

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 points:

- a. During field practice, the writer did some task such as: to stamp SP2D, saving book, and tax, received fax and telephone, go to school to promote “Tabunganku” which as saving product special for student.
- b. The Customer Service Division is one of part which has important role in development of banking sector.
- c. 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.
- d. 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 starting the field practice. For example, this institution may invite professional people to train the students for two weeks training service.
2. The Head of PT Bank Lampung should establish close communication, in order to increase the productivity and enthusiasm of all employees, for instance twice a month the Head of PT Bank Lampung share about the problems which happen and provide the solution to the problems.
3. Increasing professional service to grow courtesy qualities because it is the main point to start giving satisfaction for customers. Then showing appearance of service such as: talk time, behavior, attitude, helpful, and solving the problem is also required.
4. The employees of PT Bank Lampung especially in the Customer Service division should increase their knowledge about PT Bank Lampung. So, the staffs in the service division can explain about the customers problems and give the solution.

5. Keeping the cooperation with University of Lampung to create competency and professional employees in the future. University of Lampung and PT Bank Lampung must have good communication as well close relation one another.