



Business Communication

Communication Science Study Program
Tine A. Wulandari, M.I.Kom.

First Task

1. **CHOOSE ONE COMPANY WHICH HAVE CUSTOMER SERVICE OR CUSTOMER CARE.**
2. **OBSERVE THE COMPANY'S EXTERNAL ACTIVITIES THROUGH CUSTOMER SERVICE AND ENGAGE IN CUSTOMER SERVICE ACTIVITIES.**
3. **MAKE A REPORT OF OBSERVATION CLEARLY.**

Field Observation Reports consist of:

- a. **Company's Brief Profile**
Company's name, history, products/services, etc.
- b. **Customer Service Description**
Location, number of staff, customer service conditions, etc.
- c. **Communication Capabilities of Customer Service Officer**
Products/services knowledge, hospitality (the use of values, ethics, and etiquettes), ability to provide answers or provide solutions to customer problems, etc.
- d. **Conclusion**
The impact of the use of values, ethics, and etiquettes and good verbal communication to the external public (in this case, your team as the customer)

The report can also contain other related and important things. The analysis in the report should be supported by reference that can be accounted and completed with documentation.

4. **YOU HAVE TO FINISH THIS TASK BEFORE NOVEMBER 20, 2018!**

Thank you for your attention. Happy working and see you...



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List of Group Names

I have divided students into six groups consist of six people:

1. Group #1

Himdami Zaim Mulyana
Savira Audia
Rila Susyanuri Sanga
Reska Dwi Ramadayanti
Eko Prasetyo
Sesilia Candra Dewi

2. Group #2

Okky Octavian
Nada Restu Ariesandi
Wina Kristiana
Amalia Rakhman
Jimmy Pratama
Santi Intan Permata

3. Group #3

Muhamad Rizky Ramdhani
Maya Erlistriana
Asti Adinda Nova
Digit Anugrah T
Rika Rienita Wahyuli
Syifa Fahira Khairunnisa

4. Group #4

Fikri Rizki Ramdhani
Annisa Syahnaz
Yenni Nur Azizah
Esmeralda Nurul Amani
Novia Dinda Aliana
Jofan Muliawan Putra

5. Group #5

Eka Renaldo
Adzhani Milla Putri
Ricka Muliawati Dewi
Fidia Nur Fatima
Afdhil Asnawi
Deby Sonia

6. Group #6

Ike Apriyani
Indra Permana
Agri Marcharifa
Athif Gumilar Dirgantara
Lasmaria FS.
Goveni Mutia Rani