

APPRENTICESHIP REPORT AT “KAPAL LAYAR” CRACKERS COMPANY

I decide to do apprenticeship at a crackers company because the industry has grown rapidly, especially in Indramayu. Since 1995, the industries have grown very fast, which force many companies to create better quality products in order to get larger markets. I choose “Kapal Layar” Crackers Company because the company has vast experiences in this industry, which are proven by the fact that the company has spread its market to other countries, like Malaysia and Singapore. Accordingly, I have great hopes that the English skills that I get during my study in D-III English Programme, Maranatha Christian University, can be applied during my apprenticeship.

“Kapal Layar” Crackers Company has begun to produce shrimp crackers in 1985. This is done only by order from customers. In 1989, Mr Gunawan as the owner establishes the Company named “Kapal Layar” Crackers Company, which produce both shrimp and fish crackers. In the early years, the company only markets the products around Indramayu, like Cirebon and Kuningan. Then by the growth of the market, the company tries to market the products to Central Java, like Semarang and Yogyakarta, and also to Jakarta. Nowadays the Company has marketed the products to other countries, like Singapore and Malaysia.

During my apprenticeship in “Kapal Layar” Crackers Company, I work as an administration staff. There are some work qualifications for

the administration staff position like, D-III graduates, maximum 25 year old, hard working, friendly, posses good English skills and dress neatly.

During the apprenticeship I work six days a week, from Monday to Friday. I work from 8 a.m to 5 p.m and on Saturdays I just work from 8 a.m to 4 p.m. Everyday I check the e-mails. When there is an order from a foreign distributor, I translate and give the e-mail to the administration staff then I reply it according to the direction given. I also handle telephone calls and similar with the e-mail order, if there is an order from a foreign distributor, I write the order down then translate and give it to the administration staff. I should also check the document orders with the quantity of the products before get it sent.

The work that I most often do is handling the product orders, whether by e-mails or through telephone calls. There is also a difficulty that I face during my apprenticeship that is, I am not familiar with the job of the administration staff. The job needs careful attention on the details, but sometimes I do not input the data of the order correctly.

There are some English skills used during the apprenticeship, like reading, writing, speaking and listening. I use reading skill when reading e-mails of product orders by the foreign distributors. With the translation knowledge that I get during my study in D-III English Programme, Maranatha Christian University, I can translate the e-mails to be given to the administration staff as my supervisor. The second skill is writing skill and I use it in replying the e-mails to the foreign distributors, and the knowledge of Grammar is used in doing this job. The third is listening skill, which I use when handling International telephone calls of product orders from foreign distributors. I am helped by the Listening lessons. These give me more experiences in listening to the conversations. The fourth is the use of speaking skill, which I use in handling international telephone calls. I note down the information and repeat the order to them to avoid a

mistake. I am also helped by the Speaking lessons during my study in D-III English Programme, Maranatha Christian University that helps me feel more confident when speaking. From the four skills, the most important knowledge to support the skills is Vocabulary. Which help me to communicate easily with the foreign distributors.

According to the evaluation from my supervisor during my apprenticeship, my personal qualities is above of the average. This is similar to the evaluation of my work results. My work qualities and my authority in English skills are also rated above of the average. But my supervisor also tells me that I often speak too softly when handling telephone conversations, so I have to speak louder and clearer.

After my apprenticeship in “Kapal Layar” Crackers Company for about one month, I can conclude that having skills in English language like reading, writing, speaking and listening is important for an administration staff in communicating with the foreign distributors, so that the export-import process can be successful. Moreover the English skills are also important for other job that deals with the export-import process because English language is an International language that every people use in communicating with foreign people.

From the experiences, I have some suggestions and comments to the company. I think it will be better if the company pays more attention to the employees' welfare, like giving the thirteenth salary or giving bonus to those who have been diligent and good in their job, so that it will give more motivation to the employees when working. I also would like to give comment and suggestion to the apprenticeship programme of D-III English Programme. I would like to comment that the programme is very good in helping me and the students of D-III English Programme in getting more experiences about the working world so that

I hope the programme can be further developed. Therefore, I suggest D-III English Programme to have a partnership with foreign companies in Indonesia. This can give students more experiences and hopefully can give job opportunities after graduation.