

**PRODUCING ENGLISH GUIDANCE BOOK OF CUSTOMER SERVICE  
AT PT ANGKASA PURA I, YOGYAKARTA INTERNATIONAL  
AIRPORT (YIA), KULON PROGO**



**A JOB TRAINING REPORT**

**EKA SEPTI WIDYAWATI  
J0A019004**

**MINISTRY OF EDUCATION, CULTURE, RESEARCH, AND TECHNOLOGY  
JENDERAL SOEDIRMAN UNIVERSITY  
FACULTY OF HUMANITIES  
ENGLISH LANGUAGE AND LITERATURE DEPARTMENT  
ENGLISH DIPLOMA PROGRAM  
PURWOKERTO  
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A Partial Fulfillment of the Requirements for The English Diploma Degree  
Department of English Literature Faculty of Humanities Jenderal Soedirman  
University

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