

## CONTENS

### TABLE OF CONTENT

Title .....	i
Admission .....	ii
Approval.....	iii
Dedication .....	iv
Motto .....	v
Curriculum vitae.....	vi
Acknowledgement.....	vii
Table of Content.....	ix
List of Appendices	
 <b>I. INTRODUCTION</b>	
1.1 OBJECT .....	1
1.1.1 History of the Company .....	1
1.1.2 Organization of the Institution .....	3
1.1.3 Vision, Mission, and Strategy .....	4
1.1.4 The Products and Services of the Institution .....	5
1.2 Job Description .....	9

## **II. DISCUSSION**

2.1 Relation with the Staffs of the Institution .....	13
2.2 Relationship with the facilities of the institution .....	12
2.3 Relationship with Clients of the Institution .....	13
1. Analysis the Problems .....	13
2. The Effort Done by PT Telkom and the Writer to Solve The Problem .....	14
2.4 The Norms of the Institution .....	22
2.5 The Difficulties and Resolving the Problem .....	25
2.6 The Skills that are Needed to be developed in the Future .....	25
2.7 The Courses Curriculum of D3 English Program .....	25

## **III. CONCLUSION AND SUGGESTION**

3.1 Conclusion .....	27
3.2 Suggestion .....	28

## **REFERENCES**

## **APPENDICES**