

ABSTRACT

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PROFESSIONAL WORK ACTIVITIES AS A SALES ADMINISTRATOR AT PT HAGIA GLOBAL SERVICE

This Professional Work Report (KP) at PT Hagia Global Service located in fresh market graha raya bintaro block Rc1 No 32, South Tangerang City, Banten 15326 is prepared based on the Practitioner's experience while undergoing KP at PT Hagia Global Service. KP was carried out for approximately three months, starting from January 5, 2025 to April 5, 2025, as part of the S1 Management Study Program, Faculty of Humanities and Business, Universitas Pembangunan Jaya. This program aims to help students gain a deeper understanding of work practices, broaden their horizons, and develop professional skills in a corporate environment.

Practitioners carry out the role of Admin Sales in the implementation of Professional Work at PT Hagia Global Service. In their duties, Practitioners are responsible for managing sales administration, communicating with customers, and ensuring a smooth transaction process. In addition, Practicum seeks to provide quality service by understanding customer needs and consistently meeting their expectations.

Keywords: Sales Admin, Sales Administration, Customer Needs, Service Quality