

A Thesis

**POLITENESS STRATEGIES OF BANK CUSTOMER SERVICE
OFFICERS AT BRI BANK**

By:

RAHMA TIRTA
Registration Number: 8106111028

English Applied Linguistics Study Program
Postgraduate School State University of Medan

This Thesis was examined on 25th June 2016 by the Board of Examiners

Approved by
Adviser Commission

Adviser I

Prof. Dr. Basmin Gurning, M.Pd.
NIP. 19590713 198601 1 001

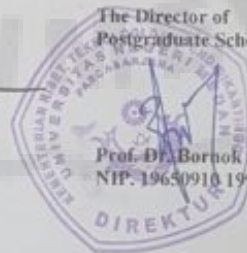
Adviser II

Dr. Anni Holila Pulungan, M.Hum.
NIP. 19700522 200112 2 001

The Head of English Applied
Linguistics Study Program

Dr. Rahmad Husein, M.Ed.
NIP. 19620629 198803 1 002

The Director of
Postgraduate School



Prof. Dr. Bornok Sinaga, M.Pd.
NIP. 19650910 199102 1 001

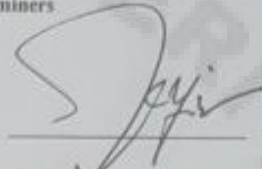
THE
Character Building
UNIVERSITY

Approval

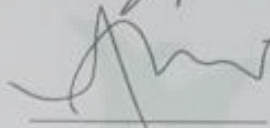
The thesis was examined on 25th June 2016 by the Board of Examiners

Board of Examiners

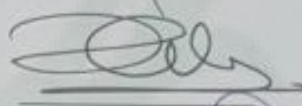
Prof. Dr. Busmin Gurning, M.Pd.
NIP. 19590713 198601 1 001



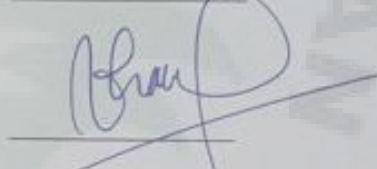
Dr. Anni Holila Pulungan, M.Hum.
NIP. 19700522 200112 2 001



Prof. Dr. Lince Sihombing, M.Pd.
NIP. 19610425 198601 2 001



Prof. Dr. Sei Minda Murni, M.S.
NIP. 19630525 198803 2 016



Dr. Eddy Setia, M.Ed., TESP.
NIP. 19570412 198403 1 001



UNIVERSITAS NEGERI MEDAN
UNIMED
THE
Character Building
UNIVERSITY

Pernyataan Tidak Melakukan Plagiat dan Memalsukan Data

Saya yang bertanda tangan dibawah ini:

Nama : Rahma Tirta
NIM : 8106111028
Angkatan : XVIII
Prodi : LTBI
Judul Thesis : Politeness Strategies of Bank Customer Service Officers
at BRI Banks

Dengan ini menyatakan bahwa:

1. Benar thesis saya adalah karya saya sendiri, bukan dikerjakan orang lain.
2. Saya tidak melakukan plagiat dalam penulisan thesis saya.
3. Saya tidak merubah atau memalsukan data penelitian saya.

Jika ternyata dikemudian hari saya terbukti telah melakukansalah satu hal tersebut diatas, maka saya bersedia diberikan sanksi yang berlaku berupa pencopotan gelar saya.

Demikian pernyataan ini saya buat dengan sebenarnya.

Medan, 20 Juni 2016



THE
Character Building
UNIVERSITY