

**THE IMPLEMENTATION OF SOP CUSTOMER SERVICE AT PT KAI  
KERTAPATI PALEMBANG**



**This report is written to fulfill the requirement of diploma graduation in  
English Department of State Polytechnic of Sriwijaya**

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**ABSTRACT**  
**THE IMPLEMENTATION OF SOP CUSTOMER SERVICE AT PT KAI**  
**KERTAPATI**

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The writer aims to find out the implementation of SOP Customer Service at PT KAI Kertapati.. The method used in this report is Qualitative method. The writer collected the data through in-depth interview and observation. The result showed that all Customer Service staff has already implemented the SOP of Customer Service the implementation of SOP Customer Service at PT KAI Kertapati suitable with the guidelines is very important. Therefore it is suggested to improve and keeping that work performance

## **PREFACE**

First of all the writers thank to Allah SWT for the outstanding mercy given to the writers so that the writers could accomplish and finish the job training report on time. This report is written to fulfill the requirement of Diploma Graduation at State Polytechnic of Sriwijaya which entitled “The Implementation SOP of Customer Service at PT KAI Kertapati Palembang”

The writers consider that there are some mistakes in writing this report, it caused by the limitation in experiences, ability and knowledge the writers have. Therefore, the writers expect the readers can give suggestion and critics for final report progress.

Finally the writers expect that this report can give advantages and usefulness especially for the students of English Department at State Polytechnic of Sriwijaya.

Palembang, July 2017

The writer

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*Motto*

***“ people are not always going to be there for you, that’s why you have to learn to handle things on your own “***

***“ Obstacles are put in our way to see if what we want is worth fighting for “***

*I dedicated this final report with my deepest love always to:*

- *Almighty Allah SWT for his blessing*
- *My lovely dad and mom*
- *My lovely brother and sister*
- *My beloved*
- *My Beloved Friends*
- *Almamater*

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