

CHAPTER III CONCLUSION AND SUGGESTION

Conclusion

In the line with the previous discussions and descriptions the writer can conclude the followings:

1. Field practice is a program which has been organized by English Profession programs, starting from May until June has been finished by the writer. It is hoped that the writer is not only having English knowledge, but also having skills for practical ability in real work.
2. The employees of PT Bank Lampung especially in customer service division, have less in manage their time and information about the bank. The writer had difficulties to get information in order to fulfill this report.
3. To implement, The customer service division needs facilities to support all of activities. One of the responsibility of customer service division is giving the best service for the customers. But in realization, the services which as given should be improved in the future.
4. Customer service division is one of organization parts which has an important role in development of banking sector to sell their product like saving

product in customers. So, this division must be on time in managing her time when coming to the bank and time to rest.

Suggestion

Based on practiced activities which were done by writer, suggestions to the related sides are:

1. The Head of PT Bank Lampung should establish close communication, in order to increase the productivity and enthusiasm for all employees. This can be monitored by the intern employees of PT Bank Lampung.
2. All of employees PT Bank Lampung should increase their knowledge about PT Bank Lampung. They should follow seminar of self developing motivation in order to improve the quality of the work.
3. Increasing professional service to way such growing courtesy qualities because it as main point to start on giving satisfactory for customers. Then showing appearance of service such as talk time, behavior, attitude, problem solving and etc.