

CHAPTER III CONCLUSIONS AND SUGGESTIONS

3.1 Conclusions

In line with the previous discussions and descriptions, it can be concluded that field practice program is successful considering the following point:

- a. The Customer Service Division is one of part which has important role in development of banking sector.
- b. The employees of PT Bank Lampung especially in the Customer Service division they have less information about the bank so the writer has difficulties to get information in order to fulfill this report.
- c. During study in Diploma 3 English Profession University of Lampung, the writer accepted and learnt the essential subjects, such as: Office Computer, Office Management, Public Relation Knowledge, Work Ethic and Hospitality.

3.2 Suggestions

Based on field practice activities which were done by writer, the suggestions are cited as follows:

1. Diploma 3 English Profession program should prepare the student well to follow the field practice. The student should be trained before start the field practice.
2. The Head of PT Bank Lampung should establish close communication, in order to increase the productivity and enthusiasm of all employees.
3. Increasing professional service to way such growing courtesy qualities because it is main point to start giving satisfactory for customers, then showing appearance of service such as: talk time, behavior, attitude, helpful, and solving the problem.
4. The employees of PT Bank Lampung especially in the Customer Service division should increase their knowledge about PT Bank Lampung.
5. Keeping the cooperation with University of Lampung to create competency and professional employee in future.