CHAPTER V

CONCLUSION AND SUGGESTION

A. Conclusion

PT Delta Indonesia Pranenggar is one part of the Delta group engaged in occupational health and safety training. PT Delta Indonesia Pranenggar, which is located in Bekasi, already has many branches, such as in Karawang and Surabaya. The employees of PT Delta Indonesia Pranenggar reach more than 20 people with 6 divisions including, the PIC division in charge of organizing and overseeing the systematic training, the marketing division in charge of establishing direct relationships with clients, the finance division in charge of managing the company's cash in and cash out, the Information Technology division in charge of analyzing and disseminating information with technology, the facilities and infrastructure division in charge of providing the company's needs, and the most important part is the front office in charge of receiving guests.

In general, the main task of a front office is to receive guests and answer the phone, but it is different from the front office at PT Delta Indonesia Pranenggar. A front office at PT Delta Indonesia Pranenggar not only receives guests and answers the phone but also requires to be able to do many things, such as scanning documents, recapitulating attendance, and even operating web applications. It is also not strange for a front office

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at PT Delta Indonesia to help back up the work of marketing who is absent for a long time or help the PIC work for online training.

For writers who are still new to the world of work, in doing a lot of work, of course, there are obstacles encountered, such as incorrectly conveying information when receiving telephone calls, but after that, the writer becomes more thorough by providing notes to record the important points of the information received. Awkwardness in receiving guests is an obstacle caused by the writer, so the writer tries to be more confident to adapt well. Also, when there was a complaint from a client about a file that has not been received, the writer immediately contacted the post office to ask for the receipt. Regarding the obstacle related to document scanning, the writer can only ask for help from someone who understands office equipment. The last obstacle to the application of web inventory, the barrier happened was the unfamiliarity of the employees with the updated application.

B. Suggestion

The writer provides suggestions to various parties involved in this report and hopes that there will be further development of this report.

1. For PT Delta Indonesia Pranenggar, considering that the company only has one scanner in the front office, it would be better to buy one more scanner for future reserves. Then for the inventory web application, there should be training for employees related to the use of the web to

make it more efficient. The internet network must also be considered, the telephone network is rarely problematic but for the first-floor internet network, it is better to be checked again by the responsible parties.

2. For students who want to work in a front office, it is better to be brave and have a strong mentality because it is not easy to be a front office who meets and faces various kinds of people. Improving communication skills is very important in this profession.

3. The last, STBA JIA should have more cooperation with companies having a good reputation so that students are easier to find internships and also get opportunities to develop themselves in the world of work.