

CHAPTER IV

CONCLUSION

During the apprenticeship in PT BTN as an assistant CSO the writer had a challenging experienced. The writer got a lot of knowledge and information about banking industry especially the role of CSO, learning about the manner in dealing with customers, knowing what customers satisfaction and understanding what customer's wants. CSO itself has a meaning, someone who gives a good service before, during and after purchase doing transaction.

Besides knowing how to be an assistant CSO, The writer also knew how to act properly at work place and how to communicate with other employees in PT BTN because the employees have different attitude and way doing their job. For CSO the skill of communication is very crucial in cooperating with other employees and dealing with customers. Being front-liner in communicating to the customers directly, we must be polite, calm, and friendly every time when interacting with customers in order to make the customers feel comfortable and satisfied with our products and services.

The writer did her apprenticeship in the sub branch office in Rungkut Surabaya. She was assigned as an assistant CSO about one month in that place. Before her apprenticeship in bank, the writer never learned about the CSO. The writer

knew about the job and the responsibilities to become a CSO when she did apprenticeship in that bank. And now, the writer got many experiences and advantages. The writer hopes that after finishing the apprenticeship in PT BTN, experience and knowledge can be profitable and she has experience one step closer to get success in the future.

In conclusion, the writer fairly enjoyed having a job training at BTN branch office Rungkut Surabaya. Not only that, the writer knew how hard and challenging the job as an assistant CSO, but it also has made the writer appreciate the ethic of work at PT BTN.