

## ABSTRACT

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### ***Activation Of Customer Service Greeter in Bni Syariah Migration Program To Indonesian Sharia Bank Ciputat Branch***

*Professional work practices are carried out at PT Bank Syariah Indonesia Cash Office Tangerang - Ciputat. While carrying out professional work, he becomes a customer service greeter with the task of assisting the merger process of the three state-owned Islamic banks into Bank Syariah Indonesia, the practitioner works under the supervision and guidance of Customer Service. In carrying out professional work, Practitioners have quite an important role in the process of migrating BNI Syariah bank customers to become Indonesian Sharia Banks. Some of them assist customers in preparing supporting documents such as ID cards, account books, and ATM cards, assist customers in filling out migration forms, and assist customers in activating BSI Mobile mobile banking. In addition, Practitioners also have the task of re-registering customers on the same day into the registration book that is available every day.*

**Keywords: migration, merger, greeter customer service, mobile banking.**