

APPRENTICESHIP REPORT AT PT.NARWASTU GUMILANG PERKASA

The writer has decided to work at PT.Narwastu Gumilang Perkasa for two reasons. First, the writer thinks that the garment sector has to deal mainly with the foreign customer so as a student of the D-3 programme for English she can to put the English knowledge into practice. Second, the writer has taken the subject of English For Business and English For Secretary, which the writer think is closely related to the English subject in Maranatha and she interested and later on she hopes to develop her carrer in the business field.

Concise History of the Institution

PT.Narwastu Gumilang Perkasa was established in 1995 at JL.Paralon II/11. This company has 15 employees for non production and 200 employees for production.

Firstly this company specializes manufacturing coats. But after two years this company manufacturing in babies and adult clothes such as : polo shirts, oblong shirts. The product are sold not only in Bandung and Jakarta but are also exported to foreign countries like Germany, USA and England. Sometimes this company accept makloon service and silk screening.

During the apprenticeship, the writer worked as asisstant supervisor.In order to be an asisstant supervisor the writer had to fulfill some of the requirements.

As an assistant supervisor she must be discipline, honest, friendly and responsible. Before the writer was accepted in this company she was given a test of how to speak English well at least when she welcomes and serves foreign customers and when she handles telephone calls. Besides, the writer must also be able to operate computer to check e-mails.

The routine activities

The writer worked from Monday to Friday from 8 am to 4 pm. In the first week of her apprenticeship, the supervisor taught her how to handle telephone calls and how to check and reply e-mails from customers. Before the writer replied the e-mails she had to report to the supervisor and he gave her guidance of how to do it. The other activity the writer did was she had to explain the product, the prices and the colours of materials to the foreign customers. Sometimes the supervisor permitted her to accompany him when he met the customers, so that she could understand more about the garment sector. Before the products were sent to the customers, the writer had to note them down. After they had been packed and checked she asked the driver to send them. While doing this task, the writer got help from other staffs to avoid making mistakes. Besides these activities, the writer also had to handle complaints from customers. They complain if the products were broken like the silk screening has attached with the other clothes and if the shipment was late. After that she had to write all the complaints and report to the supervisor. At the end of every week, the writer had to check stock such as the materials and the thread.

The most dominating tasks from the above routine activities are when the writer handled foreign customers; she had to explain about the quality, the price and the colour of material. Sometimes she had to handle complaints from the customers if the products were broken and if the shipment was late.

During her apprenticeship the writer used the four aspects of English skill, they are speaking, listening, writing and reading. Speaking and Listening were used when the writer handled the telephone calls from foreign customers and when she met foreign customers to explain about the quality, the price and the colour of material. Reading and Writing were used when the writer checked e-mails and wrote replies.

Strength

During her apprenticeship, the present writer finds that the apprenticeship program has strength. The strength of this apprenticeship is the writer can improve her speaking and listening skills and put her English knowledge into practise by communicating with customers. Furthermore, the writer also learned how to serve the customers well.

Weakness

Beside the strength, the apprenticeship program has also weakness. The weakness of this apprenticeship is the writer lacked of vocabulary so as a result the communication with the foreign customer did not run well because the writer was afraid to make some mistakes during conversation. Therefore, when she communicated with the customers, she sometimes felt nervous and shy.

Suggestions :

After the apprenticeship, the present works has some suggestion for the company and the Non-Degree programme :

For the company the writer hopes that the company can add the number of cars and driver, can renovate the office to make it more comfortable.

For the Non-Degree Programme Networking Centre, the writer hopes that the lecturers of Maranatha can give more guidance for the students before the apprenticeship.

so that in the future the students will not feel confused when they are assigned to write a report. Nowever the writer hopes that the Non Degree programme can provide more working places for the student to do their apprenticeship in the future.