

ABSTRACT

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AKTIVITAS KERJA PROFESI PADA BAGIAN ADMIN, SERVICE, FINANCE, SALES, CUSTOMER SERVICE DI AUTO2000 CABANG RADIO DALAM

Professional work that Practitioners carry out at Auto2000 which is located at Jl. Radio in NO 124A-B, Kebayoran Baru, South Jakarta. During the internship, he did professional work at Auto2000 as a Service and Finance member. For 6 (six) months, practicing professional work is in 3 (three) sections in Auto2000, namely the Admin, Service, and Finance sections. Each Practicum section has different tasks, starting from the Admin Practicum section being given the task of entering customer data into the Auto2000 website and learning about AR, the Service section makes tax invoices and uploads them to the TDMS website and also takes care of materials and spare parts, in the Finance section, making incoming and outgoing reports as well as making receipt reports, in the Sales section getting to know the types of cars, negotiating with customers, how to offer products in the form of cars to customers, in the Customer Service section learn how to deal with complaints submitted by customers, assess the voice of the customer given, serving customers who come to the showroom.

Keywords: *Admin, Service, Finance, Sales, Customer Service*