

CHAPTER III CONCLUSIONS AND SUGGESTIONS

3.1 Conclusion

Based on her experience after working for two months in Information Unit of Radin Inten II Airport the writer can conclude:

1. Because Radin Inten II Airport is an airport in Lampung Province that gives air transportation service by using plane or aircraft to serve passengers, information unit is very important in Radin Inten II Airport. It functions as information center. There are three types of services at Information Unit namely Public Information Desk (PID) Service, Telephone Information Service and Public Address System (PAS) Service that gives air announcement about the boarding, the delay, the departure, and the cancellation.

2. Therefore English is very important for the writer during has field service in Information Unit. Because the passengers are not only Indonesians but also foreigners, information service staffs must be bilingual that, they can deliver Indonesian and English announcements to the passengers.

1.2 Suggestions

❖ Suggestions for Radin Inten II Airport

After conducting field practice in Radin Inten II Airport, the writer has some suggestions for Radin Inten II Airport, they are:

1. To give the best service and to satisfy the passengers the staff should be more professional and patient in serving the passengers. The staff must understand about ethics, culture of customers both from domestics and foreign country, which makes the staff easier to serve the customers.
2. To serve international passengers about flight schedule, the flight schedule should be made in bilingual language (Indonesia and English).
3. In arrival lounge there should be information desk, to make it easier for passengers to get information.

❖ Suggestion for Lampung University

For my beloved academic institution Lampung University, I have some suggestions, namely:

1. Students of D III in English Profession have to increase their speaking skill, in order to be more professional in serving international customers in Radin Inten II Airport.

2. D III English Profession should add material concerning English for Aviation to its ESP subjects, besides that office computer course should be lengthened to two semesters to develop students' ability in using computer.