

Lippobank is one of the first national private banks in Indonesia. It is able to succeed although it has many competitors for the reason that Lippobank is set up from one group which works together to reach the same purpose. Undoubtedly, the present writer finds that it is a great opportunity to do the apprenticeship at this notable bank. Furthermore, she is eager to learn more deeply about business activities in banking. In Lippobank, the present writer gets a position in EXIM/VALAS division. The staff in this division have to be able to give some information to the customers and to help them to make use of the facilities and service related to EXIM/VALAS. The present writer works for one month from 8.00 until 5.00 in Lippobank.

Working in EXIM/VALAS division requires several qualifications such as having GPA 2.75, good command of English both written and spoken as well as being discipline, honest, and responsible. The staff must be familiar with computer especially Microsoft Word, Microsoft Excel, and Internet on the ground that they have to be able to access to the internet network and send final report to the head office everyday using the internet. Moreover, the staff have to be accurate in giving information about the foreign currency exchange rate.

During her apprenticeship programme, the present writer has to do several business activities. The daily activities are sending "collection" document to foreign countries, filling the documents, sending moneygram, and dealing with record-keeping such as: keeping the data of the customers, and saving the daily report to a floppy disc. Besides, the present writer is also administering the correspondence and the faximili and making some copies of the faximili. The present writer must frequently check the incoming report sent from the head office and she will print out the exchange rate twice

a day and must give the right information about exchange rate to the customers.

The present writer has encountered several problems during her apprenticeship. She finds it difficult to have a conversation with other staff because of the different age level. However, she has tried to carry on a conversation little by little with them. Once, she gets an oral reprimand from her supervisor for coming late to the office. The supervisor reprimand her to never come late to the office because it's not good. As a result, she learns to come 15 minutes earlier before she starts working.

After finishing the apprenticeship programme in Lippobank, the present writer is able to improve her reading skill since almost every day the present writer reads "collection" document ( reads the nota, quantity of the goods, reads sales contract ) and faximili letter which is sent to foreign countries. The present writer gets accustomed to reading and writing business letter or faximili. She can practise her writing skill by replying informal business letter and filling in the moneygram. Moneygram is like a wesel. It's use for customers who wants to get their money from their family in foreign countries. Moreover, she can also improve herself. She can learn to be punctual and to communicate with other staff. However, she seldom has a chance to practise her listening and speaking skill since foreign customers are scarcely coming to EXIM/VALAS.

The present writer believes that it is necessary to implement the apprenticeship programme for the reason that it will help the students to learn and get hands-on experience before they come to the real working world. She would like to suggest that the staff of Lippobank should work more seriously. Her suggestion is based on the fact that the staff are likely to have a chat as they are working so that their works are often delayed until night or the following day. Furthermore, she is of the opinion that DIII English Programme should establish

more partnership in business so that the students will not get confused as they are looking for the right place to do the apprenticeship programme. She finds that some students are not able to find a suitable place for them.