

## **ABSTRACT**

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### **PROFESSIONAL WORK ACTIVITIES IN THE CUSTOMER SERVICES (TELLER) DIVISION AT PT BANK NEGARA INDONESIA TBK KCP PURI SENTRA NIAGA**

*This report was prepared with the aim of providing a general overview of the work activities of the teller profession at PT Bank Negara Indonesia Tbk, including the main tasks of practitioners, namely assisting customers in carrying out various banking transactions, the skills required, and the challenges faced in carrying out their work. By understanding this activity, it is hoped that we can increase understanding of the role of tellers in the context of customer service and their contribution to customer satisfaction and bank operational efficiency.*

**Keywords:** *Operations, Banking, and Financial Transactions.*

