

ABSTRACT

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ROLL OUT ACTIVITIES AT THE CUSTOMER SERVICE SECTION BSI KK JAKARTA JAMI BINTARO JAYA MOSQUE

While carrying out the work, Practitioners get the opportunity to carry out work at Bank Syariah Indonesia and are placed at BSI KK Jakarta Jami Bintaro Jaya Mosque. The practitioner is under the supervision and guidance of Customer Service. In professional work, Practitioners have the opportunity to participate and participate and be directly involved in the implementation of accounts/roll outs. The practitioner also helps with daily customer service tasks such as creating new accounts, activating mobile banking, and checking daily mutations. The purpose of this professional work is to provide insight, knowledge and new experience about the world of work related to service management and related to quality. When the practitioner experiences problems when carrying out professional work, the practitioner will take the initiative to overcome them or negotiate during the morning briefing. The practitioner also realizes that there are always challenges or unexpected situations in the work environment. What needs to be done is to adjust to the conditions and situations that occur and the best way to deal with these situations.

Keywords: professional work, customer service, account migration