ACKNOWLEDGEMENTS

Formerly, the writer would like to commence thanking Allah SWT for blessing her to complete this project. This study is concerned with Politeness Strategies of Bank Customer Service Officers at BRI Bank which is submitted to Post Graduate School of State University of Medan in partial of fulfillment of the final academic requirements to obtain the degree of Magister of Humaniora from English Applied Linguistics.

Gifted hands from incomparable people were big favor for her to carry out this thesis. It was unattainable for her to bring this thesis to a close. Hence, the writer would like to highly appreciate all the people mentioned below.

Prof. Dr. Busmin Gurning, M.Pd., first adviser, thanks for his patience and brilliance to supervise and sharing his scholar. His brightness colored every single thought of the writer to complete this thesis. Dr. Anni Holilla Pulungan, M. Hum., co-adviser, appreciation is not enough to express thanks for her guidance, criticism, consultation, time and supports, so the writer can wrap this thesis up.

Moreover, her gratitude goes to Director of Post Graduate School, Head and Secretary also administration staff of English Applied Linguistics Study Program of State University of Medan, all lecturers who have shared expertise during times of Lecturing. Special thanks to board of examiners, Prof. Dr. Lince Sihombing, M.Pd., Prof. Dr. Sri Minda Murni, M. S, Dr. Eddy Setia, M.Ed., for every single detail correction and criticism to construct this thesis near to ideal.

A very special gratitude goes to beloved parents, Mr. Harmon Yunaz and Mrs. Lydia Hafni, beloved sisters Rahmi Fauza, S.Pd, Fauziana Fitri S.E., and the youngest brother Rahmat Fadillah, S.E. Great love for great husband Mayor Inf. Rizky Kurniawan. Their genuine heart to support the writer during her academic year has lent a hand galore.

Then, thanks to certain Bank customer service officers in PT. Bank BRI (Persero), Tbk under cabang Kisaran, namely PT. Bank BRI KCP Indrapura, PT. Bank BRI Unit Indrapura, PT. Bank BRI Unit Kebunkopi who have participated as source of the data in this thesis and for hospitality during observation. Special thanks to Putri Ramadhani, S.S., M. Hum for every single supports, time, guidance, correction, and consultation, so the writer finally can wrap this thesis up. Friends, classmates and the writers mentioned in references of this thesis, they are highly appreciated for sharing wisdom through academic writing.

No human being is flawless, so is the writer who is still very far from perfect. Constructive critics and suggestions are highly expected for the perfections of this thesis. The highest expectation is this work will be useful for the readers.

THE

Medan, Juli 2016 The writer,

Rahma Tirta

Registration Number: 8106111028