CUSTOMER SERVICE OFFICER IN HANDLING GARUDA INDONESIA TICKET RESERVATION OF PT. ROSALIA INDAH TOUR AND TRAVEL

FINAL PROJECT REPORT

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

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ENGLISH DIPLOMA PROGRAM
FACULTY OF CULTURAL SCIENCES
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2016
APPROVAL FOR CONSULTANT

Approved to be examined before the Board of Examiners,
English Diploma Program, Faculty of Cultural Sciences,
Sebelas Maret University

Title : CUSTOMER SERVICE OFFICER IN HANDLING GARUDA
        INDONESIA TICKET RESERVATION OF PT. ROSALIA INDAH TOUR
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MOTTO

“FOR ME, EXPERIENCE IS THE BEST TEACHER, BECAUSE YOU WILL NEVER GET SOMETHING NEW BEFORE YOU TRY”

(Me)
DEDICATION

I would like to dedicate this final project report to:

Allah SWT

My dearest parents and my brothers

English Diploma Program of UNS

All of my beloved friends

The one who I love
PREFACE

I would like to express my gratitude to Allah SWT for giving me ideas in finishing final project report, entitled *Customer Service Officer in Handling Garuda Indonesia Ticket Reservation of PT. Rosalia Indah Tour and Travel*. I also thanks to Dra. Rara Sugiarti M.Tourism as my supervisor giving me support, guidance and motivation in conducting this report.

This final project report is a partial requirement in obtaining degree in English Diploma Program, Faculty of Cultural Sciences, Sebelas Maret University. I discuss the procedure of Garuda Indonesia ticket reservation and the problems of handling ticket reservation in PT. Rosalia Indah Tour and Travel

Finally, my final project report has done, but it might be far from perfect. I hope that there will be many suggestions from the readers to make this report better. Hopefully, it will be beneficial for the readers.

Surakarta, Maret 2016

Aisyah Dwi Putri
ACKNOWLEDGMENTS

First, I would like to praise Allah SWT for all of His blessings given to me so that I can finish this final project report well. The writer gets many supports from people in finishing this final project report. Thus, I would like to say thanks to these following people:

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8. All of my beloved friends wherever they are.
9. All the people helping me in conducting this final project report.
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ABSTRACT

Aisyah Dwi Putri, 2016. Customer Service Officer in Handling Garuda Indonesia Ticket Reservation of PT. Rosalia Indah Tour and Travel, Surakarta. English Diploma Program, Faculty of Cultural Sciences, UNS.

The final project was written based on the writer’s job training activities in September 2015 as a customer service officer (CSO) in PT. Rosalia Indah Tour and Travel which is located at Slamet Riyadi street No.49 Kleco, Solo. By learning the procedure of handling Garuda Indonesia ticket reservation, the writer could write the final project completely. The objectives of the final project are to discuss the procedure of Garuda Indonesia ticket reservation with online system in PT. Rosalia Indah Tour and Travel and to identify the problems faced by the employees in handling ticket reservation.

Based on the activities during the job training as customer service officer, the writer obtained some knowledge about ticketing and reservation. The writer’s responsibilities are helping passengers in booking plane ticket in all airlines, issuing plane ticket, giving information related to the flight, helping other employees to do their job, and answering telephone. There are some problems encountered by the ticketing staff, such as technical problem, slow internet connection, and error system. The writer also gives the solution to solve the problems, i.e. having training for the ticketing staff once in a month to add knowledge about ticketing, changing the internet connection into the better one by using amplifier signal, and having more employee to add the quality of service.
TABLE OF CONTENTS

TITLE ........................................................................................................................................ i
APPROVAL OF CONSULTANT .......................................................................................... ii
APPROVAL OF THE BOARD EXAMINERS .................................................................. iii
MOTTO ................................................................................................................................... iv
DEDICATION ...................................................................................................................... v
PREFACE ........................................................................................................................... vi
ACKNOWLEDGMENT ........................................................................................................ vii
ABSTRACT .......................................................................................................................... ix
TABLE OF CONTENTS ....................................................................................................... x

CHAPTER I: INTRODUCTION

A. Background ................................................................................................................ 1
B. Objectives .................................................................................................................... 4
C. Benefits ....................................................................................................................... 4

CHAPTER II: LITERATURE REVIEW

A. Tourism and Tourist .................................................................................................... 6
1. Tourism .................................................................................................................... 6
   a. Definition of Tourism ....................................................................................... 6
   b. Types of Tourism ............................................................................................ 7
2. Tourist ...................................................................................................................... 7
B. Airline ......................................................................................................................... 8
C. Reservation and Ticketing ....................................................................................... 9
## 1. Reservation

- **a. Definition of Reservation**
- **b. The function of reservation**

## 2. Ticketing

- **a. Definition of Ticketing**
- **b. The types of airline ticket**

## D. Tour and Travel

## CHAPTER III: DISCUSSION

### A. PT. Rosalia Indah Tour and Travel

1. **History of PT. Rosalia Indah**
2. **Vision and Mission**
3. **Service products of PT. Rosalia Indah**
4. **Reservation system for airplane ticket**

### B. The Job Training Activities

### C. The Procedure of Handling Garuda Indonesia Ticket reservation

1. **The procedure of Garuda Indonesia Ticket Reservation**
   - **a. Ticket booking**
   - **b. Ticket issuing**
   - **c. End of transaction**
2. **Ticket time limit**
3. **Data written in the ticket**
D. Problems in Handling Ticket Reservation

1. Misscommunication
2. Internet speed
3. System error
4. Human error

CHAPTER IV: CONCLUSION AND SUGGESTION

A. Conclusion
B. Suggestion

BIBLIOGRAPHY

APPENDIX