

## **ABSTRACT**

**Hakam Pamungkas (2018021060)**

### ***CUSTOMER SERVICES FOR INDONESIAN SHARIA BANK BRANCH OFFICE JAKARTA, PONDOK INDAH***

*While carrying out profession work at Bank Syariah Indonesia (BSI) Jakarta Pondok Indah Branch Office (KC), the practitioner works under the guidance and supervision of the Business Operation & Service Manager. The practitioner is placed in the Operational And Service section, carrying out professional work for two months and thirteen days from June 21 to September 03 2021.*

*Practitioners' duties during profession work include operational, administrative activities, assisting the implementation of customer account migration from BRI Syariah and BNI Syariah Banks, studying various BSI products, telemarketing informing regarding online account opening.*

**Keywords** : PT Bank Syariah Indonesia, Migration of accounts, profession work.