

ABSTRACT

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ACTIVITIES AS ADMIN PARTS COUNTER IN WAREHOUSE DEPARTMENT AT PT TRAKINDO UTAMA BSD BRANCH OFFICE

While carrying out professional work at PT Trakindo Utama BSD Branch as an admin parts counter in the warehouse department, the practitioner does his work under the supervision and guidance of a Senior Parts Analyst who is the leader in the parts counter section. In carrying out professional work activities, Practitioners have duties related to serving PT Trakindo Utama customers who need Caterpillar heavy equipment spare parts.

The activities or responsibilities of the Warehouse Department of PT Trakindo Utama BSD focus on the process of selling heavy equipment spare parts which are divided into the Parts Counter subdivision which is in charge of serving customers in the transaction process for purchasing heavy equipment spare parts and the Warehouse itself in charge of preparing spare parts products. for customers whose transactions have previously been processed by the Parts Counter. Practitioners play a role in communicating with customers both in person and by telephone as well as serving customers who wish to obtain a quote for spare parts for Caterpillar heavy equipment.

Keywords: parts counter, spare parts, heavy equipment, customer.