

## **ABSTRACT**

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### **CUSTOMER SERVICE PROFESSIONAL ACTIVITIES AT PT QUANTUM TOSAN INTERNASIONAL**

*Practitioners carried out professional work at PT Quantum Tosan Internasional in the Operational Manager Division of the Marketplace section as customer service for a period of three months. Practical work during professional work is studying the products traded by Quantum Springbed, participating in helping customer service admins in responding to e-commerce consumer messages on Shopee and Tokopedia Quantum Springbed, responding to messages and comments on Instagram Domi Bed, making daily log, exchange processes pull products, contact consumers about physical sweepstakes coupons, and create blog. The implementation of professional work runs smoothly in accordance with the work given. Practical experienced problems during professional work such as communication, looking for ideas to create a blog, contacting consumers regarding physical raffle coupons, difficulties in knowing the specifications of some Quantum Springbed products, and additional shipping costs for springbed products. In addition, practical gets benefits, namely being responsible for the assigned tasks and being able to complete them on time, knowing the real world of work, being disciplined in respecting time and being polite to employees, and increasing relationships and gaining knowledge.*

**Keywords:** Marketing, E-commerce, Customer Service