABSTRACT

Nuzul Aprillia Dwi Sari. 2014. Ticket Reservation in Garuda Indonesia, English Diploma Program, Faculty of Letters and Fine Arts, Sebelas Maret University.

This final project was written based on the writer’s job training activities on January 2012 as a ticketing staff in Garuda Indonesia Ticketing Office, Adi Sumarmo Airport, Surakarta. By identifying the process of handling ticket reservation directly at Garuda Indonesia, the writer could write the final project completely. The purpose of the final project is to describe the process of handling ticket reservation activity conducted in Garuda Indonesia Ticketing Office, Adi Sumarmo Airport, Surakarta. The writer identified the problem that had been faced in handling ticket reservation. The problems faced by the staff were carelessness, miscommunication, human error and error system.

In this final project report, the writer observed the solution to minimize the problems during handling ticket reservation, the solutions are staff should pay attention to the passengers, master the formula of reservation system and improve the quality and quantity of service in order to give satisfied service to the customers. The solution was expected to be able to make the process of reservation run well and better.
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