

FINAL REPORT

WRITING “THE DAY AFTER NEVER”: A NOVELETTE REFLECTING CUSTOMER SERVICE EXPERIENCES



**To fulfill one of the graduation requirements for the D-III English Study Program
Politeknik Negeri Sriwijaya**

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2026**

APPROVAL PAGE

The Final Report titled:

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CUSTOMER SERVICE EXPERIENCES** prepared by **Nabila Septian
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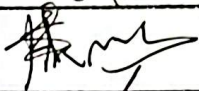
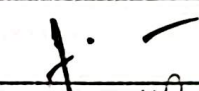
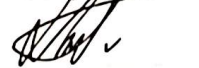


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VALIDATION PAGE

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PLAGIARISM-FREE DECLARATION

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Declare that this scientific document Final Report does not contain any parts of other scientific works that have been submitted to obtain an academic degree at any Higher Education Institution. Additionally, there are no works or opinions written or published by others/institutions, except those properly cited and listed in the references.

I hereby declare that this scientific document is free from any elements of plagiarism. Should this Final Report later be proven to be plagiarism of another author's work and/or deliberately submit others' work or opinions as my own, I am willing to accept academic and/or legal sanctions in accordance with applicable regulations.

Palembang, 26th June 2026



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PREFACE

On the first occasion, the writer would like to express her deepest gratitude to Allah SWT, the Most Gracious and the Most Merciful, for His endless blessings and mercy so that the writer is able to complete the final report entitled “Writing ‘The Day After Never’: A Novelette Reflecting Customer Service Experiences.” This final report is submitted to fulfill the academic requirements for obtaining a Diploma in the Department of Language and Tourism at Politeknik Negeri Sriwijaya.

The writer would like to express her sincere gratitude to her advisors, Munaja Rahma, S.Pd., M.Pd., and Mahraini Agustina, M.Hum., for their valuable guidance, support, and time, as well as to all parties who have contributed to the completion of this report. The writer acknowledges that this report is not flawless and thus welcomes constructive feedback and suggestions. Ultimately, the writer hopes that this report will be beneficial to readers.

Nabila Septian Maharani

ABSTRACT

Customer service values are often taught through theoretical explanations, while the emotional and interpersonal aspects of service are difficult to understand without realistic learning experiences. Therefore, alternative learning media are needed to help students understand these values in a more meaningful way. This study aimed to develop a novelette entitled *The Day After Never* as an alternative learning medium that reflects customer service values through a fictional narrative. This study employed a qualitative Research and Development (R&D) design adapted from Sugiyono (2019), consisting of four stages: needs analysis, product design, product development, and evaluation. The data were collected through document analysis, a semi-structured interview with a customer service staff member at EN'S Coffee n Space, and expert validation. The findings revealed that the developed novelette reflects three customer service values, namely communication (8 occurrences), empathy (5 occurrences), and patience (8 occurrences), as represented through the main character's actions and interactions in a restaurant setting. The interview findings confirmed that these values are consistent with customer service practices in the hospitality industry, while expert validation indicated that the novelette was suitable after revisions. In conclusion, *The Day After Never* can serve as an alternative literary learning medium to help vocational and college students understand customer service values in a more engaging, meaningful, and relatable way through fictional experiences.

Keywords: *communication, customer service, empathy, novelette, patience*

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