

CHAPTER V

CONCLUSION AND SUGGESTION

A. Conclusion

During my job training at PT KAI DAOP 8 Surabaya, I gained a lot of new knowledge and experience, especially in directly serving various types of customers. I learned effective communication and patience in dealing with different personalities, which increased my confidence and understanding of the importance of friendly and professional service. Additionally, I realized the importance of teamwork and discipline in the work environment. The support from the employees made the job training process run smoothly. Although there were obstacles in creating the e-booklet, I managed to complete it successfully. All the experiences during this job training became valuable assets for my personal development and future career.

B. Suggestion

Job training at the Unit Angkutan Penumpang of PT KAI DAOP 8 Surabaya was a very suitable choice for English Diploma Program students. Since the courses they took were indeed related to practical work, the students were able to learn a lot about customer service there. In addition, this job training also helped the students practice their English speaking skills directly. The students learned how to handle various service situations using English, so their language ability and professional attitude improved significantly.

It is recommended that future students continue to pursue job training at PT KAI DAOP 8 Surabaya or similar transportation service units to gain hands-on experience in customer service and improve their English communication skills. Furthermore, the institution could consider formalizing this partnership to provide more structured training programs and feedback sessions, benefiting both students and the company.