

TABLE OF CONTENTS

Abstract	i
Intellectual Property Statement Form	iii
The Approval Sheet	iv
The Improvement Sheet	v
Motto and Dedication	vi
Acknowledgements	vii
Table of Content	ix
CHAPTER 1 INTRODUCTION	1
A. The Background of the Research	1
B. Research Questions and Scope	3
1. Research Question	3
2. The Scope of the Reseach	3
C. The Objective and the Significances of the Research	4
1. Objectives	4
2. Significances	4
D. The Operational Definition	5
1. Cambridge School of English	5
2. Front Desk Office	5
a. Informant	5
b. Administrator	6
E. Research Methodology	6
1. Observation	6
2. Interview	6
F. The Systematization of the Research	7

CHAPTER II THEORITICAL DESCRIPTION	8
A. Definition of Front Desk Office	8
B. Front Desk Office Job Description	9
C. Relevance Research	11
 CHAPTER III COMPANY PROFILE	 12
A. History of the Company	12
1. Background of the Company	12
2. The Struggle Period 1982 – 2000	13
3. The Development Period 2001 – Now	14
B. Profile of the Company	15
1. Product od Cambridge School of English	15
2. Vision and Mission of Cambridge School of English	16
3. Logo of Cambridge School of English	16
4. Motto of Cambridge School of English	18
5. Academic Department of Cambridge School of English	18
6. Material of Cambridge School of English	19
7. Teaching Methodology of Cambridge School of English	20
C. Organization Structure	22
D. Procedure and Work Frame	23
 CHAPTER IV REPORT OF OBSERVATION FINDINGS	 25
A. Data Description	25
1. Job Description	25
a. Welcoming Guest	25
b. Receiving Call	26
c. Mentoring	28
d. Filing Document	28
e. Managing Payment	30
f. Teaching	32

2. Job Details	33
a. February 2020	33
b. March 2020	35
c. April 2020	37
d. May 2020	39
e. June 2020	41
f. July 2020	43
B. Observation Obstacles	45
1. Obstacle 1	45
2. Obstacle 1	45
C. Problem Solving	46
1. Problem Solving of Obstacle 1	46
2. Problem Solving of Obstacle 2	46
CHAPTER V CONCLUSION AND SUGGESTION	47
A. Conclusion	47
B. Suggestion	48

BIBLIOGRAPHY

APPENDICES

BIOGRAPHY