

ABSTRACT

Ratu Silvy Latifah (2020021214)

CUSTOMER SERVICE PROFESSIONAL WORK ACTIVITIES AT PT BANK RAKYAT INDONESIA TBK KCP KEBON KACANG

Implementation of Professional Work starts from March 4 to April 19 2024, practitioners have taken part in Professional Work Practices at PT Bank Rakyat Indonesia Tbk KCP Kebon Kacang. The placement location is located on Jl. K.H. Wahid Hasyim No. 141 RT. 011 RW. 002, Kebon Kacang, Kec. Tanah Abang, Central Jakarta City, DKI Jakarta 10240.

During the working period of this profession, practitioners are actively involved in various operational aspects, especially in tasks involving customer service, providing solutions to problems experienced by customers, offering products that customers do not yet have, and providing education about BRI's facilities. This experience provides deep insight into best practices in the banking industry, transaction security and information management in a dynamic work environment.

This report reflects competence in carrying out operational tasks in the banking environment, emphasizing the importance of safeguarding personal data information, security and compliance with procedures. This experience provides deep insight into the dynamics of the banking industry, emphasizing time management and teamwork skills. This becomes a strong foundation for practitioners in real work in the field.

Keywords: Operations, Banking, Services