PREFACE

As human being who belief in God the Almighty, the writer would like to offer her praise and gratitude to Allah SWT for all His abundant blessing so this final project can be done by her.

This final project is made based on the job training that was done by the writer in Sriwijaya Air Town Ticketing Office (TTO) District Solo entitled *Ticketing and Reservation in Sriwijaya Air Town Ticketing Office District Solo*. In this final report, the writer describes the activities and experiences that she got from doing the job training in Sriwijaya Air TTO District Solo. The writer's activities were; making ticket reservation, checking in, refunding, rebooking and serving other services.

This final project is written and submitted to fulfill the requirement in obtaining the English Diploma Degree. The writer realizes that this report is not perfect, therefore she expects criticism and suggestions in order to make this report better.

Thank you for the willingness of giving criticism and suggestion. Hopefully this final project will be beneficial for readers.

Surakarta, July 9, 2015

Leni Lukiyanti