

## ACKNOWLEDGEMENTS

First of all, the writer would like to give her deepest gratitude to The Almighty God, Jesus Christ for His bounteous blessing and guidance throughout her study and life. Praise, honor and glory be to Him who has been faithful in leading her to the completion of this thesis entitled *POLITENESS STRATEGIES OF MALE AND FEMALE DIFFERENCES IN THE CUSTOMER SERVICES OF MANDIRI BANK* to fulfill one of the requirements for obtaining Master degree from English Applied Linguistics Study Program, Postgraduate School, State University of Medan.

At this opportunity, the writer would like to express her sincere and thanks to her first consultant, Prof. Amrin Saragih, M.A., Ph.D. and her second consultant Prof. Dr. Lince Sihombing, M.Pd., for taking time out from their busy schedule to give her valuable suggestions and guidance in the process of completing the thesis.

The same feeling thankfulness is also expressed to The Director of Postgraduate School, Prof. Dr. Abdul Muis Sibuea, M.Pd., Head of English Applied Linguistics Study Program, Prof. Dr. Busmin Gurning, M.Pd., Dr. Sri Minda Murni, M.S as the secretary of English Applied Linguistics Study Program for the academic cooperation and also all the lecturers for their valuable counsel and knowledge they have shared with her together, also thanks to the administration staffs, Bang Farid for all the assistances given to her throughout the academic years at the University.

The feeling of indebtedness and greatest gratitude should also be granted to her beloved parents, S. Panjaitan & R.br. Naibaho whom she loves and admires very much for their endless love, kindness, guidances, encouragement, and also moral and spiritual support. Her special thanks

also appreciated to her lovely sisters and brother, Roria Novalina Panjaitan, Tety Novita Sari Panjaitan and Samuel Januardy Panjaitan and also all her great family for support and prayer they have give and she cannot repay are here given their dues.

Thanks also to her special one Gembira Fatar A. Sormin for his love, encouragement, moral and spiritual support and also for being always with her.

Thanks to her company and all staff who have giving support, motivation and permit to her to complete her master study while working. Especially for Mr. Purnomo as Pj Area Head, R.A Trisni Lukitawati as Head Manager USU Mandiri Bank and all staff there.

Thanks should also go to my bestie friends, Margaretha Simajuntak, Jamil Reza, and all classmate of B3 2013 for our togetherness. Also for my rival at once my partner in crime in study and final thesis Kresna Ningsih Manik, Indra Jayanti, Mey Harnita Hutabarat, Miranda Damanik, Kartika Sinulingga for helping and supporting each others.

The last but not the least, she also gives thanks to everyone who cannot mentioned one by one for every single thing in doing this thesis.

Medan, September 2015

The Writer

**NORA JANUARTI PANJAITAN**

**Reg. No. 8136112059**