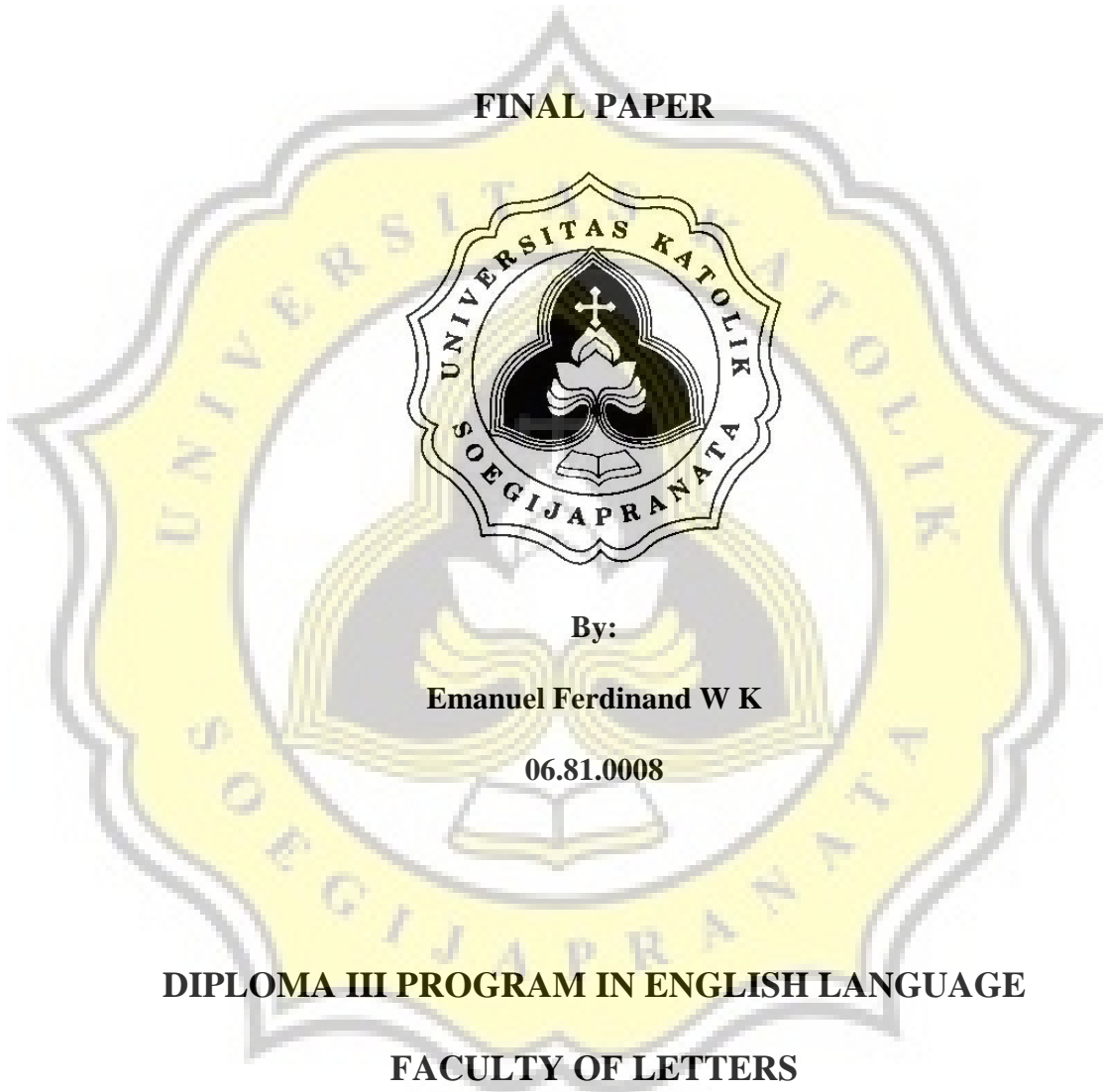


**CUSTOMERS' OPINION ON IN-FLIGHT SERVICE AT
BATAVIA AIR SEMARANG**

FINAL PAPER



By:

Emanuel Ferdinand W K

06.81.0008

DIPLOMA III PROGRAM IN ENGLISH LANGUAGE

FACULTY OF LETTERS

SOEGIJAPRANATA CATHOLIC UNIVERSITY

SEMARANG

2010

**CUSTOMERS' OPINION ON IN FLIGHT SERVICE AT
BATAVIA AIR SEMARANG**

FINAL PAPER

**A Paper Submitted to the Faculty of Letters
Soegijapranata Catholic University Semarang in Partial Fulfillment of the
Requirement for *Ahli Madya* in English Language**

By:

Emanuel Ferdinand W K

06.81.0008

DIPLOMA III PROGRAM IN ENGLISH LANGUAGE

FACULTY OF LETTERS

SOEGIJAPRANATA CATHOLIC UNIVERSITY

SEMARANG

2010