

A Thesis

**IMPOLITENESS STRATEGIES USED IN CUSTOMERS COMPLAINT
ON ASIA'S LEADING AIRLINE OFFICIAL INSTAGRAM**

by:

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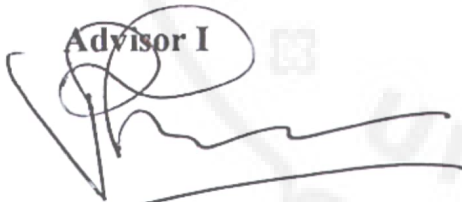
Registration Number: 8206112002

**English Applied Linguistics Study Program
Postgraduate School State University of Medan**

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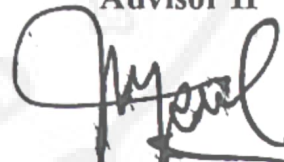
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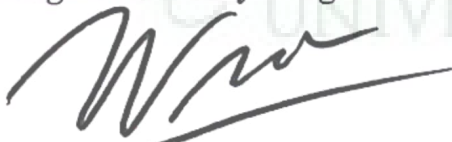
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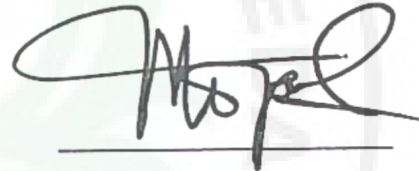
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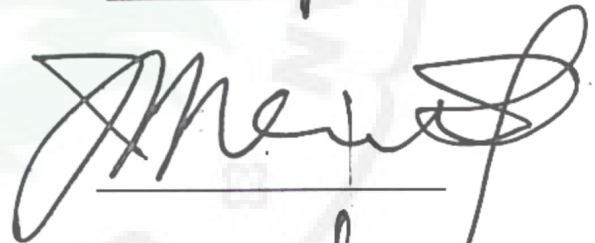
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