UNDERSTANDING AND RESOLVING CUSTOMER COMPLAIN AT PT.GARUDA INDONESIA
(A Field Research at Soekarno Hatta International Airport)

A PAPER

Presented to the Akademi of Foreign Language Bina Sarana Informatika Jakarta
In Partial Fulfillment of The Requirements for Diploma III Programme

By

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2017
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(Rizky Mirani Desi Pratama, S.S, M.Pd)
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In the name of Allah, the Most Gracious, the Most Merciful. Alhamdulillah, by the grace of Allah, the writer has succeeded finishing this paper which is entitled “Understanding and Resolving Customer Complaint at PT.Garuda Indonesia”. A field research at Soekarno Hatta International 3rd Ultimate Airport

This paper is submitted to Bahasa Inggris of The Academy of Foreign Languages Bina Sarana Informatika Jakarta in partial fulfillment of the requirements for Diploma III.

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A very special thank is addressed to the writer’s family, especially to her husband and parents who have been very helpful in encouraging, suggesting the writer to finish this paper.

Finally, the writer also wishes to thank to his/her colleagues for their support. May this paper be useful to the readers, particularly to the writer.

Jakarta, July 6th, 17

[Signature]

Devi Kartikasari
Devi Kartikasari (31140040), Understanding and resolving customer complaint at PT.Garuda Indonesia (A Field Research at Soekarno Hatta International Airport 3rd Terminal Ultimate)

The purpose of this research is to determine how to Understanding and resolving customer complaint at PT.Garuda Indonesia. This research was conducted at Soekarno Hatta International Airport Terminal 3 Ultimate. The data were taken through direct observation, interviews with airline staff and supervisors, data from library research and on the job training at PT.Garuda Indonesia Soekarno Hatta International Airport Terminal 3 Ultimate. This activity there are several things, namely: how to understand and resolving customer complaint in PT.Garuda Indonesia. The results of this research indicated that: (1) airline staff can understand customer complaints with quick response through customers expression, (2) airline staff easier solve customer complaint by using expression.

Keywords: Understanding Customer, Problem Solving, Customer Complain
ABSTRAK

Devi Kartikasari (31140040), Understanding and resolving customer complaint at PT.Garuda Indonesia (A Field Research at Soekarno Hatta International Airport 3rd Terminal Ultimate)

Tujuan dari penelitian ini adalah untuk mengetahui bagaimana cara Memahami dan menyelesaikan keluhan pelanggan di PT.Garuda Indonesia. Penelitian ini dilakukan di Terminal 3 Bandara Internasional Soekarno Hatta. Data tersebut diambil melalui pengamatan langsung, wawancara dengan staf maskapai penerbangan dan supervisor, data dari penelitian kepustakaan dan pelatihan kerja di Terminal Int


Keywords: Understanding Customer, Problem Solving, Customer Complain
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CHAPTER I
INTRODUCTION

1.1. Background and Reason of Choosing the Title

The development of the service sector is currently increasing, the contribution of this sector to economic growth is not inferior to other sectors. Therefore the level of service system service industry quality should always be improved because it is a competitive advantage. The way that can be taken is to strive to know and understand customer expectations and perceptions of the service system provided. Thus, service providers can improve the service system, and based on knowledge of customer characteristics, it can be designed and developed a better service system. One service industry whose development is quite large is the Airline industry.

The Airline industry employs a wide variety of people for a wide variety of jobs which range from pilots to flight crews, to baggage loaders and caterers as well as ground crews airlines or staff airlines, people who guiding the plane and people responsible for checking. Airline companies require that the staff airlines be fluent in at least two languages and english is the second most common language for airlines staff that should be master. Not only having fluent in english but also airlines staff must be good and polite in communication with costumer in order to make them satisfy, can understand and resolve problem of the costumer.

Pelanggan adalah Raja who must be served with excellent service. Any Complaint or Criticism and Suggestions, it is necessary to provide a place that will
be the Solution for every problem. Because Costumer is the key to success of a company. So as an Airlines staff have to make communication politely with costumer. Communication politely is one important role to establish good communication. Speak politely can adapt to the new environment in which people exist. One way to judge a person's character is evident from the way they speak. Talking is one alternative to communicate. In the conversation people must pay attention to the words that say. The words coming out from mouth will not be in drag again. For the importance of talking with less politely in order to avoid misunderstanding with someone. Garuda Indonesia fully commits to respond every customer voice whether in a form of complaint, suggestion or compliment based on the standard operational procedure applied both in terms of the time frame or the response accuracy.

This English for Specific Purposes (ESP) course is designed for a group of service agents from the airline. As the domains of air transport are mediated through the use of English as an auxiliary language, English proficiency becomes a necessity to airline personnel since nowadays more and more foreign guests visit another city by air. The aim of this paper is to help the airline agents, whose services will inevitably involve communications with foreign guests in English, develop their language skills in air transport profession.

Customer sometimes disappointed with the product and service that have given. Surely, this must be addressed wisely. As a staff airlines must be able to understand and provide the best solutions so that can change complain become compliment, even become the loyal customers.
Polite communication will give the impression of a comfortable, reliable, and understand what is expected by the other person. Service is closely associated with verbal communication between companies and customers, for example in the case of a complaint. Because communication is very important to pay attention to the selection of the right word.

1.2. Statement of the Problem

Referring to the background, the writer would like to state the problems as follows:

1. How to understanding costumer complain for airlines staff at PT.Garuda Indonesia through customer expression?

2. How to resolving costumer complain for airlines staff at PT.Garuda Indonesia through expression?

1.3. Scope Of The Problem

In this Paper, The writer would like to discuss about how to understanding and resolving customer complain at PT. Garuda Indonesia. The writer wants to show about how o understand and resolve costumer complain especialy in airlines industry. It is good for the reader of the Report Paper to know about how to understand and resolving costumer complain.

1.4. Method and Procedures of the Analysis

The Method and Procedures using descriptive method and library research. This method often used to obtain information in the form of opinions or views of
those directly related to what the author want to be observed. The main purpose of this type of research is to determine the general description of the population through a sample of some people.

The qualitative methodology as a research procedure generates descriptive data in the form of the written word or spoken of people from behavior that can be observed. As for the notions of descriptive research is research that describe the properties or characteristics of the individual, the State, symptoms, or a particular group. Descriptive research is not meant to test certain hypotheses, but only describe "what it is" about a variable symptoms or activities.

The Author uncover social phenomena in the field by exerting all sensory functions, environment in order to be able to uncover the hidden data through speech, body language, behavior and expression that developed in the world and environment of the respondent.

The procedure for preparing the paper is the author submitted a research letter to PT. Garuda Indonesia for permission to conduct research. The author conducts research by analyzing an event, the author make an interviews with supervisors and airline staff.

Study and work practices that aim to intensively study the background of current affairs and environmental interactions of an object Action research that aims to develop new skills or new approaches and applied directly and studied the results. The Author do the practical job at PT.Garuda Indonesia Soekarno Hatta International Airport 3 Ultimate handling International flight so that job easier and the results better in the sense that a more thorough, complete, and systematic so more easily processes.
CHAPTER II
THEORETICAL REVIEW

In this chapter the author discuss several explanation about definition of understanding, definition of problem solving, definition of costumer, definition of complaint, airlines staff’s job desk, definition of service and definition of communication. Those statement will be elaborated here with the sources from the expert of each.

2.1. Definition of Understanding

A good company is one that understands the customers. A company that can not understand the customers is a bad company. By not understanding customers, a company will run a business "in vain". They sell products or services that customers do not need; Provide customers unwanted services. Or, if they sell products and services that customers really need, they provide services in the origin. If customers transact with them, it's because customers have no other choice. If the company that does not have that customer has a competitor who understands his customers, will certainly flock from this company and move on to the competitors.

Chinunda (2013: 32) said that:

Understanding or Knowing the costumer involves making the effort to understand the costumer’s need. It is understanding that calls for responsiveness. It concern willingness or readiness of employee to understand the costumer’s need and therefore provide the service. In the end there should be tangibles, the physical evidence of service.

Based on the statements above, A company wants to keep growing and growing—both in terms of profit and loss—then the company must then have to
understand its customers so that the customer remains a loyal customer and does not move to another competitor who has a better understanding of the customer.

De Bruyn er al (2007 : 28) said that “Understanding needs is central to an understanding of costumer value. A need can be characterized by its subject and importance, it is temporal aspect and it is information requirement.” It means that understanding customers and improving services should be a company's priority. Everyone from the front desk to the delivery staff should focus on excessive customer expectations. A good company is a company that seeks to understand its customers priority. Conversely, a company that does not try to understand its customers is a bad company. Because by not understanding customers, a company will run a business "in vain", sell products that customers do not need and providing services that customers do not want.

According to Wright (2006 : 7) that “Without such an understanding, businesses will find it hard to respond to the costumer’s needs and wants.” it means that understanding customer needs is a must. Because the needs and desires of each customer is different. Understand the customer needs empathy, as if we will be in the customer's position.”

Understanding customer needs by conducting a consumer behavior analysis will help companies define and create new market opportunities which in turn will contribute to revenue growth within the organization. With the rapidly changing economic development and dynamic technology, customers are also observing rapid changes in personal tastes and preferences.
2.2. Definition of Problem Solving

Problem Solving defined as a cognitive process in which information is used as an attempt to find appropriate ways to achieve something.

Cotton (2016:09) said that “There is something rather magical about solving problem, when you find a solution, often you know instinctively that is the right one – it just feels right.” It can be inferred from the theory that the individual receives all the desired information to solve the same problem exists in the oral or written form in the direction given to it. Problems that are happy to have specific solutions and individual individuals are easy to know just as there is a solution is right or wrong. But for complicated matters, it requires logging and logical analysis.

Gibson (2013:96) said that “Successful Problem solving early in the process is critical to a company’s financial succes. Accessibility, ownership, explanation of policies and follow-through promote effective problem solving in the most efficient manner.”

Dunn (2005:76) said that “Successful problem solving requires that analysis obtain relatively precise technical solution for clearly formulated problem.”

Based on the statement above, the right action to solve the problem will become clear once the problem is well understood, and the fact analysis is done correctly. Troubleshooting time for negotiations with customers who have genuine complaints instead of making up or seeking compensation. If there is a complaint settlement it takes a lot of time the customer should be contacted periodically with mutually agreed time intervals.
2.3 Definition of Customer

Kumar (2008: 11) said that “For more than 20 years the airline industry has been administering loyalty programs. Customers are typically awarded one point for every mile traveled, which they can later redeem for free trips and other offers.” That means the customer is the person who is the buyer of the product that has been created and marketed by a company, where is the people is not just once buy the product but repeatedly.

Rice (2010: 6) said that “Customer are people who use our service and pay for them, while Users are individuals who are affected by or who affect the product that we supply. Users are often people who use the product but do not pay it.” That means customer are people who use service and pay for them, while users are individuals who are affected by or who affect the product that already supply. Users are often people who use the product but do not pay it.”

Pratt in Mattiske (2011: 4) said that “If you have a good relationship with your customer, the business process flows that much more smoothly.”

Based on the statement above, customers are not only profitable for the company, but customers are also people who have a sense of want to be respected and is the most important part in the company. Customer satisfaction is an emotional response from customers on the evaluation of the experience of a product or service.

Knapp (2014: 71) said that “When interact with a customer, an effective technique is to mirror that customer’s behavior.” That means for service companies, knowing the various types of customers is important, because by knowing the type,
the company will be more familiar also the nature, characteristics, habits and behavior of these customers. Thus, the company will be easier to market products and services produced. An organization should always focus on loyal customers and should expand or multiply the product range to leverage impulsive customers. For other types of customers strategies should be renovated and enhanced for turning out these customers to satisfy their needs and modify these types of customers to let them fall under loyal and impulsive category.

Jaffe and Price (2011: 11) said that “The best customers, for most companies, are those who never call or visit but who get what they want from the product or service and then come back for more.”

Based on the statement above By knowing the characteristics of the customer, you will be able to easily find out or even strategize for the customer to be satisfied with your waiter and product. Listening to customer criticism and suggestions also includes strategies for how businesses can flourish and customer will come back for more.

2.4 Definition of Complaint

Customer complaint behavior is a term that encompasses all different customer actions when they are dissatisfied with a purchase or service. Thus, it can be concluded that the behavior of customer complaints is the unsatisfied behavior thrown by customers resulting from the dissatisfaction experienced when choosing, buying, or using goods and services to satisfy the needs and desires of customers. Customer complaint behavior is a very important phenomenon that managers must understand because the impact is directly related to the costumer. Complaints from
customers are not always negative because the customer's composition is a form of their attention to the product or service of the company.

Halvorson (2016:07) said that “Sometimes negative feedback is best, avoiding negative feedback is both wrong headed and dangerous, because when delivered the right way at the right time, criticism is in fact highly motivating.” It means that with the correct attitude to the customer, response of a service or production company will be able to better understand the wishes of customers and satisfy their desire which means will increase revenue company. In addition, complaints also provide insights for managers and companies to identify problems experienced by customers, improve service more satisfactory and quality, help strategic planning, and especially to understand what is perceived by customers.

Pepper and Rogers (2010:185) said that “Complaint are relationship adjustment opportunity. The customer who calls with a complaint enables the enterprise to understand why their relationship is troubled The enterprise then can determine ways to fix the relationship.” It means it means that behavior of complaints itself is very closely with customer satisfaction which is the main goal of all companies because it will affect repurchase (repurchase), loyalty (loyalty) and also good news (word-of-mouth) about the company.

Boden (2015:13) said that “When customer take time to make complaint or comment about the service or product, it shows the care enough.” It means costumers who complain does not mean that they do not like the company's products and services, but it is because they love the product so much that they expect it to be more qualified by the company's products and services.
Pepper and Rogers (2010: 185) said that “Complaint provide data points about the enterprise’s product and service. By listening to a costumer’s complaint, the enterprise can better understand how to modify and correct its generalized offering, based on the feedback.”

Based on the statement above, Complaint is costumer behavior caused by disappointment to the goods or services used. Whether it is service companies or goods must have experienced consumer complaints. But sometimes companies do not understand the problem of consumer complaints when consumer complaints are important.

Behmen said on the website https://possector.com/management/customer-complaints (8 Steps How to Handle with Customer Complaints):

Handling customer complaints in 8 steps:
1. Apologize and be sorry – the first step is to apologize and be truly sorry for what happened. You must not belittle the complaint since this humiliates the customer and sends them a message that they’re lying.
2. Listen – when they are speaking, attention needs to be directed towards the customer. Stop doing what you’re doing (sends a message that nothing will distract you from solving the problem). Let the customer finish with presenting their problem and don’t make premature conclusions.
3. Take notes – while the customer is presenting the problem, don’t interrupt but take notes of what they’re saying since this will later help you in responding and offering a solution (sends a message that the problem will be dealt with seriously and systematically).
4. Repeat the problem – when the customer is finished, briefly repeat the problem to make sure you have understood it correctly.
5. Offer a solution – if possible, offer a solution right away, two realistic options, without giving false promises or exaggerating. If not possible, give a firm promise that everything will be done to solve the problem in a satisfactory manner.
6. Apologize and thank the customer – the conversation must end with a repeat apology and a thank you to the customer for warning you about the problem. This sends a message that the customer’s opinion is appreciated.
7. Report to your superior – next step is reporting to your superior, agreeing about the solution, making a decision and following its progress.
8. Report to the customer – as the final step, you must inform the customer about what was done to solve the problem, instead of giving that task to a colleague. This sends a message that you took the problem seriously and personally made sure it was solved. This is personalized service.
If it becomes evident that the complaint is a result of a systematic inappropriate procedure or of a permanent deficiency, actions must be taken to introduce new and improved procedures in order to keep the problem from repeating in the future. There are customers who get even more upset when they receive an apology. In that case, stop apologizing and talk as little as possible.

Table II.1 Avoid trigger words

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<td>what we can do is</td>
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</tr>
<tr>
<td>But</td>
<td>And...</td>
</tr>
<tr>
<td>That is our policy</td>
<td>In order to ensure your safety and provide you with good service</td>
</tr>
</tbody>
</table>

Based on the statement on the website above the way to handling complain apologizing is the first step. Apologize and genuinely apologize for what happened. officers should not underestimate complaints because underestimate complaint of the customer will embarrasses the customer. Staff are listening to the customer while the customer is talking, attention needs to be directed at the customer. Stop doing something nd make sure that nothing will distract the officer from troubleshooting). Let the customer finish by presenting their problem and do not make conclusions too early. Take notes when customers present the problem, do not stop but pay attention to what they say because this will help you in responding and offering solutions. When the customer finishes, repeat the problem story to make sure the officer understands correctly. offering solutions without promising. If not possible, the officer promises that everything will be done to resolve the problem.
Apologies and thanks to customers, all conversations must end with repeated apologies and thanks to customers for alerting you to the issue. This makes the customer feel that his or her opinion is highly appreciated. Report to the supervisor for the next step, whether the supervisor approves the solution, makes the decision and follows its progress. Report back to the customer as a final step, the officer must notify the customer of what has been done to solve the problem. This makes the customer feel that the officer took the matter seriously and personally ensured it was successfully resolved.

2.5 Airlines Staff’s Job Desk

Seidenstat and Splane (2009: 17) said that “Passenger may be required to show identification to airline staff, but that is a private contractual matter between passenger and the airline.” It means that airline staff is a critical component in the operation of an airline flight. Airline staff handle passengers, assist passengers in the process of check-in, boarding and disembarking, greeting passengers prior to boarding, handle ticket sales, is a daily task an Airline staff. To be an Airline staff required knowledge in the field of aviation, expertise, customer service and complaint handling, mastery of English language and has an engaging personality. Getting customer safely and happily from one destination to another requires teamwork.

Seidenstat and Splane (2009: 18) said that “Passenger are required to interact with airline check-in staff when they wish to check a bag and have the airline take care of their luggage for them.” It means that Airline staff not only handle passengers but also handle baggage and cargo plane up to perform loading
and unloading aircraft. The airline industry employs many different people, from pilots and flight crew to caterers and staff airlines. Many of these jobs require communication in English, whether it be among co-workers or with passengers. Most airline companies require that the flight crew be fluent in at least two languages. Airline Staff is personal duty to provide good service to customer before departure (Pre Flight Service) or service after the flight (After Flight Service).

Mills (2016:158) said that “When the flight is operated, the passenger need to be served by airline staff who work inside the passenger terminal at the two ports and outside on the apron.”

Based on the statement above that means that the job duties of a passenger airline service agent are pretty straightforward. Staff airlines need to do everything as possible as they can (staying within company protocol parameters, of course) to make sure that passengers are provided with a smooth experience, until they board the plane. During uncertain circumstances, it is their job to calm passengers down and keep them abreast of what is keeping their planes from flying on time. Staff airline duties at the two port there are departure and arrival. Staff airline handle embarkation and disembark customer.

Working as an staff airline, it is important to acquire some knowledge of airport procedures which may include deep knowhow of airport security and dangerous goods. Airline staff have to keep their eyes peeled for nefarious activity around their counter and they must report any suspicious looking luggage items or passenger documents. They also need to be informed of different destinations inside
the country and in other countries especially popular holiday ones. It is very important for airline staff to be clear while talking as they often have to make announcements over public address systems. Another important prerequisite for this position is to know how to access information pertaining to immigration rules and luggage allowances.

According to Sreenivas (2003: 44) that “Travel by air is a wonderful and very rewarding experience. Most businessmen prefer flying. This is because the airline staff treats passengers like a king, and you can treat them like your subjects.”

Based on the statement above, The Airlines staff should be empowered in taking action of the Customer Complaints Service in particular, so that it can be resolved quickly and accurately. Because of Customer is a king, Customers need an explanation with whom they will relate to the Complaint and must be given how long they needed to resolve the Complaint.

2.6 Definition of Service

Service is an important thing in the business to make customers feel comfortable and feel comfortable in using the services of a company, if the company provides good service then the customer will not stay away and use the services of other companies.

Nash Susan and Derek (2001: 20) said that “Personal Service is a key element that contributes to customer satisfaction and long-term costumer loyalty “. That means providing good customer service will have a direct impact on the company. Not just about selling the product but also about the impression that
would be built on the business. Providing the best service to customers is a must for every company.

Gibson (2013: 49) said that “Superior service doesn’t just happen, it is a process.” It means that good service is not just about meeting customer needs and wants. Good service is not only about quick responses to meet the needs of consumers but also service requires good gesture or body language. Airline staff need a good body language to be able to provide good servants. Airline Staff must make sure every service is done to meet the needs of customers. Therefore, good and responsive services are needed to satisfy the needs and desires of diverse customers.

Gibson (2013: 49) said that “The customer’s primary service is always to resolve the customer’s problem as quickly and completely as possible.”

Based on the statement above service is not only faced by a variety of customers, meet many customers with the various characters that become the background. Every customer character has special handling that you have to learn. So you are accustomed to face the various characters of customers are no exception to the wishes are also different.

Service is closely associated with verbal communication between companies and customers, for example in the case of a complaint, make a reservation, find information, and so forth. Because it is in communication is very important to pay attention to the selection of the right word. The goal is not only accentuate the impression of a friendly, but also avoid the negative perceptions especially communication over the phone that is not helped by the visual.
2.7 Definition of Communication

Cleary (2009: 2) said that “Communication is the process of creating meaning between two or more people through the expression and interpretation of messages.”

Based on the statement above, good communication and effective problem-solving skills are must-haves. People who works at the Hospitality industry must be able to listen well and communicate effectively verbally. Those who respond to customers via written channels must also have strong typing, spelling and grammar skills and the ability to convey information effectively in an online environment. Good communication means the intention to be conveyed can be received well by the audience and vice versa. Because it is in communication, especially verbal communication is very important in upholding the right choice of words. In addition to accentuate the impression of friendly, also to avoid negative perceptions, especially communication over the phone that is not helped by the visual.

Chinunda (2013: 38) said that:

Communication is a process. There must always be a source where the information or communication must originate. Communication is business goes beyond information provision. It extends to honestly sharing the speaker’s and the receiver’s feeling, desires, hate, believe, fear, hope, and many others.

Based on the statement above, communication need a process because communication is the purpose to delivered well received by the audience, and otherwise. So the choice of words, intonation will awaken by itself when we can understand the principles / ethics in communication, among others: Respect for the principle of equality. Using polite language, give the impression, but do not over
do it. Do not cut the conversation, Chewing food, do not dominate the conversation, speaking too loudly, Respect the privacy of others, be calm and not emotional, and be a good listener.

Chinunda (2013: 39) said that “Communication is business goes beyond information provision, It extends to honestly sharing the speaker’s and the receiver’s feeling, desires, hate, believe, fear, hope, and many others.” It means that communication requires a thorough understanding of the needs and perspectives of customers--what is important to them and their expectations in terms of service, product quality, communication and follow through. Many companies conduct surveys to determine what customers expect and how well they are doing at meeting those expectations. This kind of overall feedback can be helpful.

Chinunda (2013: 42) said that “Communication is the heart of the Costumer service, Communication is not always smooth but a diligent costumer service provider should strive to remove all barriers for effective communication.” It means that Communication is the heart of costumer service so effective communication in situations can involve a number of challenges. Those in these roles need ready access to up-to-date and reliable information about the company's products, services and policies. Sometimes the company is unable to satisfy customer requests due to company policies and this can be a stressful part of the job. In addition, as customer service continues to be an important aspect of just about every business, and as businesses become more competitive, costumers are
coming to expect ever higher levels of service that companies must be prepared to deliver.

2.8 Definition of Expression

Davis (2003: 58) said that “Expression can be defined for mental states other than belief in the same way. Thus belief can be replaced by desire, intention or hope.”

Based on the statement above expression means an expression of various body language combinations. Special feelings that can build attitudes and values. The expression comes as it is triggered by interaction with the environment. If intuition or imagination is accompanied by encouragement from within. Could be in a state of sleep, eat, happy, hard, happy, proud, celebrate, jealous, dislike, evil, love, good, mischievous. All of these circumstances must have you done it. Because nothing is perfect in this world.

Korolev said on the website https://www.quora.com/What-is-the-relationship-between-communication-and-expression that “Expression is a one-way transaction. Its quality and effectiveness can be gauged by how well was the information or the emotion delivered.” That means expression can be amplified when we know the person, towards whom the expression is directed. This allows for deeper connection and better delivery of the matter, both on factual and emotional levels.

Gangisetty said on the website https://www.quora.com/What-is-the-relationship-between-communication-and-expression that “sometimes an
expression can communicate more than what words can ever do, it just makes it that much more simpler. Expressions are a way of communication, this coupled with the words its like cherry on the cake!”

Based on the statement above, expression is a look of expression that shows a person's feelings. Feelings experienced by a person can be seen only by looking at the expression on someone's face, his gestures and the way of speaking. The tone that comes out when talking is a form of one's expression.

Scott (2010: 02) said that “The question “what is expression? may also provide us with an opportunity to learn how to think philosophy and scientifically about other such questions.”

Based on the statement above, expression is a disclosure or a process in expressing intentions, feelings, ideas and so forth. All thoughts and ideas that exist in the mind of a person should be expressed in a tangible form that can be perceived benefits. Human beings need to express themselves in life to spill their feelings, other than feelings, human beings can also express their ideas and thoughts, ideas can be conveyed to solve problems that are facing or improve existing solutions then implemented in the form of real work.
CHAPTER III
DISCUSSION

In this chapter the writer will explain about how to understanding and resolving costumer complaint at PT. Garuda Indonesia. Including at check in counter and boarding gate. The writer also analyze the situation and the conversation between airline staff and customer.

The writer consider how the staff Airlines work, how the airline staff understanding and resolving customer complain by deal with customers, serve customers, the way they speak to costumers. Staff Airlines of Garuda Indonesia are professional staff. The staff airline pay attention to every word and act in accordance with the standard operational procedures.

3.1. Understanding Customer Complain for Airlines Staff at PT. Garuda Indonesia

Garuda Indonesia airline has prepared the best airline staff to serve the customers. Airline staff are prepared with strict recruitment, excelent training service as well as training system, flight documentation training and grooming training in order to realize the vision and mission of the airline company. Airline staff is a front liner company that maintain brand name of Garuda Indonesia. They are prepared to provide excellent service to customer. Costumer of Garuda Indonesia is a King, they want to be served with excellent service by airline staff. However, each customer has his own level of satisfaction. To understanding
customer complaints airline staff should master the airlines knowledge and staff airline should know the problem that make the customer complain. All airline staff at PT.Garuda Indonesia has trained at Garuda Indonesia Training Center, the airline staff trained how to handle passanger and baggage by training letter of handling authorization Garuda Indonesia Training Center Registered. Authorized to conduct passanger and baggage handling for Garuda Indonesia. Staff airline must quickly understand the problems that happen, airline staff must master the way of solving the problem. Problems can occur from various sides, from the side of airline staff itself as well as from the customer side. But sometime complaint also occur because of misunderstanding between customers and staff airline. A lack understanding of a greeting and language often makes misunderstandings. Before airline staff understanding customer complain, the airline staff may have to understand what is the problem of the customer in order to the airline staff easy to resolve it quickly and properly. There are several problem that happen in check in counter unit, boarding gate and baggage service.

3.1.1. Understanding Customer Complain through Customer Expression

Airline staff should understand the problem before understanding customer complain. Problem are often found in the check in process and boarding gate process. Greeting the customer and provide the customer with information on seats and tickets availability is important, but sometimes misunderstanding happen that make customer complain. The airline staff miss to give greeting or provide them the information. The writer analize the customer’s expression, thats means the
writer take a look of expression that expresses a customer's feelings: the expression of dissatisfaction is expressed on his face and customer’s communication

Checking passports, identity cards or customer documents is a must in the world of aviation for safety reasons. Sometimes there are customers who do not understand the rules of checking documents, there are also who feel no need to check because it already has a ticket. The customer is offended at being asked for the document. Then as an airline staff must provide a polite clear explanation for customers to understand and not offended.

The airline staff at the Check-in counter weighs the customer's baggage to ensure the baggage has met the standard limit baggage allowance based on the ticket that is 30kg for International and 20kg flights for domestic flights and provides luggage tags that suit the customer's destination. But there are customers who have more luggage and do not want to pay excess baggage on the grounds due to do not have cash or for various reasons. The airline staff should provide customers with polite explanations in accordance with the rules on baggage provision. If the customer still insists on not paying the excess, the airline staff will direct the customer to the supervisor in order to be explained personally so as not disturbing the queue at check in counter

Boarding process in Garuda Indonesia has the procedure, passengers who require special assistance such as wheelchairs, blind passenger, pregnant women and passengers with infant and children will board to the aircraft first. But sometimes customers who are not careful listening to the general boarding announcement are complain because there is no notice of entry to the plane.
Whereas other customers hear. There are also passengers who wrong enter the waiting room then the customer missed the flight because they did not hear the announcement boarding and wrong gate waiting room. Problems like this often happen because of the customer negligence. So as an airline staff should be agile when boarding takes place in by coordination with corridor staff to search of passengers by manual announcement and general announcement. Airline staff gave boarding directions and gave them information about the gates where the aircraft will depart.

Flight delay makes customers complain. The customer will complain if the customer waiting too long without certainty. Before the customers are complain, the airline staff provide information in advance about the delay in order for the customer to obtain information before waiting too long. The airline staff coordinates with the catering staff to provide a serve on the ground with snacks and soft drinks to compensate for a minimum delay of 30 minutes and monitor the customer who have connecting flights in order the customer is not missed the next flight or if the customer have insufficient time then the flight will be reschedule.

The airline staff is responsible for handling complaints about baggage loss or damage. Handling customer complaints about baggage does have its own challenges. Because the airline staff never wanted the luggage of passengers damaged or lost. The airline staff must provide passengers with understanding that any damage or loss is the responsibility of the airline and will be provided with appropriate solutions according to the rules
Airline staff is the expert of the customer. Customer complaint should be
heard, taken care of, and followed up promptly. The complaining customer means
the customer are worried about how the company do business and they want the
airline staff to fix it. Always open with customer complaints is a challenge for
companies to grow and improve in a positive direction.

As a reliable service provider, Garuda Indonesia staff must have knowledge
of the products and services offered, as well as knowledge management. Customers
expect to interact with staff airline who know what they are doing and the products
or service. Company should ensure that the staff airline are well trained and
equipped with the required product knowledge so the staff airline can quickly
respond to customer complaint.

Below is the analysis of how to understanding customer complaint through
customer’s expression by analyzing conversation between airline staff and customer
when understanding customer complaint:

Mr. Luis as a customer Garuda Indonesia from Jakarta to Singapore. He
complain due to the flight to Singapore is delay about 2 hours. He get angry because
of the delay. He has appointment with doctor at Singapore.

(General Delay Announcement Garuda Indonesia at Soekarno Hatta International
Airport 3rd:
“Attention please, For passengers of Garuda Indonesia on flight number GA828
to Singapore will be delay about two hours due to technical reason. On behalf of
Garuda Indonesia we do apologize for this inconvenience.”)

Data 1:

Mr. Luis: “I heard the delay announcement that my flight, GA 828 to
Singapore was delayed for 2 hours. I do not care what it is! I just
want the fastest flight.”
Airline Staff : “ We are so sorry for this inconvenience sir, your flight will be delay 2 hours due to technical problem from the aircraft.”

The situations that occur when the conversation takes place are crowded in the waiting room. Customers wait for certainty when the boarding time takes place. When the delay announcement has been announced, the customer who feels unacceptable with the delay approaches the airline staff and asks why the delay occurred.

The english expression of "I do not care what it is!"  mean something like "I haven't a preference, and there was no reason why you should think I might have. Such negative statements seem extremely common in languages of the world for reassurance. This is similar to the common English expressions " I don't care " conveys total dismissal of the subject to which it is applied, can also be used to express indifference and to indicate that the outcome of a situation has no significance

Data 2 :

Mr. Luis : “But this is ridiculous!! What time we arrive at Singapore?? “
Airline Staff : “The flight will be arrive at 11 am sir .

Mr. Luis said with an expression that does not accept why there is a delay. If someone say something or someone is ridiculous, The english expression “ But this is ridiculous! ” thats mean Mr. Luis think that the staff airline are very stupid. Ridiculous has a synonym of stupid, incredible, cynical, sarcastic and silly.

Data 3 :

Mr. Luis : “Garuda are responsible for this! I have an appointment with my doctor at Singapore at 12 am. Damn it !!”
Airline Staff : “The aircraft was technical sir, So we don’t have any choice, also we do not expect this delay happen.
The situation at the boarding gate is still difficult. Mr. Luis did not accept why the delay occurred and then Mr. Luis told the airline staff why he had to arrive at Singapore on time because he had an appointment with the doctor. The English expression “Garuda are responsible for this!” that means Mr. Luis demanded Garuda Indonesia management to be responsible for all the events that occurred.

Staff airline are going to be officially in charge of something as part of the job, which means staff airline must accept the blame if something goes wrong, staff airline must have to report the actions, progress to customer which the ability to make good judgements and decisions is important, reassure to the customer that staff airline are responsible for the delay. Staff airline must be completing complaints, accompanying customers and being ready when customer needs.

The English expression “Damn it!” that means a curse or angry indulgence. Angry expression of “Damn it!” is one form of language used to express anger. And this curse is one form of language used to express anger, unbearable emotions, either by pain, anger, or surprise. Slang languages that tend to be abusive, provocative and disrespectful have the meaning of cursing someone.

Data 4:

Mr. Luis : “I am extremely displeased about this.”
Airline Staff : “We are sorry, sir.”

All staff or customers do not expect this delay to occur. Mr. Luis says displeasure means incur the dissatisfaction, dislike, or disapproval of; offend. The delay make his feeling annoyance and disapproval. The English expression “I am extremely displeased about this!” it mean that is very annoyance, irritation,
crossness, anger, vexation, pique, rancor; dissatisfaction, discontent, discontentedness, disgruntlement. Unpleasant conditions or facts make Mr.Luis still not accept the delay decision and always complain.

**Data 5:**

Mr. Luis : “ *There’s no sorry*, i just want to be on time arrive at Singapore.”

Airline Staff : “ We can not make a decision to make this plane fly immediately, this is the operation decision,Sir.

Mr. Luis : “ Yaa, but *It’s not my fault , it’s yours at all !* “

The english expression "*There's no sorry*" means that Mr.Luis does not care anymore at the airline's apology. Mr. Luis also did not expect the words of the airline staff's apology but a certainty when he could be dispatched. Mr.Luis demanded that the plane could leave immediately. But the airline staff can not make a decision when the plane can leave immediately. Because it is not the authority of an airline staff.

The english expression ” *It's not my fault , it’s yours at all ”* means that Mr.Luis does not accept every airline staff statement. Mr.Luis tried to argue and felt he was the winner and broke the words of the airline staff. Mr.Luis assumes the delay is completely airline fault and he just wants to be flown as soon as possible.

**Data 6:**

Airline Staff : “ Okay sir, I will contact my supervisor to find the best solution. Please you sit down first.”

Mr. Luis : “ *No , I’ll stand here.*”

Airline Staff : “ Okay sir. I will back to you as soon as possible.”
The situation from the conversation above is still tense between the customer and the airline staff. Airline staff tried to calm Mr. Luis. The airline staff is unable to make a personal decision on a customer because staff airline do not have authority. So the airline staff made the decision to contact a more authorized supervisor and let Mr. Luis sit down as the airline staff contact the supervisor but Mr. Luis refused to sit down and chose to stand near the boarding desk.

The English expression “No, I’ll stand here.” mean that Mr. Luis is stubborn and does not want to wait long. He wanted immediate certainty and did not want to ramble. Mr. Luis preferred to stand at the front of boarding desk near staff airline, his body upright, his legs taut. His face was grim and tense.

Based on conversation above, Mr. Luis is a passenger of Garuda Indonesia from Jakarta to Singapore. Flight from Singapore to Jakarta delay about two hours, then Mr. Luis complain to the airline staff because he has an appointment with doctor at Singapore. Mr. Luis get angry when he hear the delay announcement. Staff airline are able to understand customer complaints based on English expressions that expressed by customers. Through customer expression, airline staff are able to understand the situation and understand customer complaint.

3.2. Resolving customer complain for airlines staff at PT. Garuda Indonesia

Solving customer problems is not easy because the airline staff are faced by people who have different thinking. Each customer has its own level of satisfaction. Before resolving customer complain, Airline staff must be able to master their-self
then master the problem also the step how to resolve the complain. Problem solving use the standard language of polite communication with effectiveness so that the customer is able to understand what the airline staff says.

3.2.1. Resolving Customer Complain through English Expression

The staff airline are forbid to blaming others, making excuses, getting angry, denying, attacking and sulking to the customer. The writer observes every incident that happened to airline staff and customer when staff airline faced by customer complain. Airline staff stay calm in whatever situation and ignore the customer's verbal abuse. Immediately admit the company's mistakes, then the airline staff traces the root of the problem. Nothing makes a customer more amused than makes him feel neglected. Faster is better at solving customer problems. Airline staff face whatever the customer says. Airline staff are also calm. Which indicates that airline staff are concerned with customer conditions. The airline staff understands why the customer complains and tells him that the staff will take care of the matter seriously. The staff also made notes on every detail the customer’s gave. If the airline staff does not understand what's going on, and what to do, the airline staff says, "Please give us time to investigate this issue first, and look for a way out. Airline staff does not cut off customer talk, be patient and let customers satisfy their frustration. Staff did not rectify what he said. Customers will soon realize that the staff is not trying to defend themselves. In many cases, after a customer has unleashed the complain, customers often feel over-angry and regretful about it. After that they will usually receive a solution that airline staff offer. The airline staff asks for a few things that might help you find ways to improve things. Try to get specific information about the difficulty caused by the problem. Airline staff invites customers to discuss the
solution complaint. Customers will soon soften, and able to discuss rationally. If the customer is still upset, then the airline staff gives the customer time and invites him for the next meeting. For example, meet another hour while giving him a lunch opportunity, while airline staff looking for a way out. Or, find another time according to the schedule that fits him. Airline staff make solving the customer problem a priority. So the airline staff puts customer complaints ahead. Because every complaint should not be underestimated. When the airline staff succeeds changing complaint into compliment then the staff of the airlines will also feel satisfied.

Staff airline are an important frontliner in the Garuda Indonesia company, those who deal directly with the customers, without the presence of staff airline in a company then no one runs the company. Customer is a king then the King is the King, the King's satisfaction of the King's. The king should be well served, if the king is happy, then staff will serve the King with all his heart. This is true in the world of work, if staff airline are happy, then they will serve customers wholeheartedly.

Here is an analysis dialogue resolving problem between airline staff and customer (Mr. Luis):

**Data 1:**

<table>
<thead>
<tr>
<th>Mr. Luis</th>
<th>“What is the compensation of the delay?”</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff airline</td>
<td>“We already make coordination to the catering office to provide refreshment for all customer while waiting the departure time, sir. It will be ready in a few minutes.”</td>
</tr>
<tr>
<td>Mr. Luis</td>
<td>“I don’t need meal, i just need my time.”</td>
</tr>
<tr>
<td>Staff airline</td>
<td>“Wait a moment sir, i will contact my supervisor.”</td>
</tr>
</tbody>
</table>
Based on the conversation above, Mr. Luis asks for compensation about compensation gained during delay, then the airline staff explained that the airline staff has coordinated with customer service to provide refreshment and will be ready in a few minutes. However, Mr. Luis does not want food or drink, he just wants to fly soon. The airline staff then calls the supervisor who is more in charge of the decision.

The airline staff has performed standard operational procedure when delay occurs, they make coordination with customer service, coordinating with the announcer to immediately announcement of delay, coordination with the tv screen officer to ensure that schedule delay has been published.

**Data 2:**

Staff Airline : “Excuse me Mr. Luis. Let me introduce my name is Bryan, i’m the supervisor who will help your problem sir.
Mr. Luis : “ I do not care about you , I just want to fly I immediately fly.”

The English expression "excuse me" means a courtesy and respect for others. Based on the situation on the conversation above the climax slightly decreased. The airline staff came and introduced himself, and staff airline took over all responsibility for all delay incidents. However, Mr. Luis said “ I do not care about you , I just want to fly I immediately fly.” that means remained angry and demanded immediate action from airline staff to fly himself. The meaning of permission “ Excuse me , “ has a meaning to appreciate the person being spoken to and initiating a conversation using the word permission shows the meaning of respect.
Data 3:

Staff Airline: “On be half of Garuda Indonesia we do apologize for this inconvenience for you, sir.

Mr. Luis: “That so bored to hear you say sorry.”

The English expression “On be half of Garuda Indonesia we do apologize for this inconvenience...” that means conveys that the company will be solely responsible for acknowledging that its acts/omissions are really causing inconvenience. Expression “We do apologize for this inconvenience” is a formal apology statement that focuses on corporate responsibility that makes customers more appreciated. Customers feel cared for feelings of discomfort.

Data 4:

Staff Airline: “I will take full responsibility.”

Mr. Luis: “Will this plane fly soon?”

Based on the conversation above the airline staff takes over all responsibility for what Mr. Luis feels, after the airline staff said that he would be responsible for the inconvenience, Mr. Luis felt more calm and decreased his anger. The meaning of English expression “I will take full responsibility” is an obligation for the airline staff to carry out what has been authorized to it.

Responsibility means things that can be held accountable for an obligation, and including the decision includes also the obligation to be responsible for the law being implemented. The airline staff is responsible for any incidents that create customer inconvenience. Because airline staff are frontliners who meet customers, airline staff have communication skills to communicate with customers well.
Data 5:

Staff Airline: “We are sorry sir, this aircraft is technical so we can not use this aircraft now.”

Mr. Luis: “So, what is the solution?? “

The English expression “We are sorry sir“ mean that asking for an apology for a mistake or accident and will try to fix the error. Based on the conversation above the airline staff apologizes to Mr. Luis and explains the reason for the delay. Apology by airline staff to Mr. Luis is a standard of communication when handling complaints to make customers decrease anger or disappointment. Mr. Luis then asked what kind of solution to the airline staff.

Data 6:

Staff Airline: “The solution is, we will transfer your flight to the earlier flight from GA828 to GA830. Our earlier flight GA830 the schedule is 0930 am and the flight will be arrive at 1130 am at Singapore.”

Mr. Luis: “Yaa, it would be great if I arrive on time at Singapore.”

The situation based on the conversation above, staff airline try to solve problem of Mr. Luis. The English expression " the solution is, " that means airline staff provides solutions of the problems that Mr. Luis faces by offering faster flights so that Mr. Luis can arrive at the Singapore on time. Then after Mr. Luis heard the solution provided by the airline staff, Mr. Luis became happy and said "it would be great if I arrive on time at Singapore" the statement indicates that Mr. Luis agree with pleasure the solution from the airline staff.

Data 7:

Staff Airline: “I would appreciate if you could sit down first while I process your earlier flight on the system.” (invite with hands towards the nearest chair waiting room)
The situation on the conversation above is resolution. The English expression “I would appreciate if you could sit down first while” means the airline staff will process Mr. Luis’s flight and ask Mr. Luis to sit while waiting. The airline staff invites Mr. Luis to sit by hand to the nearest seat area. Then Mr. Luis said “Okay, I will waiting” that means Mr. Luis agreed to sit while waiting. Then the airline staff returns to the system desk and processes Mr. Luis’s flight and prints a new boarding pass.

**Data 8:**

**Staff Airline:** “Thank you sir, I will give your new boarding pass as soon as possible.”
**Mr. Luis:** “Thank you.”

The English expression “Thank you,” means feeling gratitude or giving something to someone who has given good. When someone says thank you that means getting something of good value. The situation on the conversation above Mr. Luis finally got the solution he wanted to get the fastest flight, then he thanked to the airline staff. Airline staff thanks to Mr. Luis, although Mr. Luis does not give goodness to airline staff. The meaning of gratitude is an appreciation to Mr. Luis as a Garuda Indonesia customer who must always be respected like a king.

**Data 9:**

**Staff Airline:** “Excuse me Mr. Luis, here you are your new boarding pass. Your flight will be GA830 to Singapore the schedule is 0930 am on the gate number 8, the boarding time will be at 0900 am around 15 minutes later.”
**Mr. Luis:** “I am grateful to meet you.”
The situations in the conversation above is completion. The airline staff has done its responsibility well to Mr. Luis. The airline staff makes Mr. Luis happy and feels valuable. Airline staff provide boarding pass by passing permission to Mr. Luis. The english expression "excuse me" mean of a courtesy and respect for others. Based on the conversation above, Mr. Luis finally gets a new boarding pass. After the airline staff gave the boarding pass then he directed Mr. Luis to get to the waiting room immediately, because the flight will be boarding in about 15 minutes. Mr. Luis said “I am grateful to meet you.” that means he is very grateful to have been assisted by the airline staff to get the fastest flight. The airline staff has successfully changed the complaint to compliment.

Data 10 :

Staff Airline : “Thank you, this is the part of my job sir. Please feel free to contact me if you have further questions.”
Mr. Luis : “Sure, thanks for your kind.”
Staff Airline : “You are welcome sir.”

The english expression “Thank you,” means feeling gratitude or giving something to someone who has given good. Based on the conversation above the expression of gratitude of the airline staff to Mr. Luis mean of an appreciation of Mr. Luis as a garuda Indonesia customer, because the customer is a king that staff airline have to respect and accompanied in order to feel satisfied with the services provided by garuda Indonesia. When someone says thank you that means getting something of good value. The situation on the conversation above Mr. Luis Finally got the solution he wanted to get the fastest flight, then he thanked to the airline staff. The english expression “Please feel free to contact me if you have further
questions.“ means that airline staff invite Mr. Luis anytime Mr. Luis need help or want to ask something, airline staff willing to help with pleasure.

Based on all the above data in solving customer complaints. Garuda Indonesia provides customer an airline staff who have a good ability in assisting customers. Staff airline also has the ability to solve customer problems with good communication, courtesy and use of expression. So customers feel handled by the airline staff who have good quality and ability. The airline staff will help solve customer problems easily. Toward complaint which has been submitted, Garuda Indonesia will convey an initial response to acknowledge that the report has been received and is being followed up.

The writer make an interview with the supervisor of Boarding Gate International Garuda Indonesia Mr. Purwoto. Mr. Purwoto said that “Customer is a king, who must be served with excellent service. Any Complaint or Criticism and Suggestions, it is necessary to provide a place that will be the Solution for every problem. Because Customer is the key to success of a company. It means that Customer is a buyer of a service or product. The Company will become a More Value for Return buyers, they contribute to the employee's welfare. Customer is everything for a company so treat them with Empathy.”

Airline staff are required knowledge in the field of aviation, expertise, customer service and complaint handling, mastery of English language and has an engaging personality. Providing good customer service will have a direct impact on the company. Not just about selling the product but also about the impression
that would be built on the business. Providing the best service to customers is a must every company.

The writer analyze that every airline staff handling properly to the customer. So that customers become satisfied. Customer satisfaction provides many benefits to the company, and a greater level of customer satisfaction. In the long run, it will be more profitable for good customers to continue to attract and develop new customers to replace the customers who go traveling. A very satisfied customer will spread positive word-of-mouth stories and instead will be a walking and talking advertisement for a company, which will lower the cost to attract new customers as seen in the picture below on the benefits of customer satisfaction.

Dissatisfied customers will complain to the organization. The rest of the rest will not go back to the organization. Furthermore, a disgruntled customer will typically relate the experience to eight to ten people by word of mouth. So the customer who complains of the entire dissatisfied customer population is a very small amount. One reason the customer does not want to complain is the difficulty to complain, because to make a complaint the customer must express his emotions. The problem is generally because humans tend to be difficult to share feelings with others that are unfamiliar. Even in developed countries, people are also reluctant to disclose their complaints directly to the company.

airline staff analyzes how to understand customers by using expressions that customers say. The airline staff also solves customer problems by using phrases so as to make customer complaints change to compliment. Expressions that show the customer's feelings. Feelings experienced by a person can be seen only by looking
at the expression of a person's face, gestures and speech. The tone that comes out when talking is a form of expression of a person.

The second reason is that employees do not encourage the emergence of complaints or feedback from customers. This happens because many employees are less responsive in listening to complaints. Employees are unable to differentiate customer complaints as work-related issues and not the issue of who they really are. The customer complaints reaction that has been found consists of various actions including a direct complaint to the company, saying bad things to a friend or family, and not being loyal or leaving then switching to another company. Not all consumers want to complain directly to the company for various reasons such as lazy, busy, complaints will be ignored, not confident, and others. In some certain consumers there is a negative action that is to say the ugliness or ugliness of a company to a friend or his relatives.
CHAPTER IV

CONCLUSION AND SUGGESTION

4.1. Conclusion

Airline industry in Indonesia is a business that is growing rapidly. Therefore Garuda Indonesia constantly trying to improve all the service of airline staff especially when the airline staff try to understanding and resolving complain of the customer in order to develop the airline business. Garuda Indonesia Airline staff activities is properly handling about understand and resolving problem of the customer complain because the airline staff was trained of passenger and baggage handling by the expert at Garuda Indonesia Training Center.

Working as airline staff is need skill of English because in all those conversation there is greeting in every conversation of passenger service. The writer concluded that the airline staff should be able understanding and resolving customer complain by having knowledge and master the material of problem solving. No matter how small a customer's disappointment is something that must be dealt with immediately.

There are several ways in this: Face customer complaints wisely, do not carry the emotions of customers, officers should not come angry eventhough resentful to hear the nagging customers. Listen attentively to all customer complaints, wherever possible turn on a familiar atmosphere.
1. Staff airline is not allowed to make promises just to please the customer, then the promise is beyond his or her authority.

2. Give sympathetic feelings and feel the problem of the customer.

3. Respond to the complaint well, including a sincere and earnest apology will improve the shortcomings of the services provided.

Handling customer subordinates early is a wise and appropriate attitude because companies will be better able to anticipate things that can be detrimental. The writer analyzes in order to distinguish between communicating with friends informally and formally communicate with the customer. The result of the analysis is the airline staff of Garuda Indonesia are able to understand and resolve customer complain by having the knowledge to solve the problem with good communication with the customer through expression analyzing.

4.2. Suggestion

After the writer did rise at PT.Garuda Indonesia at Soekarno Hatta International Airport Terminal 3 Ultimate and get experienced in finishing this paper. The writer has some suggestion for the next writer and for the reader. The next paper must be better. As for suggestions from the writer, being Airlines staff must be reliable so airline staff needs to be more intensive counseling or assessment class training periodic of communication, thus make them can refresh their knowledge and work optimally to support the company's operational. The next writer must make preparations before making the paper, which is choosing the right topic and check back the writing that has been finished or correct the deficiencies.
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2. On The Job Training at PT. Gapura Angkasa handle Garuda Indonesia Airlines November – January 2013

C. Job Experience :
1. Operator Production at PT Japfa Santori Indonesia 2011-2012
2. Staff Airlines at PT. Garuda Indonesia 2013- present

I hereby declare that all the information given herein is true.

Jakarta, Juli 05th 2017

Sincerely,

( Devi Kartikasari )
SURAT KETERANGAN
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Yang bertanda tangan di bawah ini

Nama : Chendra Yuliza
NIP : 2022437
Jabatan : Manager Landside Post Flight GA Services

Bersama ini menerangkan dengan sebenarnya bahwa:

Nama : Devi Kartikasari

Telah melakukan riset di salah satu customer kami PT.Garuda Indonesia di unit kerja Boarding Gate, Check In dan Baggage Services terhitung mulai tanggal 01 Januari – 28 Februari 2017 untuk keperluan tugas akhir.

Demikian Surat Keterangan ini kami buat untuk dapat digunakan dengan semestinya.

Cengkareng, 24 Juli 2017

PT. Gapura Angkasa
Cab.Cengkareng Soekarno-Hatta
Manager Landside Post Flight GA Services

CHENDRA YULIZA/2022437
APPENDICES

a. Check In Counter Garuda International at Soekarno Hatta International Airport

b. Boarding Gate Unit Garuda International at Soekarno Hatta International Airport
c. Staff Airlines handling Customer
d. **Staff Airline Garuda Indonesia with aircraft Boeing 738 series at remote area**

e. **Staff airline at the boarding gate**