

ABSTRACT

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IMPLEMENTATION OF PROFESSIONAL WORK IN OPERATIONAL STAFF IN PT. INDONESIA SHARIA BANK TBK SUPPORT BRANCH OFFICE JAKARTA PONDOK LABU

Implementation of Professional Work aims to gain experience in the real world of work, practice the theories learned during lectures and gain knowledge that is not obtained in lectures. This professional work teaches practitioners to be responsible, disciplined, patient, and independent in their work. The implementation of professional work is carried out at PT. Bank Syariah Indonesia, KCP Jakarta Pondok Labu, which will be held on June 21, 2021 until September 03, 2021. Practitioners are entrusted with being Operational Staff to assist Customer Service in serving customers in the process of migrating accounts from Bank BNI Syariah, Bank BRI Syariah, Bank Syariah Mandiri, and other jobs. Other Customer Service. After carrying out professional work, practitioners gain experience and benefits during professional work, so they are ready to face the world of work later.

Keywords : Professional Work, Customer Service, Account migration