

I want to explain why I have chosen PT. Multi Metal Industry as the place of apprenticeship. I think that the garment sector has a wide aspect and can be related with the same company in the foreign countries. I want to apply my English skills and my knowledge of English for Business. At the same time I also wish to deepen my knowledge and skills in English language.

As a student of D3 program for English, I want to practice my English competence in the real world. Besides I have taken the lecture of English for Public Relations, such as how to handle a new customer and make a good relationship with all of the customers.

PT. Multi Metal Industry was established in 1990 and is located at Jl. Leuwi Sari III no 8. This company has 50 employees for production and 10 others for non production.

This company specializes in manufacturing clothes. The sale has comprised the domestic areas and foreign ones. The domestic areas are Bandung, Jakarta, Bali, Makasar, NTB, etc, while the foreign one is America.

The business sector is making clothes, such as jackets, shirts, and T-shirts. This company also produces T-shirts with the label for promotion such as for medicine, telecommunication and motorcycle companies, and some others.

During the apprenticeship, I worked as a follow-up assistant. In order to be a follow-up assistant I had to fulfill some of the requirements. As a follow-up assistant, I must be disciplined, honest, friendly, responsible and cooperative with the others.

The head of follow-up department taught me how to handle telephone calls especially from foreign customers, such as: giving news about the product that has been finished and how to check also reply e-mails or fax from customers. Before I replied it, I had to report to the supervisor that she will give her guidance of how to do it.

Other activities I did, sending the products to the customers and making notes about the product that ready to deliver. After they had been packed and checked, I asked the driver to send that product. Beside these activities, I also had to handle complaints from customers, such as broken products or the late shipment. After that I had to note down all the complaints and report them to the supervisor.

The working system of non production department in this company has several divisions and every division is connected to each other as shown in the following simple description. For example, the department marketing accepts an order. The order must be known first by the supervisor and distributed to the Division of Follow-up. After that the Follow-up Division will continue the order to the Division of Production or Warehouse.

In the following part, I want to show how they process a cloth to be a T-shirt. First of all, the cloth is sent to a department who can look for materials of product and then that department gives the materials to those responsible with the pattern design after they are approved by the buyers. Then the cloth will be cut according to the wanted pattern. After that the materials which have been cut are processed into silk-screening or embroidered based on the order. The materials will be sewn and given to the QC (Quality Control) to be checked and sorted whether there is a defect or not. Last of all, the sorted clothes will be packed and delivered to the buyers.

During the apprenticeship, I work every day from Monday until Friday. The office hours as a part time are from 09.00–13.00. My routine activities at the first week were loose because I only had to recognize and get myself accustomed with the new environment. I introduced to some of the staff, mainly the supervisor. And then the supervisor gave the explanation about the products and how to handle an order that is ready to deliver. I should obey all the supervisor instruction. The supervisor also explained how to handle a customer better. Although I have not met a foreign costumer directly I can practice my English through the telephone, fax and e-mail, for example: giving news about the goods which have been finished and will be sent immediately. I have also to serve a complaint of the customer which I should report to my superior too, for example: the broken products like silk-screening which is attached to the other clothes and the late shipment.

The most dominating tasks from the above routine activities is when I have to serve the customer who is especially from abroad to explain about the product that they want to order. Of course I will be accompanied by the supervisor, if this thing happens. From these activities I can learn a lot about the business sector and of course they also increase my English knowledge.

In general studying English comprises 4 aspects which must be known, there are speaking, listening, reading, and writing. During the apprenticeship I used 4 aspects of English skills.

The aspects of speaking and listening for each is 15 % that used, when I handle the telephone calls, for example: accepting or giving news through telephone and listening to all complaints about the product, if they are defect. Sometimes I am given suggestion and criticism by customers, which certainly is good for me to the progress of the future.

In reading and writing aspects for each is 35 % that used, when I accept e-mails or faxes from customers and of course I have to reply them. Besides, a complaint from customer about the defect of the product or the late shipment also makes note them down and I have to report them to the superior.

The use of English is very important for the company that will cooperate with the foreign countries. Besides, the use of English is very useful for me if I want to work or to be an entrepreneur later on. I have a little experience in this field of garment business and I hope to be familiar with it, although the majority of the customers are local people.

The strength of this apprenticeship although I can not use the whole aspects of English all the time in this field, but I can practice more active my reading and writing skills, also my listening is better than speaking.

The weakness of this apprenticeship is that I can not develop my vocabulary, so my ability in communication does not run well in practical way. When I receive a customer, sometimes I feel nervous and shy. Also I feel limited in making communication when I have to speak English.

