

I choose to do my apprenticeship as a secretary in Harmony shop, because I am interested in this kind of business. Besides, in this shop English is used for communication with the supplier from China.

Harmony Shop was established on 27 April 2005 by Mr. Ferry Setiadi to fulfill the needs of decorative things. At the first time, this shop was not so big, it has only 2 employees. In 11 December 2005, the building was made bigger, as it had more and more customers and offered more variety of merchandise. At the moment the shop has 4 employees that are 1 secretary and 3 shopkeepers.

To be a secretary, there are some requirements to meet. The must – fulfilled requirement is that the person has to be able to write and speak English fluently. Besides, he or she should also be disciplined, responsible, able to use computers, and able to cooperate with others.

During my apprenticeship, I used several equipments, those are:

- A computer
- A calculator
- A telephone
- A note book
- Stationery

In doing my apprenticeship, I go to the shop everyday except Thursday. The working hour is from 9 am until 6 pm. In the first week I am given a chance to adapt with the new environment. I am also given explanation about what I have to do and about the merchandise of the shop. When some products come I have to

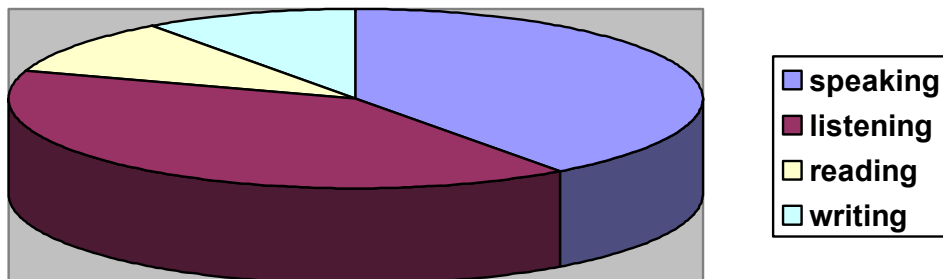
report to the owner. I am also responsible to select the products to display in the shop and the ones to put inside as the stock.

The routine duties when I am doing the apprenticeship are:

- Accepting phone calls from suppliers
- Checking and replying emails from the suppliers
- Making reports about the stock of products

While doing my apprenticeship, I use my four language skills. However I mostly use speaking and listening. When I receive or make a call to the supplier from China, I have to be able to speak English fluently and clearly so that the supplier can understand what I am talking about. Reading and writing are used when I am reading and replying emails from the supplier.

The percentage of the English language skills used is as follows:



Speaking is used for 40% because my main duty is to communicate by phone to the supplier. When I speak I also listen, so listening is also used for 40%. Reading and writing are used for 10% each, because I do not write and read a lot during my apprenticeship.

According to my supervisor, I have strength in speaking, as he finds out that I can speak fluently on the phone with the supplier. Reading and writing also are my strength because I can read and understand emails quickly and I can reply properly. However, I have weakness in listening, as I am not familiar with different accent. The supplier has mandarin accent that makes me hard to understand the pronunciation.

In doing my apprenticeship, I find that my study in D – Three Programme for English really support me. Speaking, listening, writing, reading, pronunciation, and translation subjects really help me to be able to do my apprenticeship well.

Having done the apprenticeship, I think that being a secretary is interesting because a secretary handles various activities for the company, so the job is not boring. On the other hand, the job is sometimes difficult, especially when dealing with details.

There is no air conditioner in the shop so the temperature is hot and the space between the shelves is too closed. Therefore I would like to suggest that this condition should be improved in order to improve customers' comfort when visiting the shop.

In my opinion, the apprenticeship is useful for D – Three Programme for English students. By having the apprenticeship, students can improve their language skills, apply their knowledge and get hand – on experience in the working world. Therefore, I expect that this programme can go on. To improve the service of the D – Three Networking Centre, I think the number of apprenticeship places should be increased and more information should be provided for the students so that they can prepare themselves better for doing the apprenticeship.