

ABSTRACT

Joki Sahri Sitinjak (2019021292)

Role and Responsibilities of Sales Staff in the Shop Operation Department at Duty and Tax-Free Store.

Internship is one of the courses that must be taken by all students at Universitas Pembangunan Jaya with the aim of providing an overview and real-world work experience for students in the future. During the internship at PT Dewataagung Wibawa (Plaza Bali Duty Free), the interns work under the supervision and guidance of a responsible supervisor in the department where the interns carry out their internship activities. While conducting the internship, the interns have the opportunity to directly gain experience in effectively carrying out the operational activities of the store. The activities performed by the interns include managing cashiers, handling daily merchandise overflows, serving customers, conducting monthly stock inventories, managing store layout, and handling inventory. In addition to these activities, the interns also have the opportunity to participate in various non-routine activities provided by suppliers or the company, such as training on product knowledge and foreign language training. Throughout the internship in the Shop department, the interns also acquire various learning experiences in the form of hard skills and soft skills within the work environment. These include problem-solving, teamwork, customer service, communication with customers from different countries and cultures, and time management.

Keywords: Internship, Duty and Tax Free Shop Operation Department.