

**THE WAYS OF C.V. HARYAN HANDICRAFTS
IN CREATING A GOOD COMMUNICATION
WITH THE CLIENTS THROUGH E-MAIL**



FINAL PROJECT REPORT

**Submitted as a Partial Requirement in Obtaining Degree in the English
Diploma Program, Faculty of Cultural Sciences, Sebelas Maret University**

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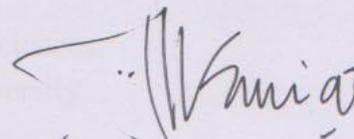
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If you cannot explain it simply, you do not understand it well enough

(Albert Einstein)

The greatest glory in living lies not in ever falling, but in rising every time we fall

(Nelson Mandela)

Eat failure, and you will know the taste of success

DEDICATIONS

I would like to dedicate this final project to:

- My beloved parents
- My beloved young brother
- My close friends
- All people giving me spirit and support

PREFACE

I would like to say thanks to Allah SWT, for all blessing and also to say thanks to all persons who have supported me in finishing this final project. This final project is written to fulfill the requirement to obtain the English Diploma Program.

This final project is made based on the job training in Exporter Division of C.V. Haryan Handicrafts entitled **“THE WAYS of C.V. HARYAN HANDICRAFT CREATING a GOOD COMMUNICATION with THE CLIENTS through E-MAIL”**. In this report, I described my experience while doing job training in C.V. Haryan Handicrafts. I learned to handle the buyers or clients ordered the batik products and served other services. Finally, I hope this report will be useful to the readers.

Surakarta, 12 January 2016

Dita Rizky Purnamawati

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ABSTRACT

DITA RIZKY PURNAMAWATI, 2016.**The Ways of C.V. Haryan Handicrafts in Creating a Good Communication with The Clients through E-mail.** English Diploma Program, Faculty of Cultural Sciences, Sebelas Maret University.

This final project was written based on the job training which was done in export division of C.V. Haryan Handicrafts which is located at Jln. Jawa 1 No.12 Timuran, Solo started from 12nd June 2015 to 11st July 2015. The objectives of this final project are to describe the communication process through e-mail in exporting activity done by C.V. Haryan Handicrafts and to identify the ways of C.V. Haryan Handicrafts in creating a good communication with clients through e-mail.

C.V. Haryan Handicrafts has ways to create a good communication with clients through e-mail because the media can give facilities which can help in sending documents such as file of Proforma Invoice, Commercial Invoice, photos sample or design of batik etc. The ways which are used by C.V. Haryan Handicrafts is the usage of formal communication. The characteristics of formal communication are using good tone, giving good attitude, avoiding possession tenses, avoiding to use singular human nouns and organizing. It will influence the clients to consider that the company has positive attitude. The important ways of creating a good communication through e-mail is to consider the usage of correct grammatical and punctuation. Therefore, the clients do not misunderstand the message in communication through e-mail.

Key words: communication, clients and e-mail

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