A COMPARATIVE REPORT BETWEEN SERVICES TO THE LOCAL CUSTOMERS AND TO THE FOREIGN CUSTOMERS IN PT POS INDONESIA (PERSERO) SURAKARTA

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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“Good start will lead you to great end.”

- The writer -
DEDICATION

The final project is dedicated to:

My beloved family

My brother

All of my friends
PREFACE

First, I would like to thank to Allah SWT for giving wonderful blessing to me and to all of people who are involved in finishing the final project entitled “A Comparative Report Between Services to the Local Customers and to the Foreign Customers in PT Pos Indonesia (Persero) Surakarta”. The final project report was written to fulfill the requirement in obtaining the English Diploma Program Degree, Faculty of Letters and Fine Arts, Sebelas Maret University.

This final project report describes about the activities and the comparative report between services to the local customers and to the foreign customers in PT Pos Indonesia (Persero) Surakarta.

Finally, I realize that this final project report is far from perfect. Therefore, the writer will be glad to receive the suggestion and criticism for the improvement of this final project report.

Surakarta, February 2015

[Signature]

The writer
ACKNOWLEDGMENT

Alhamdulillahhirrobin ‘alamin, all praises and gratitude are only for Allah SWT who has blessed and guided me in completing this report as the partial requirement to obtain degree in The English Diploma Program of Faculty of Letters and Fine Arts, Sebelas Maret University. I have received much assistance from a number of parties and interested friends in writing this report. Therefore, in the special occasion, I would like to express my sincere gratitude to:

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7. Miss. Dilla and Miss. Tyas the Customer Service of PT Pos Indonesia (Persero) Surakarta. Thank you for being my great teacher during my job training.
8. The best regards for my beloved parents, brother and all of my family.

   Thank you for your endless support. I love you so much.

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    Surakarta, February 2015

    The writer
ABSTRACT

Rani Indriastuti. 2015. A Comparative Report between Services to the Local Customers and to the Foreign Customers in of PT Pos Indonesia (Persero) Surakarta, English Diploma Program, Faculty of Letters and Fine Arts, UNS.

This final project report is written based on the job training done by the writer from 2nd to 31st May 2014 in PT Pos Indonesia (Persero) Surakarta. The objective of this final project report is to know the activities of the writer during the job training as customer service of PT Pos Indonesia (Persero) Surakarta, and to describe the comparison between services to the local customers and to the foreign customers in PT Pos Indonesia (Persero) Surakarta.

During the job training, there are many activities done by the writer such as giving information to the customer, answering the customer’s question, guiding the foreign customer, making a note of all complaints in complaint book, making a daily report of customer’s complaint, handling the customer’s complaint, etc. The comparison between services to the local customers and foreign customers in PT Pos Indonesia (Persero) Surakarta can be seen from the types of service used by the customer, information frequently asked, the complaint frequently delivered by the customer and the difficulties of customer service in giving services.

As a conclusion, it can be seen that the activities of the writer as a customer service is dealing with giving services and handling complaints to the customers, both local customers and foreign customers. The local customers are using the services of PT Pos Indonesia more than foreign customers, it is proven from the information needed and complaint delivered by local customers. The complaints are given by local customers more frequently than by foreign customers. Both of them have similarities in services used by the customers in PT Pos Indonesia and the assistance needed by the customers.
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