

CHAPTER IV

CONCLUSION

During my internship at PT. Rajawali Medika Mandiri I have some difficulties when I have to explain the products to the client because I was lacking in product knowledge. Having a duty similar to a sales person, I have to know the products well, so that I can satisfy the customers who ask for information. I also find the task difficult because I lack of knowledge of medical jargons, which are unfamiliar to me and I could not fully understand. The problem affects my working performance as I became unprofessional in doing my duties, decreased the value of products for clients and I got stressed during my internship.

I find three potential solutions to cope with the problem. First, I should make notes as well as I can about the products. With the notes I can know the products that are sold from the books and brochures in the office. Second, I should read the books and brochures about medical equipment products diligently to get more knowledge about the products and know the

specifications, functions, brands, and prices well. Third, I should ask the supervisor about the product to get the fast and accurate information.

Based on the analysis of the three potential solutions, I think a combination of the three potential solutions is the best solution to handle my problem. Those three potential solutions can help me face my difficulty when explaining medical equipment products to clients. Making notes can push me to read the brochures about medical equipments, so I can get the information about the products which can improve my product knowledge. The notes can be very helpful when I have to answer questions from the clients. However, while reading I will come across some medical jargons that I do not understand. When that happens, I will ask my supervisor. By doing so, I will not take too much time of my supervisor, and I can show my responsibility with my duties. I also believe applying the three potential solutions can make me more confident to answer the questions from clients.

PT. Rajawali Medika Mandiri has given a lot of experiences and knowledge to me, even though I get some difficulties during my internship. I can get new experience too and working there teaches me to be a better person. However, I would like to suggest to the new intern who wants to do a job in the same field as I did. In my opinion, the new intern has to learn about the vocabulary about the medical jargons before they start the internship. They can do research through the Internet or books to familiarize themselves

with medical equipment products. This way can help the new intern to do their duties in the office. Besides, it can decrease the risk of making mistakes.