APPENDIX

FLOW CHART

CAUSES:	PROBLEM:	EFFECTS:
1. My first time experience as a front liner.	I found difficulties in handling foreign clients by phone in English at PT. CentroTECH Solusindo.	1. Front liners looked unprofessional in the eyes of the foreign clients.
2. I was lacking in product knowledge.		2. Clients did not get the solution they needed for their problem immediately.
3. False attitude when listening to the clients.		

NEGATIVE EFFECTS	Potential Solution I	POSITIVE EFFECTS
1. The theories from the book can be different with the reality.	I read a book about how to handle foreign clients by phone in English.	1. I can get more knowledge in handling foreign clients by phone in English.
2. I will need more time to read the book.		2. I can provide better services by phone for foreign clients.

NEGATIVE EFFECTS	Potential Solution II	POSITIVE EFFECTS
1. Company spends a lot of money to pay a professional trainee.	Company gives the front liners free training in English basic skills especially for speaking, listening, and product knowledge, which is used in handling foreign clients by phone in English.	1. I can get knowledge about the proper ways to handle foreign clients by phone in English and about the products.
2. The front liners are not serious in training.		2. I can get confidence in handling foreign clients by phone in English.

NEGATIVE EFFECTS	Potential Solution III	POSITIVE EFFECTS
1. Spend money to buy CDs and audio tools.	I improve my listening skills by listening to English business tutorial CD.	1. I can do it at home.
2. I can not get correction and suggestion when I am wrong.		2. I can get improvement for my listening skills that will help me to listen to my foreign clients who speak in English by phone.

CHOOSEN SOLUTION

Company gives the front liners free training in English basic skills (especially for speaking and listening) and in product knowledge, which is used in handling foreign clients by phone in English.