

**APPRENTICESHIP REPORT**  
**PT. BANK SYARIAH INDONESIA KCP DURI**  
**HANGTUAH DAN MIXUE BENGKALIS**

**NUR SAHADAH**  
**5404191221**



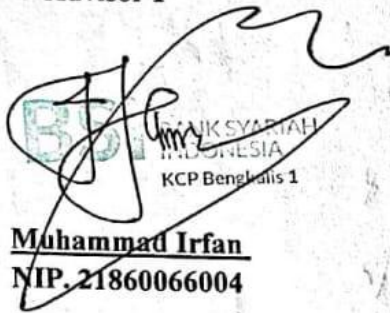
**APPLIED BACHELOR OF INTERNATIONAL BUSINESS**  
**ADMINISTRATION STUDY PROGRAM**  
**BUSINESS ADMINISTRATION DEPARTMENT**  
**STATE POLYTECHNIC OF BENGKALIS**  
**2023**

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This apprenticeship report written by Nur Sahadah with Reg. Number 5404191221 who had done apprenticeship at PT. Bank Syariah Indonesia Kcp Duri Hang Tuah 1 from February 1<sup>th</sup> to May 31<sup>th</sup>, 2023 by the following advisor:


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**ACCEPTANCE SHEET**

**PRACTICE WORK REPORT (KP)**

Written as One of the Requirements to Complete the Partical Work

**NUR SAHADAH**  
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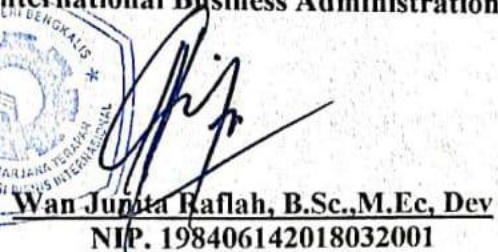
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Bengkalis, August 15<sup>th</sup>, 2023

The Writer



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# **CHAPTER I**

## **INTRODUCTION**

### **1.1 Background of the Apprenticeship**

Bengkalis State Polytechnic is a higher education institution that produces State University (PTN) experts which was established in early 2000 in Bengkalis Regency under the auspices of the Bangun Insani Foundation (YBI). In 2001 the Bengkalis State Polytechnic accepted the first batch of new students. In 2011 the Bengkalis State Polytechnic changed its status to a State University (PTN) through the Regulation of the Minister of National Education No. 28 of 2011 concerning the Establishment of the Organization and Work Procedures of the Bengkalis State Polytechnic, until finally the Bengkalis State Polytechnic officially became a State Polytechnic on December 26, 2011.

Bengkalis State Polytechnic has 8 (eight) majors with 18 (eighteen) study programs consisting of 9 (nine) Diploma III (D3) including Shipping Engineering, Mechanical Engineering, Electronic Engineering, Civil Engineering, Business Administration, Information Engineering, Business English, Nautical, Commercial Shipping Management, and 9 (nine) Diploma IV (D4) including Marine Architecture Engineering Technology, Production and Maintenance Mechanical Engineering, Electrical Engineering, Road and Bridge Design Engineering, International Business Administration, Public Financial Accounting, Software Engineering, Information Systems Security, English for Business and Professional Communication.

Bengkalis State Polytechnic is a vocational campus that educates students to create a competent spirit in various fields. Bengkalis State Polytechnic has the responsibility to improve human resources, especially in achieving the quality of students. One of the efforts that can be done is to require final semester students to take the Practical Work course.

Internship or better known as practical work is a learning process to get to know directly the scope of the real world of work. Students are required to go

directly to the world of work which is their field, so it is expected that students can apply directly the theories that have been learned in the previous semester into the world of work. Practical work can increase knowledge and skills for students and know the profession and work atmosphere that is in accordance with the student's study program.

In this practical work program, specifically for 8th (eighth) semester students of the international business administration study program. Practical work activities are carried out for 4 (four) months by choosing a place and location for practical work given by the practical work coordinator (KP). However, previously students were given the authority to choose their own place and location for practical work activities. Therefore, the author is interested in carrying out practical work activities at PT. Bank Syariah Indonesia KCP Duri Hangtuh 1 and Mixue Bengkalis.

PT. Bank Syariah Indonesia is a combination of three state-owned sharia banks, namely BRI Syariah, BNI Syariah, Mandiri Syariah headquartered on Jl. Gatot Subroto No. 27 Kelurahan Karet Semanggi, Setiabudi District, South Jakarta 12930. The merger of the three Sharia banks is an effort to create a Sharia Bank that is the pride of the people, which is expected to become a new energy for national economic development and contribute to the welfare of the wider community.

PT. Bank Syariah Indonesia has 1,241 (one thousand two hundred forty one) branch offices around 2,447 (two rubu four hundred forty seven) ATM networks, and is supported by more than 20,000 (twenty thousand) employees spread throughout the archipelago. The author conducts practical work at one of the branch offices, namely Bank Syariah Indonesia sub-branch office (KCP) Duri Hangtuh I which is located at Jl. Hangtuh No.35 Kab. Bengkalis, Riau.

Mixue is a food and beverage company specializing in the production of ice cream and fruit tea. Mixue aims to provide high quality and fresh drinks, Mixue Ice Cream & Tea is a franchise company that sells soft serve ice cream and tea drinks from Zhengzhou, Henan, China and was founded on June 16, 1997. As of

2023, at least 21,581 Mixue stores are operating in China and at least 12 other countries in Asia-Pacific

### **1.2 Purpose of the Apprenticeship**

1. To explain the Job Description during practical work
2. To find out the place and time of practical work
3. To explain practical work systems and procedures
4. To know the obstacles and solutions during practical work

### **1.3 Significances of the Apprenticeship**

The benefits of implementing practical work activities (KP) of Bengkalis State Polytechnic are as follows:

1. As one of the requirements that must be met to complete vocational education at the Bengkalis State Polytechnic, especially Diploma IV of the International Business Administration Study Program.
2. Get the opportunity to apply theoretical knowledge / concepts obtained during lectures into the real world of work.
3. Students gain practical experience in applying theoretical knowledge / concepts in accordance with their study program.
4. Bengkalis State Polytechnic receives feedback from the world of work for curriculum development and learning processes.

## CHAPTER II

### GENERAL DESCRIPTON OF THE COMPANY

#### 2.1 Company Profile Bank BSI

PT. Bank Syariah Indonesia Tbk was established on February 1, 2021 which was inaugurated at the state palace to coincide with 19 Jumadil Akhir 1442 H and this is a historical marker of the joining of Bank Syariah Mandiri, BNI Syariah, and BRI Syariah which was combined into one entity, namely Bank Syariah Indonesia (BSI) which is headquartered on Jl. Gatot Subroto No. 27 Kelurahan Karet Semanggi, Setiabudi District, South Jakarta 12930.

The Indonesian government merged these banks to unite the advantages of the three Islamic Banks so as to provide more complete services, wider coverage, and better capital capacity. Supported by synergy with parent companies (Mandiri, BNI, BRI) and government commitment through the Ministry of SOEs, Bank Syariah Indonesia is encouraged to be able to compete at the global level.



**Gambar 2.1 Logo of Bank Syariah Indonesia**  
*Source: Processed Data, 2023*

The merger of the three Sharia Banks is an effort to create Sharia Banks the pride of the people because Indonesia is a country with the largest Muslim population in the world. The government also expects Islamic banks to become a new energy for national economic development and contribute to the welfare of the wider community.

Bank Syariah Indonesia received permission from OJK with Number SR-3 / PB.1 / 2021 dated January 27, 2021 regarding the granting of permission to merge PT Bank Syariah mandiri and PT BNI Syariah into PT BRI Syariah Tbk and

permission to change its name using a business license on behalf of PT Bank Syariah Indonesia Tbk as the merged bank.

The composition of BSI's shareholders is: PT Bank Mandiri (Persero) Tbk 50.83%, PT Bank Negara Indonesia (Persero) Tbk 24.85%, PT Bank Rakyat Indonesia (Persero) Tbk 17.25%. The rest are shareholders who are below 5% each.

### **2.1.1 Vision and mission**

#### 2.1.1.1 Vision

Top 10 Global Islamic Banks

#### 2.1.1.2 Mission

1. Providing access to Islamic financial solutions in Indonesia  
Serving >20 million customers and becoming a top 5 bank based on assets (500+T) and book value of 50T in 2025 .
2. To become a big bank that provides the best value for shareholders  
Top 5 most profitable banks in Indonesia (ROE 18%) and strong valuation (PB>2).
3. To be the company of choice and the pride of Indonesia's best talents  
A company with strong values that empowers the community and is committed to employee development with a performance-based culture.

### **2.1.2 Kind of Business**

Business is an activity carried out by individuals or organizations that involve the production, sale, purchase, or exchange of goods/services with the aim of generating profit or profit.

Bank Syariah Indonesia focuses on three business sectors, the three of which are Micro, Small and Medium Enterprises (MSMEs), retail and wholesale to support the development of a halal industrial ecosystem that is beneficial to the people. In terms of the retail segment, with the existence of sharia banking services, BSI will provide a banking experience based on digital banking, service quality, and products that exceed customer expectations. For example, BSI will focus on the finance business, gold, gold installments, and other commodities.



Development of sharia Islamic ecosystems such as hajj, umrah, community organizations, education and health ecosystems. Meanwhile, in the wholesale segment, BSI will create a large medium and medium scale financing syndicate. BSI encourages wholesale sharia product innovation by optimizing sharia cash contracts, such as musyarakah and mudharabah.

### 2.1.3 Organization Structure

The organizational structure is a chart that systematically describes the assignment of tasks, functions, authorities, and responsibilities so that effective and efficient cooperation can be established to achieve company goals. The company's organizational structure has an important meaning in a company to achieve the goals that have been set or planned by the company. Without a good organizational structure, the company's activities will not run smoothly. The organizational structure of Bank Syariah Indonesia KCP Duri Hangtuh I follows the following type of organization This is where the direct vertical and complete delegation of authority from leadership to subordinates. The following is a picture 2.2 of the organizational structure of Bank Syariah Indonesia KCP Duri Hangtuh.

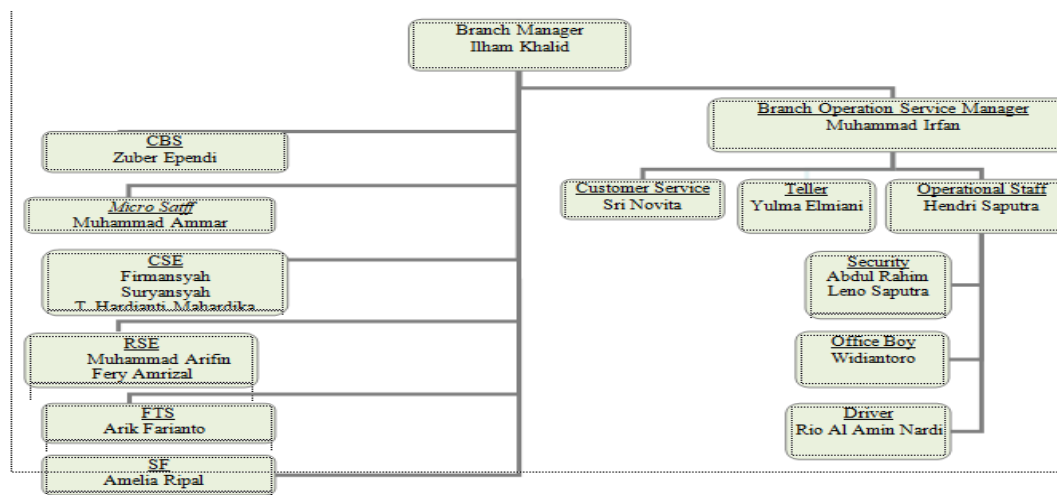


Figure 2.2 Organization Structure Bank Syariah Indonesia Duri Hangtuh I  
Source Processed Data 2023

Each position in the organizational structure has its own responsibilities and duties to achieve its organizational goals. The following is an explanation of each position at PT. Bank Syariah Indonesia KCP Bengkalis:

1. Branch Manager

The Branch Manager generally has a role as a management representative at Bank Syariah Indonesia KCP Duri Hangtuh I to lead the operational process and manage the strategy of an office to achieve the targets set by the head office.

The Branch Manager has the aim of leading, managing, supervising, controlling, developing activities and utilizing branch organization facilities to achieve effective and efficient levels and volumes of marketing, operational and branch service activities in accordance with prudently set targets. In addition, it has detailed duties, namely, having an obligation to formulate operational strategies at branch offices starting from making work programs and budgets, operational plans (*action plan*), workloads and targets for each part under it.

2. Branch Operation Service Manager

Branch Operational Service Manager (BOSM) consists of one person who is in charge of approving or authorizing transactions in accordance with the given authority and applicable procedures as well as managing operational procedures.

3. Consumer Banking Staff

Consumer Sales Staff (CBS) is the sales department whose job is to carry out company marketing and find new financing customers. The main task of CSE is to pursue sales targets, promote products and find new customers, introduce and offer financing products, foster good relationships with customers and prospective customers.

4. Micro Staff

The main task of Micro Staff is to carry out marketing activities for the micro segment to prospective debtors with the aim of achieving credit targets in accordance with those that have been determined, conducting initial

verification of prospective customers and ensuring completeness of documents, maintaining the quality of financing for existing customers, implementing sales process discipline.

5. Consumer Sales Executive

Consumer Sales Executive (CSE) plays a role in assisting Consumer Sales Staff (CBS) to market products in order to achieve the targets set by the company. The main task of the Customer Sales Staff is to introduce and market banking products, find new customers, analyze customer loans both in banking and non-banking, and also process the disbursement of funds.

6. Retail Sales Executive

The Retail Sales Executive (RSE) is responsible for product promotion to support sales achievement, compiling work plans (achievement projections, sales planning, productivity plans, making lists of all clients in the system and required information such as prices, codes and segments, activities prospecting with groups or individuals, and also assisting Micro Staff in analyzing customer business, finding customers, processing, and also withdrawing funds.

7. Funding Transaction Staff

Funding Transaction Staff (FTS) is a profession engaged in banking or financing. A person who works as an FTS is usually tasked with finding customers, establishing good relationships with customers and prospective customers, promoting, marketing, and introducing the bank's own products.

8. Operational Staff

The main task of the Operational Staff is to assist the Branch Manager in branch operations to achieve production results in accordance with the set targets. Operational Staffer has the goal of ensuring the activities Managed branch operations in accordance with applicable regulations and targets Branch operational areas are achieved in accordance with the head office's stipulations.

9. Customer Service

The main task of customer service is to serve the customers of Bank Syariah Indonesia KCP Duri Hangtah I in the process of keeping the passbook as well as providing product and service information and helping to resolve customer complaints.

10. teller

The main task of the teller is to serve related customers by depositing and withdrawing cash, both cash and non-cash, where the process is based on customer instructions and established policies and rules, recording and reporting transactions that occur every day.

11. Security

The main task of security at Bank Syariah Indonesia KCP Duri Hangtuh I is to maintain office security, welcome customers at the main door by greeting, assist every customer who comes in and out of the office, and is always ready to deal with situations that occur.

12. Office Boy

The main task of the office boy of Bank Syariah Indonesia KCP Duri Hangtuh I is to maintain the cleanliness of the office for the convenience of employees and customers and to help other employees when needed.

13. Driver

The main task of the *driver* of Bank Syariah Indonesia KCP Duri Hangtuh I is to escort the leaders and employees of the bank who want to travel related to bank operational activities and maintain operational vehicles.

#### **2.1.4The Working Process**

In the implementation of this practical work, the author is placed in 3 (Three) parts, namely the back office, customer service and micro and consumer marketing sections. Here are the duties and authorities of each of these sections:

1. Back office section

Given authority or responsibility to perform several tasks as follows:

- a. sorting out money that is fit for circulation or not

- b. Telemarketing by calling customers to top up funds or bring back customers

2. Customer Service Department

Granted authority and responsibility to perform the following duties:

- a. Provide smiles and good service to all customers and prospective customers
- b. Provide an explanation of the products and services provided by the Bank to customers and prospective customers
- c. Serving customers or prospective customers who want to open online or offline account books at [weform.bankbsi.co.id](http://weform.bankbsi.co.id) and also serving customers who change account books.
- d. Doubling the ID card of customers who want to make transactions at customer service
- e. Assist customers in depositing loan installments through the [webform.bankbsi.co.id](http://webform.bankbsi.co.id) website
- f. Write Barsheet of ATM passbook and handbook create & reissue PIN
- g. Recap the customer's account number on the BSI KCP ATM 2023 inventory barsheet
- h. Fill out a customer satisfaction survey to find out the level of customer satisfaction with services when transacting at Bank Syariah Indonesia KCP Duri Hangtuh I. Some services obtained from employees such as Branch Manager, Branch Office and Service Manager, Teller, Customer Service, Security, and facilities.
- i. Recap daily transactions by providing verification stamps on customer service forms and application for opening individual fund product accounts and signature sample cards (KCTT) and also completing incomplete customer data.

3. Micro and Consumer Marketing Department

- a. Make a BI Checking request to find out information on a customer's credit/loan history to a bank or non-bank financial institution. Before making BI Checking, the author prints the customer's ID card.

- b. Input customer data applying for a loan in excel IRP (Financing Realization Instruction) disbursement of customer funds
- c. Input customer data in KUR (Kredit Usaha Rakyat) Data Entry and fill in customer biodata in the micro IB application application manually
- d. Archiving customer microfinance customer document files
- e. Make customer cash deposits in monthly installments for their loans at Bank Syariah Indonesia KCP Duri Hangtuah I, both KUR loans and financing.
- f. Duplicate documents such as customer ID cards and KKs, marriage books, customer guarantees, and other correspondence related to KUR loans and financing.
- g. Filling out the guarantee handover book from the micro to the back office is useful as proof that the guarantee provided by the customer has been returned / taken to the owner.
- h. Make a power of attorney, SPRP letter (Financing Restructuring Approval Letter), and other letters related to Micro KUR lending.

### **2.1.5 Products and Services of Bank Syariah Indonesia**

Bank Syariah Indonesia strives to maximize the products and services they have in order to realize the vision and mission favored by Bank Syariah Indonesia. The products and services of Bank Syariah Indonesia are as follows:

1. Individual (Customer Service)
 

This individual service is a service provided to BSI customers, where there are several products that can be the customer's choice to help in current economic problems, such as:

  - a. Savings, this product has several options such as, BSI Foreign Exchange Savings, BSI Indonesian Hajj Savings, BSI Easy Mudharabah Savings, BSI Education Savings, BSI Business Savings, BSI TabunganKu, BSI Pension Savings, BSI Sharia Securities Savings, Smart Savings, BSI Prima Savings, BSI Collective Tapenas Savings, BSI Payroll Savings, BSI Student Savings, BSI Junior

Savings, BSI Simpel Savings, BSI Easy Wadiah Savings, dsan BSI Savings Plan.

- b. Hajj and Umrah, there are two options, namely BSI Tabungan Haji Indonesia and BSI Tabungan Haji Muda.
- c. Financing, BSI financing products are no less superior such as, BSI Griya, BSI Griya Special Milad, BSI Multiguna Hasanah, BSI OTO, BSI Pension Berakah, Multiguna Online, BSI Mitra Beragun Emas (non Qard), BSI Distributor Financing, BSI KPR Sejahtera, BSI Cash Collateral, BSI Umrah, BSI KUR Kecil, BSI KUR Mikro, BSI KUR Super Mikro, BSI Multiguna Berakah, Bilateral Financing.
- d. Investment, in investing as a customer, of course, products that can support well are needed such as, Bancassurance, BSI Foreign Exchange Deposits, Rupiah Deposits, BSI Sharia Mutual Funds, Bancassurance, Retail SBSN, Cash Waqf Linked Retail Sukuk, Referral Retail Brokerage, Retail State Sukuk SR016 Series.
- e. For transactions, there are two options, namely, BSI Rupiah Current Account which makes it easy for business transactions and BSI Foreign Exchange Current Account to facilitate foreign exchange transactions.
- f. Gold, there are two choices where BSI Gold Installments are fixed and light installments without worrying about gold prices in the future and BSI gold pawns.
- g. Business/Entrepreneur, there are several products that can be chosen according to what we need such as, BSI Optima Current Account, BSI Cash Management, BSI Investment Financing, BSI Bank Guarantee, BSI Government Current Account, BSI Natural Resources Export Giro, BSI Natural Resources Export Deposit, Bank Guaratee Under Counter Guarantee, BSI Vostro Current Account, interbank trade finance transaction collection services, accepted financing, and SIF (Supply Infrastructure Financing) BPJS Kesehatan, BSI Entrepreneurial Talent.

- h. Priority, as a customer, of course wants to be a priority and be served as well as possible. So that this priority service can be the choice of customers such as BSI Private, Safe Deposit Box (SDB), and BSI Prioritas.

## 2. Company

There are services provided for companies that cooperate with BSI, such as:

- a. Trade Finance and Service, the products provided are trustees, custodians, investment financing, export draft settlements, LC Issurance / SKDBN, Bank Guarantees, Supplier Financing, Financing distributors, Buyer Financing.
- b. Financing, there are several products such as investment related to the Indonesian Islamic Bank, investment financing, refinancing, multi, working capital financing, clubdeal syndicated agency, sharia checking account financing, and Multifinance.
- c. Deposits, there are SBSN Current Accounts, DHE SDA Time Deposits, DHE SDA Current Accounts, and Optima Current Accounts.
- d. Cash Management, there are two options where CMS is a business transaction and Pertamina's OPBS (SO/DO).
- e. In the Treasury, there are Foreign Exchange Transactions-Foreign Banknotes (Banknotes), Foreign Exchange Transactions-General Foreign Exchange/Telegraphic Transfers, Shariah Protected BSI, Deposits on Call (DOC), and Sukuk Transactions.

## 3. Digital Banking

Digital banking is one of the transaction systems using digital products in order to make it easier for customers in their activities. There are many options that can be used in this digital banking, such as:

- a. BSI Smart Agent
- b. BSI Mobile
- c. BSI Aisyah



- d. Golden Solution
  - e. BSI ATM CRM
  - f. BSI Merchant Business
  - g. BSI API Platform
  - h. BSI Cardless Withdrawal
  - i. BSI Payment Point
  - j. BSI Net
  - k. BSI Debit Card
  - l. BSI Debit OTP
  - m. Autosave and Qurban accounts, E-mas BSI Mobile
  - n. BSI QRIS
  - o. Open an Online Account
4. Card

Customers in using digital banking of course need several things that can make it easier for them to make withdrawal or delivery transactions without going through the bank, namely with a card that can be used in transactions, such as:

- a. For Financing Cards, there are three card options, namely BSI Hasanah Card Classic, BSI Hasanah Card Gold, and BSI Hasanah Card Platinum.
- b. Debit Card, on this debit card there are several choices, namely BSI Debit GPN, BSI Debit OTP, BSI Debit Visa, BSI Simple Debit Card, and BSI Visa Hajj Card.

#### 2.1.6 Document Used for Activity

In the implementation of practical work, there are several documents needed to complete the work given. These documents are as follows:

- 1. Sample Signature Card (KCTT)

**Figure 2.3 Signature Sample Card**  
*Source: Proccsed Data, 2023*

Figure 2.4 above is an example of a signature card or called a signature card, which is a card that is signed by the customer when opening a bank account. This card is useful as a duplicate of the card stored at the branch office, serves as a layered control for customers who will access the safe deposit box or safe. To open the safe deposit box, two signatures are required, namely the customer's signature and the customer's signature. signature of a bank employee (signature card).

2. Product and Individual Fund Account Opening Application Form

**Figure 2.4 Application for Account Opening Products and Individual Funds**  
*Source: Proccsed Data, 2023*

Figure 2.4 above is a product and individual fund account opening form useful for individuals or individuals who want to open an account at Bank Syariah Indonesia containing complete data of prospective customers. Other terms and conditions required by customers to open an individual

account are photocopy of ID card, family card, photocopy of NPWP, and others.

### 3. Bi Checking Form

**FORMULIR PERMINTAAN INFORMASI DEBITUR (iDeb)  
NASABAH INDIVIDUAL**

No : 02/156/IDeb-227  
Tanggal Permintaan : 06-06-2022  
Perihal : Permohonan Informasi Debitur  
Tujuan :

Mohon lakukan BI Checking dengan data sebagai berikut :

DIN : Bila sudah ada  
Nama :  
No. NPWP :  
Tempat Tgl. Lahir :  
Alamat :

DIN : Bila sudah ada  
Nama :  
No. NPWP :  
Tempat Tgl. Lahir :  
Alamat :

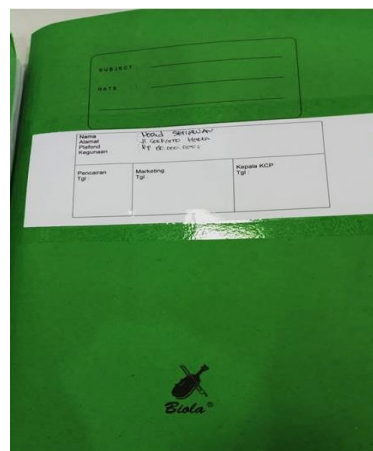
Maka kami mohon bantuan guna memperoleh informasi mengenai calon debitur tersebut diatas dari data yang ada di Otoritas Jasa Keuangan.

Pemohon/Penerima Data iDeb	Petugas iDeb	Mengetahui
Ferry Amrizal ESE	Hendi Saputra General Support Staff	Muhammad Irfan BOS Manager

**Figure 2.5 BI Checking Form**  
*Source: Proccsed Data, 2023*

Figure 2.5 above is a BI Checking Form which contains a request for information on a prospective debtor to find out information about a customer's credit/loan history to a bank or non-bank financial institution. The conditions that must be met in making BI Checking are a photocopy of the husband's and wife's ID cards, a photocopy of NPWP if any

### 4. Micro KUR Files



**Figure 2.6 Micro KUR Files**  
*Source: Proccsed Data, 2023*

Figure 2.6 above is a Micro KUR file containing important documents supporting the disbursement of customer loans. The documents include a photocopy of the husband's and wife's ID cards, family card, NPWP, photocopy of marriage certificate, business certificate, photocopy of collateral/guarantee, business spending invoice, photo of husband and wife, debtor information, and other complementary documents. The size of the Micro KUR loan starts from 25,000,000 to 500,000,000.

5. Financing Review Form Fulfillment of Financing Restructuring Requirements

**Gambar 2.7 Financing Review Form Fulfillment of Financing Restructuring Requirements**  
 Source: Proccsed Data, 2023

Gambar 2.7 diatas adalah Form Review Pembiayaan Pemenuhan Syarat Restrukturisasi Pembiayaan yang merupakan aktifitas pemantauan pembiayaan berupa *review* pembiayaan tahunan sebelum jatuh tempo pembiayaan. Bank akan melakukan analisis dan evaluasi untuk menentukan analisis dan evaluasi untuk menentukan kelanjutan pembiayaan apakah pembiayaan tersebut harus diperpanjang atau harus dilunasi.

## 6. Form Aplikasi Permohonan Pembiayaan Mikro IB

**Gambar 2.8 IB Micro Financing Application Form**

*Source: Proccsed Data, 2023*

Figure 2.8 above is a threaded form of the Application for Micro IB Financing which is one of the requirements when a debtor submits a financing application. This form contains complete data on prospective debtors and spouses, as well as the size of the loan and the term of the loan.

## 2.2 Company Profile Mixue

Mixue has been present in Indonesia since 2020 with its first outlet in Cihampelas Walk, Bandung City and currently has more than a thousand outlets throughout Indonesia. This product has been halal certified by the Indonesian Ulema Council since early 2023. Mixue Ice Cream & Tea is a franchise company selling soft serve ice cream and tea drinks from Zhengzhou, Henan, China and was founded on June 16, 1997. As of 2023, at least 21,581 Mixue stores are operating in China and at least 12 other countries in Asia-Pacific.

Mixue has been present in the workshop since April 18, 2023 on Ahmad Yani street, precisely next to the Pandava Meatballs and in front of Bos Salad. Mixue has become a frequently visited place since April 18, 2023.



**Figure 2.9: Logo Mixue Bengkalis**

*Source : Processed Data 2023*

In 2018, Mixue underwent a significant rebranding and introduced a new mascot called the "Snow King" (Chinese: 雪王). This mascot character is a snowman with a crown, red robe, and ice cream canes that decorate every Mixue outlet. In addition, Mixue also sells souvenirs with pictures of the Snow King that can be purchased at their booth.

In 2021, Mixue launched a new marketing campaign that included a music video titled "I Love You, You Love Me". The song is adapted from the famous American minstrel performance song "Oh! Susanna" by Stephen Foster in the 19th century. The campaign aims to attract consumers' attention and boost Mixue's popularity as a leading ice cream brand in China.

In addition, Mixue also continues to expand and open new outlets in various regions in China. The company operates research and development centers in several regions and builds warehousing and logistics centers to keep its production chain smooth. In 2022, Mixue Bingcheng Co., Ltd. even plans to launch an initial public offering of shares on the Shenzhen Stock Exchange. Hopefully Mixue can continue to grow and provide a pleasant experience to its consumers around the World.

## **2.2.1 Vision and mission**

### **2.2.1.1 Vision**

Mixue's vision: Concise and dedicated, kai strives to be a respectable business that develops over 100 years.

### **2.2.1.2 Mission**

Mixue's mission: Strengthen our brand. Enriching our partners. Bringing high quality and affordable products to everyone around the world.

### 2.2.2 Kind of Business

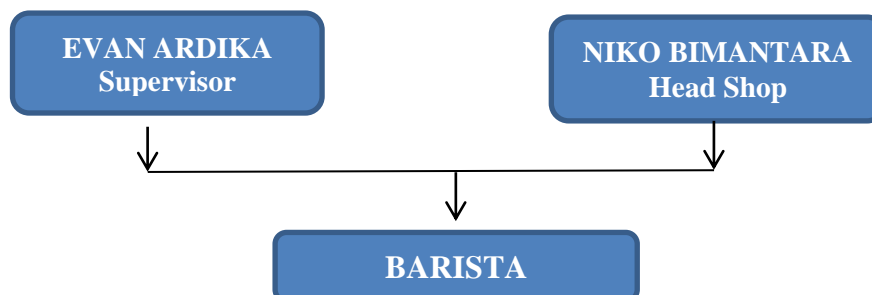
Business is a series of businesses carried out by individuals or groups by offering goods and services to get profit (profit). The meaning of business can also be defined as providing goods and services for the smooth running of the economic system.

Mixue is one of the brands that sells ice cream and tea drinks at affordable prices and is now mushrooming everywhere. This Chinese company is very well received by consumers in Indonesia. In fact, this ice cream stand is rarely empty of visitors because it tastes good and the price is cheap

### 2.2.3 Organization Structure

The organizational structure is a chart that systematically illustrates the determination of tasks, functions, authorities, and responsibilities so that effective and efficient cooperation can be established to achieve company goals. The organizational structure of the company has an important meaning in a company to achieve the goals that have been set or planned by the company. Without a good organizational structure, the company's activities will not run smoothly.

Mixue Bengkalis' organizational structure follows a line type of organization where direct authority is delegated vertically and entirely from leadership to subordinates. Here is figure 2.2 of Mixue Bengkalis' organizational structure.



**Figure 2.10 Organization Structure Mixue Bengkalis**

*Source: Processed Data 2023*

Each position in the organizational structure has its own responsibilities and duties to achieve its organizational goals. Here is an explanation of each position in Mixue Bengkalis:

1. Supervisor

A supervisor is someone who is in a managerial position whose job is to supervise and manage a team or small group. A supervisor will report to managers on developments relating to products, services, and employees working under their direction. Because it is responsible for ensuring the staff under him works well, of course a supervisor must be experienced. The reason is, they must understand very well how the details of the work of each team position he leads.

2. Head shop

The Head of the Store is to motivate employees to evaluate employee work, Coordinate store employees, especially cashiers, to check items that are out of stock and display neat goods. The Head of the Store also checks the stock of goods periodically, both with a manual system and through a computer, and adjusts physical goods to goods according to the stock of computer updates, Responsible for achieving targets and controlling store operational costs, including electricity, the cost of purchasing equipment or equipment, and so on

3. Barista

Barista is a nickname for people who have special skills in making and serving drinks. Baristas must also be able to serve drinks well, quality, and also contain art.

#### **2.2.4The Working Process**

In the implementation of this practical work, the author is placed in 3 (Three) parts, namely the Kitchen, Barista and Cashier sections. Here are the duties and authorities of each of these sections:

1. Kitchen Section

Given the authority or responsibility to perform several tasks as follows:



- a. Preparing the back kitchen
- 2. Barista Section
  - Given the authority or responsibility to perform several tasks as follows:
    - a. Prepare Customer orders (Ice Cream, Tea, etc.)
- 3. Cashier Section
  - Given the authority or responsibility to perform several tasks as follows:
    - a. Serving Customer Requests

### **2.2.5 Produk Mixue**

Mixue produces several types of drinks such as fresh ice cream, milk tea and real fruit tea and in some types of drinks there are also several other menus as below:

- 1. Menu Fresh Ice Cream
  - a. Ice Cream Earl Grey Tea
  - b. Ice Cream Jasmine Tea
  - c. Lucky Sundae Strawberry
  - d. Ice Cream Lucky Sundae Chocolate
  - e. Ice Cream Boba Sundae
  - f. Mi-Sundae Mango
  - g. Ice Cream Mi-Sundae
  - h. Oreo Ice Cream
  - i. Berrybean Sundae
  - j. Ice Cream Strawberry Smoothies with Ice Cream
  - k. Mango Smoothies with Ice Cream
  - l. Strawberry Mi-Shake Ice Cream
  - m. Boba Shake Creamy
  - n. Mango Boba
  - o. Chocolate Cookies Smoothies
- 2. Menu Milk Tea
  - a. Brown Sugar Pearl Milk Tea
  - b. Pearl Milk Tea

- c. Oats Milk Tea
  - d. Coconut Jelly Milk Tea
  - e. Red Bean Milk Tea
  - f. Milk Tea with 2 Topping
  - g. Supreme Milk Tea
3. Menu Real Fruit Tea
- a. Fresh Squeezed Lemonade
  - b. Passion Fruit Jasmine Tea
  - c. Lemon Jasmine Tea
  - d. Lemon Earl Grey Tea
  - e. Mango Oats Jasmine Tea
  - f. Hawaiian Fruit Tea
  - g. Peach Earl Grey Tea
  - h. Original Jasmine Tea
  - i. Original Earl Grey Tea
  - j. Jasmine Tea with 2 Toppings
  - k. Earl Grey Tea with 2 Toppings

### 2.2.6 Tools Used for Activity

In the implementation of practical work, there are several tools needed to complete the work given. These documents are as follows:

1. Boba Cooker



**Figure 2.11: Boba Cooker**  
Source : Processed Data 2023

Figure 2.11 above Tools for cooking Boba cooked About 45 minutes with 4000 ml of water boba must be cooked before the store opens because many consumers really like boba

2. Electric Stove



**Figure 2.12 Electric Stove**  
*Source: Processed Data 2023*

Figure 2.12 above is an electric stove A tool for cooking water that is cooked about 200 degrees to make tea, yellow / brown sugar jelly. With the amount of water that has been determined by the recipe.

3. Electric Dispenser



**Figure 2.13 Electric Dispenser**  
*Source: Processed Data 2023*

Figure 2.13 above Electric Stainless Dispenser for cooking cooking water for making tea and water for cooking boba. With the amount of water that has been determined by the recipe. This dispenser should not dry the water because it is dangerous.

3. Termos Tea



**Figure 2.14 Teromos Tea**  
*Source: Processed Data 2023*

Figure 2.14 above Teromos to put the stock of tea that has been cooked for several hours as specified by the recipe. Before inserting into the teromos, the teromos must be filled with ice cubes first.

4. Ice Cream Machine



**Gambar 2.15 Ice Creame Machine**  
*Source: Processed Data 2023*

Figure 2.15 above is a picture of an ice cream machine that is always used to make ice cream such as ice cream sundae ice cream corn. First, the crimer that is in accordance with the recipe and in the water kasi stirred and put into the Ice Cream Machine and wait a few minutes to become ice.

5. Topping Place



**Gambar 2.16 Topping Place**  
*Source: Processed Data 2023*

Figure 2.16 above is a picture of a topping place that is always used to put various kinds of ice cream toppings such as Mango Jam, Kiwi Jam, Strawberry Jam, etc..

6. Sill Machine



**Gambar 2.17 Sill Machine**  
*Source: Processed Data 2023*

Figure 2.17 above is a picture of a sill machine that is used to close all customer orders if the order is taken home or according to the customer's wishes.

## **CHAPTER III**

### **SCOPE OF THE APPRENTICESHIP**

#### **3.1 Job Description PT. Bank Syariah Indonesia**

At PT. Bank Syariah Indonesia KCP Duri Hangtuh I, the author is placed in the Back Office, Micro / Consumer Marketing and the author is also asked to do some work in the Customer Service (CS) section. The back office is the part that manages and makes detailed financial statements. Employees must check and control booking invoices from various divisions. Check marketing and sales reports neatly and in detail and in this back office the author is given the following authority or responsibility:

1. Sorting money fit for circulation
2. Separating micro and consumer customer documents
3. Record outgoing mail numbers
4. Doing tele marketing

Micro Marketing and Consumer Marketing is the part where the process of funding, disbursement, and financing is carried out. In this section, employees are tasked with finding customers who want to make loans (debtors) and market Micro KUR products and also financing products such as civil servant loans, pensions and others. In the Marketing Section, the author is given several authorities and responsibilities as follows:

1. BI Cheking Application Form
2. Complete the debtor's bio in the IB micro application application
3. Input debtor data in IRP (Financing Realization Instruction) and KUR (People's Business Credit) Data Entry
4. Duplicate and scan KTP, family card, marriage book, collateral/guarantee, other documents
5. Archiving debtor documents
6. Debtor installment deposit
7. Fill out the guarantee handover book

In the customer service section, the author is given several authorities and responsibilities as follows:

1. Open Bank Syariah Indonesia account book online and offline
2. Verification of customer service form, individual fund product account opening application form, and signature sample card form (KCTT).
3. Recap monthly transaction forms
4. Write Barsheet of ATM passbook and handover book create & reissue PIN
5. Recap the customer's account number on the BSI KCP ATM 2023 inventory barsheet
6. Fill out a customer satisfaction survey

### **3.2 Job Description Mixue**

In Mixue Bengkalis, writers are placed in the Kitchen, Barista and writers are also asked to be in the Cashier section. The Kitchen Section is the part that provides stock for the front. Employees must check the stock in the barista section such as tea, toppings, and ice cream stock. The author is given the following authority or responsibility:

1. Cooking Boba
2. Make jasmine tea, black tea and milk tea
3. Stirring the ice creame
4. Making yellow/brown sugar jelly
5. Cleaning the kitchen.
6. Checking the stock in the front area

The barista section is the part where the process of making drinks and ice cream. In this section, employees are in charge of making drinks that customers order as follows:

1. Making a tea-like beverage
2. Able to make ice cream.
3. Able to make smoothies-like drinks
4. Communicating well with customers

In the Cashier section, the author is given several authorities and responsibilities as follows:

Here is the translation of the additional activities:

1. Serving customer requests.
2. Assisting with customer payments and inserting money into the cash register.

### **3.3 System and Procedures PT. Bank Syariah Indonesia**

The systems and procedures that the author uses during Practical Work at PT. Bank Syariah Indonesia KCP Duri Hangtuh I in the Back Office as follows:

1. Sorting money fit for circulation
  - a. Previously, the bank had provided fifty thousand denominations
  - b. Then the author counted the money using a money counting machine, one tire was 5 million and one board was 50 million

Micro and consumer marketing are as follows:

#### **1. BI Cheking Application Form**

In this activity, the author was assigned to create a BI Checking application form. The procedures of these activities are as follows:

- a. When the required file is received from the prospective debtor, the author will duplicate the file using a photocopier.
- b. After completion, the author will make a BI checking application form by entering his name, NPWP number, place and date of birth, as well as the address of the debtor and spouse.
- c. After completion, the BI Checking application form is submitted to operational staff for checking through the Financial Information Service System or SLIK OJK.



**FORMULIR PERMINTAAN INFORMASI DEBITUR IDUKAS  
KELOMPOK INDIVIDUAL**

No. : 02/156/2023  
 Tanggal Permintaan : 06-08-2023  
 Nomor : 02/156/2023  
 Tujuan : Permintaan Informasi Debitur  
 Tujuan

Mohon lakukan BI Checking, dengan data sebagai berikut :

<b>Orang</b>	<b>Siwa Sultanudin</b>
Nama	<b>XXXXXXXXXXXX</b>
No. KTP	<b>XXXXXXXXXXXX</b>
No. KK	<b>XXXXXXXXXXXX</b>
Temp. Lahir	<b>XXXXXXXXXXXX</b>
Alamat	<b>XXXXXXXXXXXX</b>

Mohon lakukan BI Checking, dengan data sebagai berikut :

<b>Orang</b>	<b>Siwa Sultanudin</b>
Nama	<b>XXXXXXXXXXXX</b>
No. KTP	<b>XXXXXXXXXXXX</b>
No. KK	<b>XXXXXXXXXXXX</b>
Temp. Lahir	<b>XXXXXXXXXXXX</b>
Alamat	<b>XXXXXXXXXXXX</b>

Maka kami mohon bantuan guna memperoleh informasi mengenai calon debitur tersebut  
 data dari data yang ada di Kantor Jasa Keuangan.

Pemohon/Penerima Data Deb	Petugas iDeb	Mengetahui
Ferry Amrial RSE	Hendri Saputra General Support Staff	Muhammad Irfan BOS Manager

**Figure 3.1 Results of BI Checking Request Form**

*Source: Processed Data, 2023*

2. Complete the debtor's biodata in the IB microfinance application application  
 After creating the BI Checking request form, the author completes the biodata of prospective debtors who apply for loans. This form is one of the requirements for customers to apply for a loan. The procedures of these activities are as follows:
  - a. The author checks the completeness of the required files submitted by prospective debtors
  - b. if it is complete, the author fills in the applicant data on the IB microfinance application form in accordance with the KTP, Family Card, and also the desired value and period.
  - c. After completion, the author then submits to customer service to later open an account at the time of disbursement of funds.

**Figure 3.2 Results of IB Microfinance Application Form**  
*Source: Processed Data, 2023*

3. Input debtor data in IRP (Financing Realization Instruction) and KUR (People's Business Credit) Data Entry

If the loan application has been approved for disbursement, then the next step is for the author to be given the task of inputting customer data using Microsoft Excel software to make it easier to make contract documents. The procedures of these activities are as follows:

- a. The author collects and ensures the completeness of all conditions provided by customers.
- b. After complete, the author enters customer data along with spouses and also the platfond, loan period, type of business, type of guarantee, and also calculates the value of margin, principal price, and selling price in Microsoft Excel KUR DATA
- c. Then check the data entered, then print out the contract document when needed.



**Figure 3.3 Documents Requirements for Applying for a People's Business Credit Loan (KUR)**

*Source: Processed Data, 2023*

4. Duplicate and scan KTP, family card, marriage book, collateral/guarantee, other documents

In this activity, the author has the task to duplicate and also scan the terms of the customer's loan application using a photocopier or printer. The procedures of these activities are as follows:

- a. The author makes sure the photocopier is on and paper is available.
- b. Then insert or put the paper to be duplicated on the glass of the photocopier which becomes a scanner.
- c. Then select the Paper Select menu to set the paper size and how much document to duplicate.
- d. Press the Start button and wait for it to finish. In addition to duplicating documents, the author also scans by converting hardfiles into soft files in pdf form, then group the files according to the customer's name.



**Figure 3.4 Duplicated Document Results**

*Source: Processed Data, 2023*

5. Archiving debtor documents

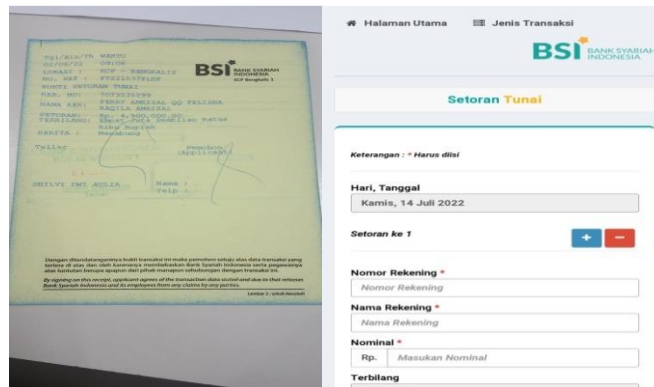
In this activity, the author is given the task of archiving the documents that have been used by tidying up, arranging, and inserting them into the bantex folder according to the title of the bantex folder. The procedures of these activities are as follows:

- a. The author collects all the letters and documents that have not been tidied up in the closet.
- b. Then separate each letter or document by its group such as memos, deposits, Gift Party forms.
- c. Then it is titled on the folder and stored in a filing cabinet or safe place.

6. Debtor installment deposit

In this section, the author helps microfinance staff to pay monthly installments from customers' reserve accounts using the [webform.bankbsi.co.id](http://webform.bankbsi.co.id) link. The procedures of these activities are as follows:

- a. Open the link [webform.bankbsi.co.id](http://webform.bankbsi.co.id) click sign in then select transaction
- b. Select cash deposit
- c. Enter the account number, account name, nominal, then click deposit, and submit proof of reservation along with money to the teller.



**Figure 3.6 Display of Cash Deposit Form, and Proof of Deposit**  
*Source: Processed Data, 2023*

7. Fill out the guarantee handover book

Fill out the guarantee handover book if the debtor has paid off all loan installments. The Bank will return the customer's collateral using the guarantee handover book as proof of delivery. The procedures of these activities are as follows:

- a. The author collects all the collateral belonging to the customer, then writes a statement that the customer is the owner of the guarantee and writes the guarantee letter number.
- b. After completion, the author asks the customer to sign the statement and submit the guarantee belonging to the nasabah.

In the customer service section, the author is given the following authority and responsibility:

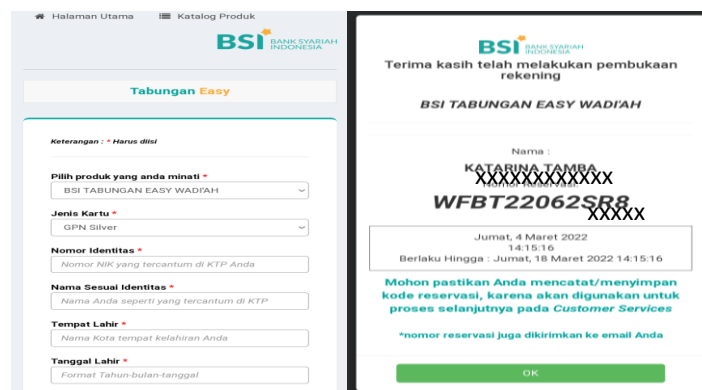
1. Opening a Bank Syariah Indonesia account online and offline

The author was given the task of opening an account for customers online using the [webform.bank.bsi.co.id](http://webform.bank.bsi.co.id) link. The procedures of these activities are as follows:

- a. Select the open account menu, select product, select savings type, select card type.
- b. After that, the author fills in the complete biodata on the form and submits the reservation code that appears to customer service.

In addition to opening an online account, the author also helps customer service open an offline account. The procedures of these activities are as follows:

- a. The author fills out the application form for opening an individual or non-individual fund product account.
- b. Ask customers to sign the KCTT form, signature verification system, ATM handover book.
- c. Then attach the invisible signature verification system.



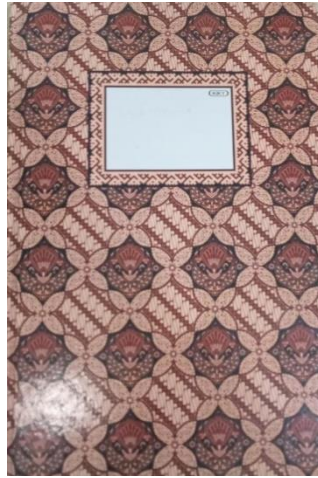
**Figure 3.8 Display of Online Account Open Form and Reservation Code**

*Source:* Processed Data, 2023

2. Write Barsheet of ATM passbook and handover book create & reissue PIN

In this section, the author conducts activities to write ATM book issuance barsheet and ATM handover book create & reissue PIN. The procedure of these activities is as follows:

- a. The author writes the customer's name, account number, the type of card the customer wants, the passbook number, and the date of the transaction
- b. Then signed by customer service and customers.



**Figure 3.10 ATM Handover Book Create and Issue PIN**

*Source: Processed Data, 2023*

3. Verification of customer service form, individual fund product account opening application form, and signature sample card form (KCTT).

In this section, the author performs document verification activities. The procedures of these activities are as follows:

- a. The author collects and checks all daily transaction results.
- b. Then fill out the incomplete form, then provide a verification stamp or stamp, photocopy stamp according to the original, BOSM signature stamp, and date stamp, on forms such as customer service, application form for opening an individual or non-individual fund product account, and signature sample card form (KCTT).
- c. After that, it is submitted to the customer service and Branch office service manager (BOSM) for signature.



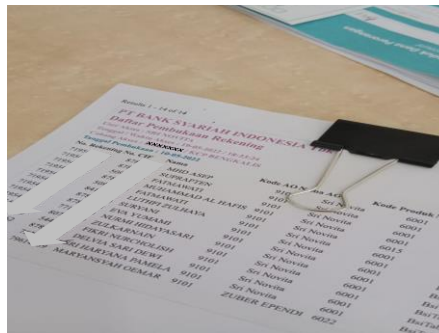
**Figure 3.11 Account Opening Documents, Signature Sample Cards, and Stamps**

*Source: Processed Data, 2023*

1. Recap monthly transaction forms

In this section, the author is given the task of recapping the transaction for a month, while the procedure of the activity is as follows:

- a. Compile transaction documents based on the list of account openings.
- b. After finishing, the author put the document into plastic and stored the recap document in the customer service cabinet.



**Figure 3.12 Account Opening Schedule**

*Source: Processed Data, 2023*

2. Recap customer account number on BSI KCP ATM 2023 inventory barsheet

In this section, the author performs recapping account numbers, while the procedure of these activities is as follows:

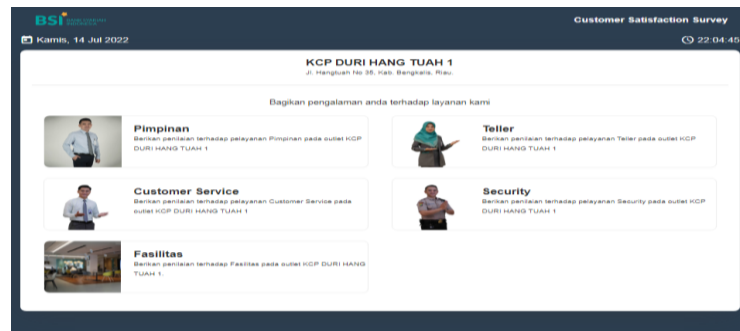
- a. Write the customer's name and also the date of the transaction.
- b. Then sorted according to passbook number and savings type.
- c. And after that it is submitted to customer service for signature.

3. Fill out customer satisfaction surveys.

During the writer's practical work in the customer service department, the author was given the task of filling out a customer satisfaction survey. The procedures of these activities are as follows:

- a. Ask customers to fill out a customer satisfaction survey (css) using the link <https://serviceultimaterace.bankbsi.co.id>
- b. Then ask for permission from customers to fill out this assessment service as a medium to measure and assess the quality of service at Bank Syariah Indonesia KCP Duri Hangtuah I.





**Figure 3.13 Link Customer Survey(CSS)**  
*Source: Processed Data, 2023*

### 3.4 System and Procedures Mixue

The systems and procedures that the author uses during Practical Work in Mixue Bengkalis kitchen section are as follows:

Here is the translation of the additional activities:

1. Cooking Boba
  - a. First, we need to measure the water to cook the boba.
  - b. Put the boba in once the boba cooker (magicom) has made a sound.
  - c. Wash the boba three times after it is cooked.
2. Brewing Tea
  - a. Place the tea leaves in the teapot.
  - b. Then steep it according to the measurement and time.
3. Making Yellow/Brown Sugar Jelly
  - a. Boil the water according to the recipe measurement.
  - b. Add the pudding powder.
  - c. Then combine it with yellow jam and brown sugar syrup.

The systems and procedures that the author uses during Practical Work in Mixue Bengkalis Barista section are as follows:

Here is the translation of the additional activities:

1. Making Ice Cream
  - a. Use a 400 ml cup.
  - b. Add ice cream according to the recipe measurement.
  - c. Use toppings as per customer's request.

2. Making Tea Beverage
  - a. Use a 500/700 ml cup.
  - b. Add sugar according to the measurement.
  - c. Add tea/toppings/ice and water.

The systems and procedures that the author uses during Practical Work at Mixue Bengkalis Cashier section are as follows:

1. Serving Customers
  - a. Taking customer orders.
  - b. Accepting money and putting it into the cash drawer.
  - c. Returning change to the customers.

### **3.5 Place of Apprenticeship**

#### **3.3.1 Place of the Apprenticeship PT. Bank Syariah Indonesia**

Practical work is carried out after students occupy semester VIII, while internship activities last for 4 (four) months, starting from February 1, 2023 to May 31, 2023 at PT. Bank Syariah Indonesia KCP Duri Hangtuh I located on Jl. Hangtuh No.35 Kab. Bengkalis, Riau. With entry conditions from 07.30 to 17.00 WIB.

#### **3.3.2 Place of the Apprenticeship Mixue**

Practical work is carried out after students occupy semester VIII, while internship activities last for 4 (four) months at BSI Syariah Indonesia bank and 1 (one) month at Mixue, starting from June 10, 2023 to July 10, 2023 at Mixue located on Jl. Ahmad Yani Kab. Bengkalis, Riau. With entry requirements from 09.00 to 22.00 WIB

#### **3.3.3 Time of the Apprenticeship PT. Bank Syariah Indonesia**

The implementation of the job Training is carried out for 4 months. Starting from 01 february to 31 may 2023

**Table 3.1 Practic Work Schedule PT. Bank Syariah Indonesia**

NO	Day	Working House	Company
1	Monday to Friday	08:00 to 17:00	Bank BSI Syariah Cab. Bengkalis
2	Saturday and Sunday	Holiday	Holiday

Source Proses Data 2023

### 3.3.4 Time of the Apprenticeship Mixue

The implementation of the job Training is carried out for 1 months. Starting from 09 June to 09 July 2023

**Table 3.2 Practic Work Schedule Mixue**

NO	Day	Working House	Company
1	Monday to sunday	09:00 to 22:00	Mixue Bengkalis

Source Proses Data 2023

### 3.4 Kind and Description of the Activity at PT. Bank Syariah Indonesia

Activities that have been carried out during the implementation of Field Work Practices in the Back Office, Marketing and Customer Service at Bank Syariah Indonesia Duri Hang Tuah Branch 1 / Bengkalis Branch for four months from February 1, 2023 to May 31, 2023 and can be seen from the table as follows:

**Table 3.3 Daily Activities of February 01<sup>st</sup>, 2023 to February 3<sup>rd</sup>, 2023**

No.	Day/ Date	Descripti of Activities	Assignor
1.	Wednesday, 1 February 2023	1. Morning Briefing, 2. ATM money and money worth circulating	Back Office
2.	Thursday, 2 February 2023	1. Morning Briefing 2. Sorting ATM money and money worth circulating	Back Office
3.	Friday, 3 February 2023	1. Morning Briefing 2. Sorting ATM money and money fit for circulation	Back Office

Source: Processed Data, 2023

Table 3.3 represents the author's first week practical work activities. This week the author was given direction by the operational staff about all rules that must be obeyed when doing practical work at Bank Syariah Indonesia KCP Duri Hangtuah I. Then the author was taught to sort money that is worth circulating.

**Table 3.4 Daily Activities of Februaray 06<sup>th</sup>, 2023 to February 10<sup>th</sup>, 2023**

No.	Day/ Date	Descripti of Activities	Assignor
1.	Monday, 06 February 2023	1. Morning Briefing, watching together. 2. Deposit customer installments and	Marketing

		hand them over to the Teller 3. Creating BI Checking	
2.	Tuesday, February 07, 2023	1. Morning Briefing 2. Deposit customer installment cash and hand it over to the Teller	Marketing
3.	Wednesday, February 08, 2023	1. Morning Briefing, Kahoot game 2. Creating BI Checking 3. Sorting fit circulated money	Marketing
4.	Thursday, February 9, 2023	1. Morning Briefing 2. Deposit customer installments and hand them over to the Teller 3. Creating BI Checking	Marketing
5.	Friday, February 10, 2023	1. Morning Briefing 2. Sorting fit circulated money	BO

**Source: Processed Data, 2023**

Table 3.4 is the second week of February the author attended the morning briefing together with employees of Bank Syariah Indonesia KCP Duri Hangtuh I and also the Branch Manager. This week, the author is given the task of inputting customer data, creating a BI Checking request form, and doubling the customer's ID card. After that, the author is taught how to deposit cash online through the [webform.bankbsi.co.id](http://webform.bankbsi.co.id) link and also the micro IB application form. Then the author also carries out archiving activities for documents that must be tidied up and moved, the author is also still sorting money worthy of circulation.

**Table 3.5 Daily Activities of February 13<sup>th</sup>, 2023 to February 18<sup>th</sup>, 2023**

No.	Day/ Date	Descripti of Activities	Assignor
1.	Monday, February 13, 2023	1. Morning Briefing, watching together 2. Creating BI Checking form letters 3. Deposit customer installment cash 4. Duplicating customer ID cards for offline account opening 5. Assisting CS in changing customer account books 6. Collecting passbooks and ATMs at the Back Office 7. Recap ATM numbers in the ATM book	Customer Service
2..	Tuesday, February 14, 2023	1. Morning Briefing 2. Assisting customers in depositing cash 3. Duplicating customer ID cards 4. Conducting customer	Customer Service

		<ul style="list-style-type: none"> <li>5. satisfaction surveys</li> <li>5. Recap ATM book numbers and account book numbers</li> <li>6. Completing and stamping customer account opening forms</li> </ul>	
3.	Wednesday, February 15, 2023	<ul style="list-style-type: none"> <li>1. Morning Briefing, Kahoot game</li> <li>2. Assisting customers in depositing cash</li> <li>3. Duplicating customer ID cards</li> <li>4. Conducting customer satisfaction surveys</li> <li>5. Recap ATM book numbers and account book numbers</li> <li>6. Completing and stamping customer account opening forms</li> </ul>	Customer Service
4.	Thursday, February 16, 2023	<ul style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Assisting customers in depositing cash</li> <li>3. Duplicating customer ID cards</li> <li>4. Conducting customer satisfaction surveys</li> <li>5. Recap ATM book numbers and account book numbers</li> <li>6. Completing and stamping customer account opening forms</li> </ul>	Customer Service
5.	Friday, February 17, 2023 1	<ul style="list-style-type: none"> <li>1. Weekly sermon</li> <li>2. Assisting customers in depositing cash</li> <li>3. Duplicating customer ID cards</li> <li>4. Conducting customer satisfaction surveys</li> <li>5. Recap ATM book numbers and account book number.</li> <li>6. Completing and stamping customer account opening form</li> </ul>	Customer Service

**Source: Processed Data, 2023**

Table 3.5 is the third week of February, the author helps the customer service replace the BSM account book to BSI and also deposits customer loan installments. In addition, the author also participated in Doubling customer ID cards, Filling out customer satisfaction surveys, Recapping books, ATM numbers, and Account book numbers, completing and stamping the customer account opening form;

**Table 3.6 Daily Activities of february 20<sup>th</sup>, 2023 to February 24<sup>th</sup>, 2023**

No.	Day/ Date	Descripti of Activities	Assignor
1.	Monday, February 20, 2023	1. Morning Briefing, watching together 2. Sorting fit circulated money 3. Conducting telemarketing	BO
2.	Tuesday, February 21, 2023	1. Morning Briefing 2. Sorting fit circulated money 3. Conducting telemarketing	BO
3.	Wednesday, February 22, 2023	1. Morning Briefing, Kahoot game 2. Sorting fit circulated money 3. Conducting telemarketing	BO
4.	Thursday, February 23, 2023	1. Morning Briefing 2. Sorting fit circulated money 3. Conducting telemarketing	BO
5.	Friday, February 24, 2023	1. Morning Briefing 2. Sorting fit circulated money 3. Conducting telemarketing	BO

**Sumber: Data Olahan, 2023**

Table 3.6 is the fourth week of February, the author performs the same activities as the previous week. However, in this fourth week there is a little extra, namely doing tele marketing by providing information to customers to change ATMs from bank mandiri syariah (BSM) to bank syariah Indonesia (BSI) and always inviting customers to top up funds with a prize party program.

**Table 3.7 Daily Activities of February 27<sup>th</sup>, 2023 to March 3<sup>rd</sup>, 2023**

No.	Day/ Date	Descripti of Activities	Assignor
1.	Monday, February 27, 2023	1. Morning Briefing, Watching Together 2. Depositing customer installments 3. Creating BI Checking 4. Sorting fit circulated money	Marketing dan BO
2.	Tuesday, February 28, 2023	1. Morning Briefing 2. Depositing customer installments 3. Sorting fit circulated money	BO
3.	Wednesday, March 1, 2023	1. Morning Briefing, Kahoot game 2. Searching for customer files in the micro customer cabinet 3. Sorting fit circulated money	Marketing and BO
4.	Thursday, March 2, 2023	1. Morning Briefing 2. Depositing customer installments 3. Creating BI Checking	Marketing
5	Friday, March 3, 2023	1. Morning Briefing	BO dan Customer

		<ol style="list-style-type: none"> <li>2. Sorting fit circulated money</li> <li>3. Assisting customers in depositing cash</li> </ol>	Service
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*Source: Proccesed Data, 2023*

Table 3.7 is the fifth week, which is in early March and at the end of February, the author performs the same activities as the previous week. However, in this fifth week there is a little extra, namely writing looking for customer files in the cabinet cabinet where this cabinet is the lenya document of customers who make loans.

No.	Day/ Date	Descripti of Activities	Assignor
1.	Monday, March 06, 2023	<ol style="list-style-type: none"> <li>1. Morning Briefing, Watching Together</li> <li>2. Assisting customers in depositing cash</li> <li>3. Duplicating customer ID cards</li> <li>4. Conducting customer satisfaction surveys</li> <li>5. Completing customer account opening forms</li> <li>6. Stamping customer account opening forms</li> </ol>	Customer Service
2.	Tuesday, March 07, 2023	<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Assisting customers in depositing cash</li> <li>3. Duplicating customer ID cards</li> <li>4. Conducting customer satisfaction surveys</li> <li>5. Assisting CS in recapitulating daily transactions</li> </ol>	Customer Service
3.	Wednesday, March 08, 2023	<ol style="list-style-type: none"> <li>1. Morning Briefing, Kahoot game</li> <li>2. Assisting customers in depositing cash</li> <li>3. Duplicating customer ID cards</li> <li>4. Conducting customer satisfaction surveys</li> <li>5. Assisting CS in recapitulating daily transactions</li> </ol>	Customer Service
4.	Thursday, March 09, 2023	<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Assisting customers in depositing cash</li> <li>3. Duplicating customer ID cards</li> </ol>	Customer Service

		<ol style="list-style-type: none"> <li>4. Conducting customer satisfaction surveys</li> <li>5. Assisting CS in recapitulating daily transactions</li> </ol>	
5.	Friday, March 10, 2023	<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Assisting customers in depositing cash</li> <li>3. Duplicating customer ID cards</li> <li>4. Conducting customer satisfaction surveys</li> <li>5. Assisting CS in recapitulating daily transactions</li> </ol>	Customer Service

*Source: Processed Data, 2023*

Table 3.8 is the sixth week of intern writers, the author performs the same activities as the previous week as in February, namely giving verification stamps, filling out customer service forms that are still incomplete. In addition, it also makes installment deposits and fills out customer satisfaction surveys.

**Table 3.9 Daily Activities of March 13<sup>th</sup>, 2023 to March 17<sup>th</sup>, 2023**

No.	Day/ Date	Descripti of Activities	Assignor
1.	Monday, March 13, 2023	<ol style="list-style-type: none"> <li>1. Morning Briefing, Watching Together</li> <li>2. Sorting ATM money and fit circulated money</li> <li>3. Assisting CS in duplicating customer ID cards.</li> <li>4. Assisting customers in opening accounts online</li> </ol>	BO dan Customer Service
2.	Tuesday, March 14, 2023	<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Assisting customers in opening accounts online</li> </ol>	BO
3.	Wednesday, March 15, 2023	<ol style="list-style-type: none"> <li>1. Morning Briefing, Kahoot game</li> <li>2. Sorting ATM money and fit circulated money</li> <li>3. Conducting teller marketing by calling customers</li> </ol>	BO
4.	Thursday, March 16, 2023	SICK	OFF
5.	Friday, March 17, 2023	SICK	OFF

*Source: Processed Data, 2023*

Table 3.9 is the seventh week the author did practical work at Bank Syariah Indonesia KCP Duri Hang Tuah 1, the author still carried out the same



activity as the previous week. However, this week the writer took two days off due to illness.

**Table 3.10 Daily Activities of March 20<sup>th</sup>, 2023 to March 24<sup>th</sup>, 2023**

No.	Day/ Date	Descripti of Activities	Assignor
1.	Monday, March 20, 2023	<ol style="list-style-type: none"> <li>1. Morning Briefing, Watching Together</li> <li>2. Duplicating customer ID cards</li> <li>3. Creating BI Checking</li> <li>4. Sorting fit circulated money</li> </ol>	Marketing and BO
2.	Tuesday, March 21, 2023	<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Duplicating customer ID cards</li> <li>3. Creating BI Checking</li> </ol>	Marketing
3.	Wednesday, March 22, 2023	On Nyepi Day	OFF
4.	Thursday, March 23, 2023	First Ramadhan Day	OFF
5.	Friday, March 24, 2023	<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Deposit customer installments</li> <li>3. Sorting fit circulated money</li> </ol>	BO

**Source: Processed Data, 2023**

Table 3.10 is the eighth week the author did practical work, the author did the same activity as the previous week. However, this week there are two days the bank is not operational because on the 22nd it is the Nyepi holiday and on the 23rd it is the beginning of Ramadan holiday.

**Table 3.11 Daily Activities of March 27<sup>th</sup>, 2023 to March 31<sup>th</sup>, 2023**

No.	Day/ Date	Descripti of Activities	Assignor
1.	Monday, March 27, 2023	<ol style="list-style-type: none"> <li>1. Morning Briefing, Watching Together</li> <li>2. Assisting customers in depositing cash</li> <li>3. Duplicating customer ID cards</li> <li>4. Conducting customer satisfaction surveys</li> </ol>	Customer Service
2.	Tuesday, March 28, 2023	<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Assisting customers in depositing cash</li> <li>3. Duplicating customer ID cards</li> <li>4. Recording ATM book and passbook recapitulations</li> <li>5. Conducting customer satisfaction surveys</li> </ol>	Customer Service
3.	Wednesday, March 29, 2023	<ol style="list-style-type: none"> <li>1. Morning Briefing, Kahoot game</li> </ol>	Customer Service

		<ol style="list-style-type: none"> <li>2. Duplicating customer ID cards</li> <li>3. Recording ATM book and passbook recapitulations</li> <li>4. Conducting customer satisfaction surveys</li> </ol>	
4.	Thursday, March 30, 2023	<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Assisting customers in depositing cash</li> <li>3. Duplicating customer ID cards</li> <li>4. Recording ATM book and passbook recapitulations</li> <li>5. Conducting customer satisfaction surveys</li> </ol>	Customer Service
5.	Friday, March 31, 2023	<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Depositing customer funds</li> <li>3. Opening customer accounts at webform.bankbsi.co.id</li> <li>4. Duplicating letters</li> <li>5. Verifying daily transactions</li> </ol>	Customer Service

**Source: Processed Data, 2023**

Table 3.11 is the ninth week the author did practical work or the last week of March, the author did the same activity as the previous week. However, this week there is an additional job, namely helping customers open accounts online.

**Table 3.12 Daily Activities of April 3<sup>th</sup>, 2023 to April 7<sup>th</sup>, 2023**

No.	Day/ Date	Descripti of Activities	Assignor
1.	Monday, April 3, 2023	<ol style="list-style-type: none"> <li>1. Morning Briefing, Watching Together</li> <li>2. Sorting ATM money and fit circulated money</li> </ol>	BO
2.	Tuesday, April 4, 2023	<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Sorting ATM money and fit circulated money</li> </ol>	BO
3.	Wednesday, April 5, 2023	<ol style="list-style-type: none"> <li>1. Morning Briefing, Kahoot game</li> <li>2. Sorting ATM money and fit circulated money</li> <li>3. Conducting teller marketing</li> <li>4. Assisting in providing hajj equipment to hajj customers (mukenah, bags, clothes, etc.)</li> </ol>	BO
4.	Thursday, April 6, 2023	<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Sorting ATM money and fit circulated money</li> <li>3. Conducting teller marketing</li> <li>4. Assisting in providing hajj equipment to hajj customers (mukenah, bags, clothes,</li> </ol>	BO

		etc.) 5. Duplicating hajj customers' documents	
5.	Friday, April 7, 2023	Wafat Isa Al Masih	OFF

*Source: Processed Data, 2023*

Table 3.12 is the tenth week the author carries out internships or practical work or the first week of April, in this week in addition to carrying out activities like the previous week the author also carries out other activities such as helping to provide Hajj equipment for Hajj customers and doubling Hajj customer documents. And on April 7, right on Friday, the office was not operational due to the holiday of Jesus' death.

**Table 3.13 Daily Activities of April 10<sup>th</sup>, 2023 to April 14<sup>th</sup>, 2023**

No.	Day/ Date	Descripti of Activities	Assignor
1.	Monday, April 10, 2023	1. Morning Briefing, Watching Together 2. Sorting ATM money and fit circulated money	BO
2.	Tuesday, April 11, 2023	1. Morning Briefing 2. Sorting ATM money and fit circulated money	BO
3.	Wednesday, April 12, 2023	1. Morning Briefing, Kahoot game 2. Sorting ATM money and fit circulated money	BO
4.	Thursday, April 13, 2023	1. Morning Briefing 2. Sorting ATM money and fit circulated money	BO
5.	Friday, April 14, 2023	1. Morning Briefing 2. Sorting ATM money and fit circulated money	BO

*Sumber: Processed Data, 2023*

Table 3.13 is the author's eleventh week of practical work or the second week in April, the author did the same activity as the previous week, and this week focused on sorting money for ATM top-up because it was approaching a long holiday.

**Table 3.14 Daily Activities of April 17<sup>th</sup>, 2023 to May 21<sup>th</sup>, 2023**

No.	Day/ Date	Descripti of Activities	Assignor
1.	Monday, April 17, 2023	1. Morning Briefing, Watching Together 2. Sorting ATM money and fit circulated money 3. Assisting in packaging THR (holiday allowance) for priority customers	BO

2.	Tuesday, April 18, 2023	Permission	OFF
3.	Wednesday, April 19, 2023	Eid al-Fitr Holiday	OFF
4.	Thursday, April 20, 2023	Eid al-Fitr Holiday	OFF
5.	Friday, April 21, 2023	Eid al-Fitr Holiday	OFF

**Source: Processed Data, 2023**

Table 3.14 is the twelfth week the author did practical work or the third week in April, the author did the same activities as the previous week, and this week focused on sorting money for topping up ATMs and helping to wrap THR (holiday allowance) for priority customers and on April 18 the author was allowed to return home first and on April 19 the office was off operational due to Eid al-Fitr holiday.

**Table 3.15 Daily Activities of April 24<sup>th</sup>, 2023 to April 28<sup>th</sup>, 2023**

No.	Day/ Date	Descripti of Activities	Assignor
1.	Monday, April 24, 2023	Eid al-Fitr Holiday	OFF
2.	Tuesday, April 25, 2023	Eid al-Fitr Holiday	OFF
3.	Wednesday, April 26, 2023	Permission	OFF
4.	Thursday, April 27, 2023	<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Assisting customers in depositing cash</li> <li>3. Duplicating customer ID cards</li> <li>4. Filling out ATM book and passbook recapitulations</li> <li>5. Conducting customer satisfaction surveys</li> </ol>	Customer Service
5.	Friday, April 28, 2023	<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Assisting customers in depositing cash</li> <li>3. Duplicating customer ID cards</li> <li>4. Filling out ATM book and passbook recapitulations</li> <li>5. Conducting customer satisfaction surveys</li> </ol>	Customer Service

**Source: Processed Data, 2023**

Table 3.15 is the thirteenth week the author does practical work or the final week in April, the author does the same activities as the previous week and this week the author in the customer service department. This week on the 24th-

25th the office is still on holiday for Eid al-Fitr and on the 26th the writer permits due to a family event.

**Table 3.16 Daily Activities of May 2<sup>nd</sup>, 2023 to May 5<sup>th</sup>, 2023**

No.	Day/ Date	Descripti of Activities	Assignor
1.	Monday, May 1, 2023	International Workers' Day	OFF
2.	Tuesday, May 2, 2023	<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Depositing cash from customers</li> <li>3. Duplicating customer ID cards</li> <li>4. Archiving documents</li> </ol>	BO
3.	Wednesday, May 3, 2023	<ol style="list-style-type: none"> <li>1. Morning Briefing, Kahoot game</li> <li>2. Duplicating customer ID cards</li> <li>3. Assisting customers in completing account opening forms</li> </ol>	Customer Service
4.	Thursday, May 4, 2023	<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Duplicating customer ID cards</li> <li>3. Assisting customers in completing account opening forms</li> <li>4. Recording ATM book data</li> </ol>	Customer Service
5.	Friday, May 5, 2023	<ol style="list-style-type: none"> <li>1. . Morning Briefing</li> <li>2. Duplicating customer ID cards</li> <li>3. Assisting customers in completing account opening forms</li> <li>4. Recording the names of hajj customers in Excel</li> </ol>	Customer Service

**Source: Processed Data, 2023**

Table 3.16 is the fourteenth week the author does practical work or this week is the first week in May, the author does the same activity as the previous week, but there is a little addition, namely the author recaps the Hajj customer data number in excel.

**Table 3.17 Daily Activities of May 8<sup>th</sup>, 2023 to May 12<sup>th</sup>, 2023**

No.	Day/ Date	Descripti of Activities	Assignor
1.	Monday, May 8, 2023	<ol style="list-style-type: none"> <li>1. Morning Briefing, Watching Together</li> <li>2. Duplicating customer ID cards</li> <li>3. Assisting customer service in opening accounts</li> <li>4. Depositing cash from</li> </ol>	Customer Service,

		customers	
2.	Tuesday, May 9, 2023	<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Duplicating customer ID cards</li> <li>3. Assisting customer service in opening accounts</li> <li>4. Depositing cash from customers</li> <li>5. Archiving customer data</li> </ol>	Customer Service,
3	Wednesday, May 10, 2023	<ol style="list-style-type: none"> <li>1. Morning Briefing, Kahoot game</li> <li>2. Sorting ATM money and fit circulated money</li> </ol>	BO
4	Thursday, May 11, 2023	<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Sorting ATM money and fit circulated money</li> </ol>	BO
5	Friday, May 12, 2023	<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Sorting ATM money and fit circulated money</li> </ol>	BO

**Source: Processed Data, 2023**

Table 3.17 is the fifteenth week the author carries out practical work, the author carries out the same activities as the previous week, namely sorting money worth circulating, helping fill out the customer account opening form, depositing installments, and doubling the customer's ID card.

**Table 3.18 Daily Activities of May 15<sup>th</sup>, 2023 to May 19<sup>th</sup>, 2023**

No.	Day/ Date	Description of Activities	Assignor
1.	Monday, May 15, 2023	<ol style="list-style-type: none"> <li>1. Morning Briefing, Watching Together</li> <li>2. Assisting customers with cash deposits</li> <li>3. Duplicating customer ID cards</li> <li>4. Assisting customers with cash deposits</li> </ol>	Customer Service
2.	Tuesday, May 16, 2023	<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Depositing cash from customers</li> <li>3. Duplicating KTP (ID cards)</li> <li>4. Summarizing ATM and Savings Book</li> </ol>	Customer Service
3.	Wednesday, May 17, 2023	<ol style="list-style-type: none"> <li>1. Morning Briefing, Kahoot</li> <li>2. Depositing cash from customers</li> <li>3. Duplicating KTP (ID cards)</li> <li>4. Summarizing ATM and Savings Book</li> </ol>	Customer Service
4	Thursday, May 18, 2023	OFF	
5	Friday, May 19, 2023	<ol style="list-style-type: none"> <li>1. Morning Briefing</li> </ol>	BO

		<ol style="list-style-type: none"> <li>2. Sorting ATM and fit circulated money</li> <li>3. Assisting in opening customer account</li> </ol>	
--	--	---	--

*Source: Processed Data, 2023*

Table 3.18 is the sixteenth week, the author carries out the same activities as the previous week, namely making installment deposits, doubling customer ID cards, opening customer accounts, and sorting customer money.

**Table 3.19 Daily Activities of May 22<sup>th</sup>, 2023 to May 26<sup>th</sup>, 2023**

No.	Day/ Date	Descripti of Activities	Assignor
1.	Monday, May 22, 2023	<ol style="list-style-type: none"> <li>1. Morning Briefing, Watching Together</li> <li>2. Sorting fit circulated money</li> <li>3. Depositing cash from customers</li> </ol>	BO
2.	Tuesday, May 23, 2023	<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Sorting fit circulated money</li> <li>3. Assisting in depositing cash from customers</li> </ol>	BO
3.	Wednesday, May 24, 2023	<ol style="list-style-type: none"> <li>1. Morning Briefing, Kahoot game</li> <li>2. Sorting customer money</li> <li>3. Duplicating customer ID cards</li> </ol>	BO
4.	Thursday, May 25, 2023	<ol style="list-style-type: none"> <li>1. Morning Briefing, Kahoot game</li> <li>2. Sorting fit circulated money</li> <li>3. Duplicating customer ID cards</li> </ol>	BO
5.	Friday, May 26, 2023	<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Stamping BSI on notary documents</li> <li>3. Duplicating customer ID cards and property certificates</li> <li>4. Filling in the book of transfer of collateral from micro to BO</li> </ol>	Marketing Mikro and Consumer

*Source: Processed Data, 2023*

Table 3.19 is the seventeenth week of practical work, the author does the same activity as the previous month. However, there is a little addition, namely the author carries out activities to give the BSI stamp on notary documents.

**Table 3.20 Daily Activities of May 29<sup>th</sup>, 2023 to May 31<sup>th</sup>, 2023**

No.	Day/ Date	Descripti of Activities	Assignor
1.	Monday, May 29, 2023	<ol style="list-style-type: none"> <li>1. Morning Briefing, Watching Together</li> <li>2. Sorting fit circulated money</li> </ol>	BO

		3. Conducting tele marketing	
2.	Tuesday, May 30, 2023	1. Morning Briefing 2. Sorting customer money 3. Organizing archived documents	BO
3.	Wednesday, May 31, 2023	1. Morning Briefing 2. Sorting customer money 3. Organizing archived documents	BO

*Source: Processed Data, 2023*

Table 3.20 is the eighteenth week the client did practical work or the last week the author did practical work, the author did the same activity as the previous week. Customers also participate in tidying up documents that have been archived in the previous month.

### 3.6 Kind and Description of the Activity Mixue

Activities that have been carried out during the implementation of Field Work Practices in the Kitchen, Barista and Casier at Mixue Bengkalis for one months from June 9, 2023 to July 09, 2023 and can be seen from the table as follows:

**Table 3.21 Daily Activities of June 09<sup>th</sup>, 2023 to June 11<sup>th</sup>, 2023**

No.	Day/ Date	Descripti of Activities	Assignor
1.	Friday, 9 June 2023	1. Memorizing the Menu	Kitchen
2.	Saturday, June 10, 2023	1. Stirring Ice Cream 2. Making Tea 3. Making Yellow/Brown Sugar Jelly	Kitchen
3.	Sunday, June 11, 2023	1. Stirring Ice Cream 2. Making Tea 3. Making Yellow/Brown Sugar Jelly	Kitchen

*Source: Processed Data, 2023*

Table 3.21 is the first week, namely in early June, the author conducts practice activities by having to memorize the menu recipes given and then practice according to the recipes.

**Table 3.22 Daily Activities of June 12<sup>th</sup>, 2023 to June 18<sup>th</sup>, 2023**

No.	Day/ Date	Descripti of Activities	Assignor
1.	Monday, 12 June 2023	1. Stirring Ice Cream 2. Making Tea 3. Making Yellow/Brown	Kitchen



		Sugar Jelly	
2.	Tuesday, June 13, 2023	1. Preparing Toppings 2. Stirring Ice Cream 3. Making Tea	Kitchen
3.	Wednesday, June 14, 2023	1. Stirring Ice Cream 2. Making Tea 3. Making Yellow/Brown Sugar Jelly	Kitchen
4	Thursday, June 15, 2023	1. Preparing Toppings 2. Stirring Ice Cream 3. Making Tea	Kitchen
5	Friday, June 16, 2023	1. Stirring Ice Cream 2. Making Tea 3. Making Yellow/Brown Sugar Jelly	Kitchen
6	Saturday, June 17, 2023	1. Preparing Toppings 2. Stirring Ice Cream 3. Making Tea	Kitchen
7	Sunday, June 18, 2023	1. Stirring Ice Cream 2. Making Tea 3. Making Yellow/Brown Sugar Jelly	Kitchen

Source: Processed Data, 2023

Table 3.22 is the second week of June or the second week the author does practical work, the activity is still the same as the previous week still in the kitchen doing the same activity according to the recipe given.

**Table 3.23 Daily Activities of June 19<sup>th</sup>, 2023 to June 25<sup>th</sup>, 2023**

No.	Day/ Date	Descripti of Activities	Assignor
1.	Monday, 19 June 2023	1. Preparing Toppings 2. Stirring Ice Cream 3. Making Tea 4. Making Yellow/Brown Sugar Jelly 5. Making Beverage Orders	Kitchen and Barista
2.	Tuesday, June 20, 2023	1. Preparing Toppings 2. Stirring Ice Cream 3. Making Tea 4. Making Yellow/Brown Sugar Jelly 5. Making Beverage Orders	Kitchen and Barista
3.	Wednesday, June 21, 2023	1. Preparing Toppings 2. Stirring Ice Cream 3. Making Tea 4. Making Beverage Orders	Kitchen and Barista
4	Thursday, June 22, 2023	1. Preparing Toppings 2. Stirring Ice Cream 3. Making Tea 4. Making Yellow/Brown Sugar Jelly	Kitchen and Barista

		5. Making Beverage Orders	
5	Friday, June 23, 2023	1. Preparing Toppings 2. Stirring Ice Cream 3. Making Tea 4. Making Beverage Orders	Kitchen and Barista
6	Saturday, June 24, 2023	1. Preparing Toppings 2. Stirring Ice Cream 3. Making Tea 4. Making Beverage Orders	Kitchen and Barista
7	Sunday, June 25, 2023	1. Preparing Toppings 2. Stirring Ice Cream 3. Making Tea 4. Making Beverage Orders	Kitchen and Barista

Source: Processed Data, 2023

Table 3.23 is the third week the author does practical work, the activity is still the same as the previous week still in the kitchen but the author is allowed to enter the barista and do barista activities, namely making drinks ordered by customers according to the recipe.

**Table 3.24 Daily Activities of June 26<sup>th</sup>, 2023 to June 30<sup>th</sup>, 2023**

No.	Day/ Date	Descripti of Activities	Assignor
1.	Monday, 26 June 2023	1. Preparing Toppings 2. Stirring Ice Cream 3. Making Tea 4. Making Beverage Orders	Kitchen, Barista
2.	Tuesday, June 27, 2023	1. Preparing Toppings 2. Stirring Ice Cream 3. Making Tea 4. Making Yellow/Brown Sugar Jelly 5. Making Beverage Orders	Kitchen, Barista
3.	Wednesday, June 28, 2023	1. Preparing Toppings 2. Stirring Ice Cream 3. Making Tea 4. Making Beverage Orders	Kitchen, Barista
4	Thursday, June 29, 2023	1. Preparing Toppings 2. Stirring Ice Cream 3. Making Tea 4. Making Yellow/Brown Sugar Jelly 5. Making Beverage Orders	Kitchen, Barista
	Friday, June 30, 2023	1. Preparing Toppings 2. Stirring Ice Cream 3. Making Tea 4. Making Beverage Orders	Kitchen, Barista

Source: Processed Data, 2023

Table 3.24 is the fourth week the author did practical work, the activities are still the same as the previous week still in the kitchen and barista section and doing barista activities namely making drinks ordered by customers according to recipes and the kitchen section providing stock in the barista section.

**Table 3.25 Daily Activities of July 1<sup>st</sup>, 2023 to July 2<sup>rd</sup>, 2023**

No.	Day/ Date	Descripti of Activities	Assignor
2	Saturday, July 1, 2023	<ol style="list-style-type: none"> <li>1. Preparing Toppings</li> <li>2. Stirring Ice Cream</li> <li>3. Making Tea</li> <li>4. Making Beverage Orders</li> <li>5. Handling Customer Payments and Change</li> </ol>	Kitchen, Barista and Cashier
3	Sunday, July 2, 2023	<ol style="list-style-type: none"> <li>1. Preparing Toppings</li> <li>2. Stirring Ice Cream</li> <li>3. Making Tea</li> <li>4. Making Yellow/Brown Sugar Jelly</li> </ol>	Kitchen and Barista

*Source:* Processed Data, 2023

Table 3.25 is the fifth week the author does practical work, the activities are still the same as the previous week still in the kitchen and barista section and doing barista activities, namely making drinks ordered by customers according to recipes and the kitchen section provides stock in the barista section and this week the author is allowed to enter the cashier section, which is serving customers who come and input customer orders.

**Table 3.26 Daily Activities of July 4<sup>th</sup>, 2023 to July 9<sup>th</sup>, 2023**

No.	Day/ Date	Descripti of Activities	Assignor
1.	Monday, 4 July 2023	<ol style="list-style-type: none"> <li>1. Preparing Toppings</li> <li>2. Stirring Ice Cream</li> <li>3. Making Tea</li> <li>4. Making Beverage Orders</li> <li>5. Order Input</li> <li>6. Handling Customer Payments and Change</li> </ol>	Kitchen, Barista and Cashier
2.	Tuesday, July 5, 2023	<ol style="list-style-type: none"> <li>1. Preparing Toppings</li> <li>2. Stirring Ice Cream</li> <li>3. Making Tea</li> <li>4. Making Yellow/Brown Sugar Jelly</li> <li>5. Making Beverage Orders</li> </ol>	Kitchen and Barista
3.	Wednesday, July 6 22, 2023	<ol style="list-style-type: none"> <li>1. Preparing Toppings</li> <li>2. Stirring Ice Cream</li> <li>3. Making Tea</li> <li>4. Making Beverage Orders</li> </ol>	Kitchen and Barista
4	Thursday, July 7 23,	<ol style="list-style-type: none"> <li>1. Preparing Toppings</li> </ol>	Kitchen and Barista

	2023	2. Stirring Ice Cream 3. Making Tea 4. Making Beverage Orders	
5	Friday, June 24, 2023	1. Preparing Toppings 2. Stirring Ice Cream 3. Making Tea 4. Making Beverage Orders	Kitchen and Barista
6	Saturday, July 8, 2023	1. Preparing Toppings 2. Stirring Ice Cream 3. Making Tea 4. Making Beverage Orders	Kitchen and Barista
7	Sunday, July 9, 2023	1. Preparing Toppings 2. Stirring Ice Cream 3. Making Tea 4. Making Beverage Orders	Kitchen and Barista
<i>Source:</i> Processed Data, 2023			

Table 3.26 is the fifth week the author did practical work, the activities are still the same as the previous week still in the kitchen, barista section and cashier section, namely serving customers who come and input customer orders.

### 3.7 Obstacles and Solution

In the implementation of this practical work, the author gets several obstacles that hinder the author from doing practical work. With these obstacles, the author also tries to find solutions so that these obstacles can be overcome properly and activities smoothly.

#### 3.7.1 Obstacles

During practical work at Bank Syariah KCP Duri Hangtuh I there were several obstacles faced, which were as follows:

1. In terms of opening an account, the author has difficulty filling in the prospective customer's biodata because the data provided by the customer is incomplete.
2. Difficulty finding documents that have been archived because they are not neatly arranged and not arranged on the file shelf.

During practical work in Mixue, Bengkalis, there are several obstacles faced, which are as follows:

1. Payment at the Mixue cashier does not accept debit transactions yet, so customers who do not use Qris sometimes face difficulties if they don't have cash or have insufficient cash.
2. There is only one cashier, and during promotional periods, the customer traffic increases, leading to longer queues and waiting times.
3. The ice cream machines are reduced to 3 instead of the required 4 due to one being broken and not being repaired, causing a bottleneck and longer waiting times for customers.

During practical work in Mixue, Bengkalis, there are several obstacles faced, which are as follows:

1. Payment at the Mixue cashier does not accept debit transactions yet, so customers who do not use Qris sometimes face difficulties if they don't have cash or have insufficient cash.
2. There is only one cashier, and during promotional periods, the customer traffic increases, leading to longer queues and waiting times.
3. The ice cream machines are reduced to 3 instead of the required 4 due to one being broken and not being repaired, causing a bottleneck and longer waiting times for customers.

### 3.7.2 Solution

The solution to the obstacles faced during practical work at PT. Bank Syariah Indonesia KCP Duri Hangtuh I are as follows:

1. In terms of opening an account, the solution that the author does is to ensure the completeness of customer data before filling in the biodata in the account opening form.
2. In terms of archiving, the solution that the author can do is to tidy up and rearrange archival documents alphabetically so that they are easy to find when needed.

The solutions to the obstacles faced during practical work in Mixue bengkalis are as follows:

1. Mixue should provide an EDC (Electronic Data Capture) so that customers can pay more easily.
2. There should be two cashiers so that customers can place their orders more quickly.
3. The ice cream machine should be repaired so that all four of them can be used, and it can facilitate the quick preparation of orders.

## CHAPTER IV

### CONCLUSION AND SUGGESTION

#### 4.1 Conclusion

Based on the explanation in the previous chapter, the author can draw the following conclusions:

1. The author is given tasks in 3 (three) fields, namely the Back Office, Micro Marketing and Cunsomer, taught to sort money that is fit for circulation, make a BI Cheking Application form, complete the debtor's biodata in the micro IB application application, input debtor data in the IRP (Financing Realization Instruction) and KUR (People's Business Credit) Data Entry, duplicate documents, archive debtor documents, deposit of debtor installments, filling out the guarantee handover book. The customer service department is taught to open Bank Syariah Indonesia account books online and offline, verify daily transaction forms, recap monthly transaction forms, write passbook issuance barsheets and ATM handover books create & reissue PIN, recap customer account numbers on the BSI KCP BENGKALIS ATM 2023 inventory barsheet, fill out customer satisfaction surveys.
2. In this practical work implementation, the author conducts practical work at PT. Bank Syariah Indonesia Duri Hangtuah I which is located at Jl. Hangtuah No.35 Kab. Bengkalis, Riau for 4 (four) months, starting from February 1, 2023 to May 31, 2023.
3. The obstacles that the author faced during his practical work at PT. Bank Syariah Indonesia KCP Duri Hangtuah I, the author, has difficulty filling in the biodata of prospective customers because the data provided by customers is incomplete. So, the solution that the author hopes to run even better in the future is that the author ensures the completeness of customer data

Based on the explanation in the previous chapter, the author can draw the following conclusions:

1. The author was assigned tasks in three areas: kitchen, barista, and cashier. They were taught to cook all the stock required in the barista section and trained to make all drink and ice cream orders according to the recipes, as well as providing good customer service.
2. During the internship, the author worked at Mixue Bengkalis, located at Jl. Ahmad Yani, Kab. Bengkalis, Riau, for 1 (one) month, starting from June 09, 2023, until July 09, 2023.
3. The challenge the author faced during the internship at Mixue Bengkalis was difficulty in making ice cream quickly due to limited ice cream machines.

#### **4.2 Suggestion**

After carrying out Practical Work (KP) at PT. Bank Syariah Indonesia KCP Duri Hangtuah I, then the author can give some suggestions as follows:

1. We recommend that customer service ensure and ask for complete customer data before opening an account to simplify and speed up work during the process of filling in customer biodata.
2. For filing shelves, it should be arranged according to the month to make it easier to find documents.

After carrying out Practical Work (KP) at Mixue Bengkalis, the author can give some suggestions as follows:

1. It is recommended that the lockers are not placed in the kitchen as they make the room narrow and cramped.
2. The ice cream machine should be more suitable and better equipped since there are often difficulties in fulfilling customer orders..



## REFERENCES

PT.Bank Syariah Indonesia Profile., <https://ir.bankbsi.co.id/> accessed on August 2, 2023.

Mixue Profilee., <https://kumparan.com/berita-bisnis/sejarah-mixue-dari-kios-sederhana-hingga-punya-ribuan-cabang-1zfozNgdm97/4> accessed on August 2, 2023.

Polbeng Panduan Kp., 2023

## Appendix 1: Apprenticeship Acceptance Letter

16 Januari 2023  
No. 03/053-3/227  
Lampiran : ---

Kepada  
Politeknik Negeri Bengkalis  
Jl. Bathin Alam, Sungai Alam  
Bengkalis - Riau  
28711

**BSI** BANK SYARIAH  
INDONESIA  
PT. Bank Syariah Indonesia, Tbk  
KCP. Bengkalis 1  
Jl. Hangtuah No. 35, Bengkalis Kota  
Bengkalis - 28712  
Indonesia  
T : +62766.24785/24786  
F : +62766.24788  
www.bankbsi.co.id

UP. Yth : **Bapak Guswandi, ST., MT, Wakil Direktur II**

Perihal : **PERSETUJUAN KERJA PRAKTEK**

Ref : - Surat dari Politeknik Negeri Bengkalis No. 5638/PL31/TU/2022 tanggal 28 November 2022 perihal permohonan kerja praktek (KP)

Assalaamu'alaikum Wr. Wb.

Semoga Bapak beserta seluruh civitas akademika Politeknik Negeri Bengkalis senantiasa dalam keadaan sehat wal'afiat dan mendapat taufik serta hidayah dari Allah SWT.

Menunjuk referensi surat diatas, bersama ini kami sampaikan bahwa pada prinsipnya PT. Bank Syariah Indonesia KCP Bengkalis **dapat menerima** pelaksanaan kerja praktek mahasiswa Politeknik Negeri Bengkalis dengan ketentuan sebagai berikut :

1. Jumlah mahasiswa magang 3 (Tiga) orang yaitu atas nama :
  - Indri Setia Putri NIM :5404191294 Prodi : D4 Administrasi Bisnis Internasional
  - Nursahadah NIM :5404191221 Jurusan : D4 Administrasi Bisnis Internasional
  - Sulaiha NIM :5404191247 Jurusan : D4 Administrasi Bisnis Internasional
2. Jangka waktu OJT selama 6 (Enam) bulan t.m.t Februari s.d Juli 2023
3. Dapat mematuhi peraturan yang berlaku pada PT Bank Syariah Indonesia KCP Bengkalis
4. Dapat menjaga kerahasiaan data-data nasabah dan mematuhi kode etik perbankan

Demikian kami sampaikan, atas perhatian dan kerjasama Bapak kami ucapkan terima kasih.

Wassalaamu'alaikum Wr. Wb.

PT. BANK SYARIAH INDONESIA  
BRANCH OFFICE BENGKALIS

Ilham Khalid  
Branch Manager

M. Irfan  
BOSM



KEMENTERIAN PENDIDIKAN, KEBUDAYAAN, RISET DAN TEKNOLOGI  
**POLITEKNIK NEGERI BENGKALIS**  
**JURUSAN ADMINISTRASI NIAGA**  
Jalan Bathin Alam, Sungai Alam, Bengkalis, Riau 28714  
Telepon: (0766) 7008877, Faximile (0766) 8001000  
Website : <http://www.polbeng.ac.id>

Lamp : -  
Hal : **Permohonan Keringanan Kerja Praktek**

Bengkalis, 13 April 2023

**Kepada**  
**Yth. Pimpinan Bank Syariah Indonesia (BSI)**  
**Kabupaten Bengkalis**  
**Di Bengkalis**

Saya yang bertanda tangan dibawah ini :

Nama : Wan Junita Raflah, M.Ec, Dev  
NIP : 198406142018032001  
Jabatan : Ketua Program Studi DIV Administrasi Bisnis Internasional


Dengan ini menyatakan bahwa :

Nama : Nur Sahadah  
Nim : 5404191221  
Jurusan : Administrasi Bisnis Internasional

ingin mengajukan permohonan kepada pimpinan Bank Syariah Indonesia Cabang Bengkalis agar dapat memberi izin untuk memberi keringanan melaksanakan Kerja Praktek di Perusahaan yang Bapak/Ibu Pimpin saat ini yang awalnya enam bulan (Februari-Juli) menjadi empat bulan (Februari-mei), dengan alasan karena yang bersangkutan ingin membantu keuangan keluarga.

Demikian permohonan ini kami sampaikan atas perhatian serta kerjasamanya diucapkan terima kasih.

**Ketua Program Studi**

  
**Wan Junita Raflah, M.Ec, Dev**  
**NIP. 198406142018032001**

Appendix 4: List of Attendance

**ATTENDANCE LIST OF APPRENTICESHIP  
AT PT BANK SYARIAH INDONESIA  
KCP DURI HANG TUAH 1**

Name : Nur Sahadah  
 NIM : 5404191221  
 Period : February 1<sup>th</sup> to May 31<sup>th</sup>, 2023


No	Day	Date	Time		Signature
			Morning	Afternoon	
1	Wednesday	2/1/2023	07.30 - 11.30	13.30 - 17.00	
2	Thursday	2/2/2023	07.30 - 11.30	13.30 - 17.00	
3	Friday	2/3/2023	07.30 - 11.30	13.30 - 17.00	
4	Saturday	2/4/2023	07.30 - 11.30	13.30 - 17.00	OFF
5	Sunday	2/5/2023	07.30 - 11.30	13.30 - 17.00	OFF
6	Monday	2/6/2023	07.30 - 11.30	13.30 - 17.00	
7	Tuesday	2/7/2023	07.30 - 11.30	13.30 - 17.00	
8	Wednesday	2/8/2023	07.30 - 11.30	13.30 - 17.00	
9	Thursday	2/9/2023	07.30 - 11.30	13.30 - 17.00	
10	Friday	2/10/2023	07.30 - 11.30	13.30 - 17.00	
11	Saturday	2/11/2023	07.30 - 11.30	13.30 - 17.00	OFF
12	Sunday	2/12/2023	07.30 - 11.30	13.30 - 17.00	OFF
13	Monday	2/13/2023	07.30 - 11.30	13.30 - 17.00	
14	Tuesday	2/14/2023	07.30 - 11.30	13.30 - 17.00	
15	Wednesday	2/15/2023	07.30 - 11.30	13.30 - 17.00	
16	Thursday	2/16/2023	07.30 - 11.30	13.30 - 17.00	
17	Friday	2/17/2023	07.30 - 11.30	13.30 - 17.00	
18	Saturday	2/18/2023	07.30 - 11.30	13.30 - 17.00	OFF
19	Sunday	2/19/2023	07.30 - 11.30	13.30 - 17.00	OFF
20	Monday	2/20/2023	07.30 - 11.30	13.30 - 17.00	
21	Tuesday	2/21/2023	07.30 - 11.30	13.30 - 17.00	
22	Wednesday	2/22/2023	07.30 - 11.30	13.30 - 17.00	
23	Thursday	2/23/2023	07.30 - 11.30	13.30 - 17.00	
24	Friday	2/24/2023	07.30 - 11.30	13.30 - 17.00	
25	Saturday	2/25/2023	07.30 - 11.30	13.30 - 17.00	OFF

26	Sunday	2/26/2023	07.30 - 11.30	13.30 - 17.00	OFF
27	Monday	2/27/2023	07.30 - 11.30	13.30 - 17.00	✓
28	Tuesday	2/28/2023	07.30 - 11.30	13.30 - 17.00	✓
29	Wednesday	3/1/2023	07.30 - 11.30	13.30 - 17.00	✓
30	Thursday	3/2/2023	07.30 - 11.30	13.30 - 17.00	✓
31	Friday	3/3/2023	07.30 - 11.30	13.30 - 17.00	✓
32	Saturday	3/4/2023	07.30 - 11.30	13.30 - 17.00	OFF
33	Sunday	3/5/2023	07.30 - 11.30	13.30 - 17.00	OFF
34	Monday	3/6/2023	07.30 - 11.30	13.30 - 17.00	✓
35	Tuesday	3/7/2023	07.30 - 11.30	13.30 - 17.00	✓
36	Wednesday	3/8/2023	07.30 - 11.30	13.30 - 17.00	✓
37	Thursday	3/9/2023	07.30 - 11.30	13.30 - 17.00	✓
38	Friday	3/10/2023	07.30 - 11.30	13.30 - 17.00	✓
39	Saturday	3/11/2023	07.30 - 11.30	13.30 - 17.00	OFF
40	Sunday	3/12/2023	07.30 - 11.30	13.30 - 17.00	OFF
41	Monday	3/13/2023	07.30 - 11.30	13.30 - 17.00	✓
42	Tuesday	3/14/2023	07.30 - 11.30	13.30 - 17.00	✓
43	Wednesday	3/15/2023	07.30 - 11.30	13.30 - 17.00	✓
44	Thursday	3/16/2023	07.30 - 11.30	13.30 - 17.00	SICK
45	Friday	3/17/2023	07.30 - 11.30	13.30 - 17.00	SICK
46	Saturday	3/18/2023	07.30 - 11.30	13.30 - 17.00	OFF
47	Sunday	3/19/2023	07.30 - 11.30	13.30 - 17.00	OFF
48	Monday	3/20/2023	07.30 - 11.30	13.30 - 17.00	✓
49	Tuesday	3/21/2023	07.30 - 11.30	13.30 - 17.00	✓
50	Wednesday	3/22/2023	07.30 - 11.30	13.30 - 17.00	OFF
51	Thursday	3/23/2023	07.30 - 11.30	13.30 - 17.00	OFF
52	Friday	3/24/2023	07.30 - 11.30	13.30 - 17.00	✓
53	Saturday	3/25/2023	07.30 - 11.30	13.30 - 17.00	OFF
54	Sunday	3/26/2023	07.30 - 11.30	13.30 - 17.00	OFF
55	Monday	3/27/2023	07.30 - 11.30	13.30 - 17.00	✓
56	Tuesday	3/28/2023	07.30 - 11.30	13.30 - 17.00	✓
57	Wednesday	3/29/2023	07.30 - 11.30	13.30 - 17.00	✓
58	Thursday	3/30/2023	07.30 - 11.30	13.30 - 17.00	✓
59	Friday	3/31/2023	07.30 - 11.30	13.30 - 17.00	✓
60	Saturday	4/1/2023	07.30 - 11.30	13.30 - 17.00	OFF

61	Sunday	4/2/2023	07.30 - 11.30	13.30 - 17.00	OFF
62	Monday	4/3/2023	07.30 - 11.30	13.30 - 17.00	✓
63	Tuesday	4/4/2023	07.30 - 11.30	13.30 - 17.00	✓
64	Wednesday	4/5/2023	07.30 - 11.30	13.30 - 17.00	✓
65	Thursday	4/6/2023	07.30 - 11.30	13.30 - 17.00	✓
66	Friday	4/7/2023	07.30 - 11.30	13.30 - 17.00	OFF
67	Saturday	4/8/2023	07.30 - 11.30	13.30 - 17.00	OFF
68	Sunday	4/9/2023	07.30 - 11.30	13.30 - 17.00	OFF
69	Monday	4/10/2023	07.30 - 11.30	13.30 - 17.00	✓
70	Tuesday	4/11/2023	07.30 - 11.30	13.30 - 17.00	✓
71	Wednesday	4/12/2023	07.30 - 11.30	13.30 - 17.00	✓
72	Thursday	4/13/2023	07.30 - 11.30	13.30 - 17.00	✓
73	Friday	4/14/2023	07.30 - 11.30	13.30 - 17.00	✓
74	Saturday	4/15/2023	07.30 - 11.30	13.30 - 17.00	OFF
75	Sunday	4/16/2023	07.30 - 11.30	13.30 - 17.00	OFF
76	Monday	4/17/2023	07.30 - 11.30	13.30 - 17.00	✓
77	Tuesday	4/18/2023	07.30 - 11.30	13.30 - 17.00	✓
78	Wednesday	4/19/2023	07.30 - 11.30	13.30 - 17.00	PERMISSION
79	Thursday	4/20/2023	07.30 - 11.30	13.30 - 17.00	CUTI LEBARAN
80	Friday	4/21/2023	07.30 - 11.30	13.30 - 17.00	CUTI LEBARAN
81	Saturday	4/22/2023	07.30 - 11.30	13.30 - 17.00	CUTI LEBARAN
82	Sunday	4/23/2023	07.30 - 11.30	13.30 - 17.00	CUTI LEBARAN
83	Monday	4/24/2023	07.30 - 11.30	13.30 - 17.00	CUTI LEBARAN
84	Tuesday	4/25/2023	07.30 - 11.30	13.30 - 17.00	PERMISSION
85	Wednesday	4/26/2023	07.30 - 11.30	13.30 - 17.00	✓
86	Thursday	4/27/2023	07.30 - 11.30	13.30 - 17.00	✓
87	Friday	4/28/2023	07.30 - 11.30	13.30 - 17.00	✓
88	Saturday	4/29/2023	07.30 - 11.30	13.30 - 17.00	OFF
89	Sunday	4/30/2023	07.30 - 11.30	13.30 - 17.00	OFF
90	Monday	5/1/2023	07.30 - 11.30	13.30 - 17.00	✓
91	Tuesday	5/2/2023	07.30 - 11.30	13.30 - 17.00	✓
92	Wednesday	5/3/2023	07.30 - 11.30	13.30 - 17.00	✓
93	Thursday	5/4/2023	07.30 - 11.30	13.30 - 17.00	✓
94	Friday	5/5/2023	07.30 - 11.30	13.30 - 17.00	✓
95	Saturday	5/6/2023	07.30 - 11.30	13.30 - 17.00	OFF

96	Sunday	5/7/2023	07.30 - 11.30	13.30 - 17.00	OFF
97	Monday	5/8/2023	07.30 - 11.30	13.30 - 17.00	✓
98	Tuesday	5/9/2023	07.30 - 11.30	13.30 - 17.00	✓
99	Wednesday	5/10/2023	07.30 - 11.30	13.30 - 17.00	✓
100	Thursday	5/11/2023	07.30 - 11.30	13.30 - 17.00	✓
101	Friday	5/12/2023	07.30 - 11.30	13.30 - 17.00	✓
102	Saturday	5/13/2023	07.30 - 11.30	13.30 - 17.00	OFF
103	Sunday	5/14/2023	07.30 - 11.30	13.30 - 17.00	OFF
104	Monday	5/15/2023	07.30 - 11.30	13.30 - 17.00	✓
105	Tuesday	5/16/2023	07.30 - 11.30	13.30 - 17.00	✓
106	Wednesday	5/17/2023	07.30 - 11.30	13.30 - 17.00	✓
107	Thursday	5/18/2023	07.30 - 11.30	13.30 - 17.00	OFF
108	Friday	5/19/2023	07.30 - 11.30	13.30 - 17.00	✓
109	Saturday	5/20/2023	07.30 - 11.30	13.30 - 17.00	OFF
110	Sunday	5/21/2023	07.30 - 11.30	13.30 - 17.00	OFF
111	Monday	5/22/2023	07.30 - 11.30	13.30 - 17.00	✓
112	Tuesday	5/23/2023	07.30 - 11.30	13.30 - 17.00	✓
113	Wednesday	5/24/2023	07.30 - 11.30	13.30 - 17.00	✓
114	Thursday	5/25/2023	07.30 - 11.30	13.30 - 17.00	✓
115	Friday	5/26/2023	07.30 - 11.30	13.30 - 17.00	✓
116	Saturday	5/27/2023	07.30 - 11.30	13.30 - 17.00	OFF
117	Sunday	5/28/2023	07.30 - 11.30	13.30 - 17.00	OFF
118	Monday	5/29/2023	07.30 - 11.30	13.30 - 17.00	✓
119	Tuesday	5/30/2023	07.30 - 11.30	13.30 - 17.00	✓
120	Wednesday	5/31/2023	07.30 - 11.30	13.30 - 17.00	✓

Bengkalis, May 31<sup>th</sup> 2023  
Bank Syariah Indonesia  
KCP Duri Hangtuah 1



**Muhammad Irfan**  
BOSM

**ATTENDANCE LIST OF APPRENTICESHIP  
AT MIXUE BENGKALIS**

Name : Nur Sahadah  
 NIM : 5404191221  
 Period : June 9<sup>th</sup> to July 9<sup>th</sup>, 2023

No	Day	Signature	Information
1	Friday, 9 June 2023		1. Memorizing the Menu
2	Saturday, June 10, 2023		1. Stirring Ice Cream 2. Making Tea 3. Making Yellow/Brown Sugar Jelly
3	Sunday, June 11, 2023		1. Stirring Ice Cream 2. Making Tea 3. Making Yellow/Brown Sugar Jelly
4	Monday, 12 June 2023		1. Stirring Ice Cream 2. Making Tea 3. Making Yellow/Brown Sugar Jelly
5	Tuesday, June 13, 2023		1. Preparing Toppings 2. Stirring Ice Cream 3. Making Tea
6	Wednesday, June 14, 2023		1. Stirring Ice Cream 2. Making Tea 3. Making Yellow/Brown Sugar Jelly
7	Thursday, June 15, 2023		1. Preparing Toppings 2. Stirring Ice Cream 3. Making Tea
8	Friday, June 16, 2023		1. Stirring Ice Cream 2. Making Tea 3. Making Yellow/Brown Sugar Jelly
9	Saturday, June 17, 2023		1. Preparing Toppings 2. Stirring Ice Cream 3. Making Tea
10	Sunday, June 18, 2023		1. Stirring Ice Cream 2. Making Tea 3. Making Yellow/Brown Sugar Jelly

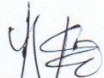


			4.
11	Monday, 19 June 2023	4	1. Preparing Toppings 2. Stirring Ice Cream 3. Making Tea 4. Making Yellow/Brown Sugar Jelly 5. Making Beverage Orders
12	Tuesday, June 20, 2023	4	1. Preparing Toppings 2. Stirring Ice Cream 3. Making Tea 4. Making Yellow/Brown Sugar Jelly 5. Making Beverage Orders
13	Wednesday, June 21, 2023	4	1. Preparing Toppings 2. Stirring Ice Cream 3. Making Tea 4. Making Beverage Orders
14	Thursday, June 22, 2023	4	1. Preparing Toppings 2. Stirring Ice Cream 3. Making Tea 4. Making Yellow/Brown Sugar Jelly 5. Making Beverage Orders
15	Friday, June 23, 2023	4	1. Preparing Toppings 2. Stirring Ice Cream 3. Making Tea 4. Making Beverage Orders
16	Saturday, June 24, 2023	4	1. Preparing Toppings 2. Stirring Ice Cream 3. Making Tea 4. Making Beverage Orders
17	Sunday, June 25, 2023	4	1. Preparing Toppings 2. Stirring Ice Cream 3. Making Tea 4. Making Beverage Orders
18	Monday, 26 June 2023	4	1. Preparing Toppings 2. Stirring Ice Cream 3. Making Tea 4. Making Beverage Orders
19	Tuesday, June 27, 2023	4	1. Preparing Toppings 2. Stirring Ice Cream 3. Making Tea 4. Making Yellow/Brown Sugar Jelly 5. Making Beverage Orders
20	Wednesday, June 28, 2023	4	1. Preparing Toppings 2. Stirring Ice Cream 3. Making Tea 4. Making Beverage Orders

21	Thursday, June 29, 2023	4	<ol style="list-style-type: none"> <li>1. Preparing Toppings</li> <li>2. Stirring Ice Cream</li> <li>3. Making Tea</li> <li>4. Making Yellow/Brown Sugar Jelly</li> <li>5. Making Beverage Orders</li> </ol>
22	Friday, June 30, 2023	4	<ol style="list-style-type: none"> <li>1. Preparing Toppings</li> <li>2. Stirring Ice Cream</li> <li>3. Making Tea</li> <li>4. Making Beverage Orders</li> </ol>
23	Monday, 26 June 2023	4	<ol style="list-style-type: none"> <li>5. Preparing Toppings</li> <li>6. Stirring Ice Cream</li> <li>7. Making Tea</li> <li>8. Making Beverage Orders</li> </ol>
24	Tuesday, June 27, 2023	4	<ol style="list-style-type: none"> <li>6. Preparing Toppings</li> <li>7. Stirring Ice Cream</li> <li>8. Making Tea</li> <li>9. Making Yellow/Brown Sugar Jelly</li> <li>10. Making Beverage Orders</li> </ol>
25	Saturday, July 1, 2023	4	<ol style="list-style-type: none"> <li>1. Preparing Toppings</li> <li>2. Stirring Ice Cream</li> <li>3. Making Tea</li> <li>4. Making Beverage Orders</li> <li>5. Handling Customer Payments and Change</li> </ol>
26	Sunday, July 2, 2023	4	<ol style="list-style-type: none"> <li>1. Preparing Toppings</li> <li>2. Stirring Ice Cream</li> <li>3. Making Tea</li> <li>4. Making Yellow/Brown Sugar Jelly</li> </ol>
27	Monday, 4 July 2023	4	<ol style="list-style-type: none"> <li>1. Preparing Toppings</li> <li>2. Stirring Ice Cream</li> <li>3. Making Tea</li> <li>4. Making Beverage Orders</li> <li>5. Order Input</li> <li>6. Handling Customer Payments and Change</li> </ol>
28	Tuesday, July 5, 2023	4	<ol style="list-style-type: none"> <li>1. Preparing Toppings</li> <li>2. Stirring Ice Cream</li> <li>3. Making Tea</li> <li>4. Making Yellow/Brown Sugar Jelly</li> <li>5. Making Beverage Orders</li> </ol>

29	Wednesday, July 6 22, 2023	U	<ol style="list-style-type: none"> <li>1. Preparing Toppings</li> <li>2. Stirring Ice Cream</li> <li>3. Making Tea</li> <li>4. Making Beverage Orders</li> </ol>
30	Thursday, July 7 23, 2023	U	<ol style="list-style-type: none"> <li>1. Preparing Toppings</li> <li>2. Stirring Ice Cream</li> <li>3. Making Tea</li> <li>4. Making Beverage Orders</li> </ol>
31	Friday, July 24, 2023	U	<ol style="list-style-type: none"> <li>1. Preparing Toppings</li> <li>2. Stirring Ice Cream</li> <li>3. Making Tea</li> <li>4. Making Beverage Orders</li> </ol>
32	Saturday, July 8, 2023	U	<ol style="list-style-type: none"> <li>1. Preparing Toppings</li> <li>2. Stirring Ice Cream</li> <li>3. Making Tea</li> <li>4. Making Beverage Orders</li> </ol>
33	Sunday, July 9, 2023	U	<ol style="list-style-type: none"> <li>1. Preparing Toppings</li> <li>2. Stirring Ice Cream</li> <li>3. Making Tea</li> <li>4. Making Beverage Orders</li> </ol>

Bengkalis, July 9<sup>th</sup> 2023  
Mixue Bengkalis

  
**Niko Bimantara**  
Head Shop

Appendix 5 : Company Appraisal Sheet

**PENILAIAN DARI PERUSAHAAN KERJA PRAKTEK  
PT. BANK SYARIAH INDONESIA  
KCP DURI HANG TUAH 1**

Nama : Nursahadah  
NIM : 5404191221  
Program Studi : Administrasi Bisnis Internasional

No	Aspek Penilaian	Bobot	Nilai
1	Displin	20 %	95
2	Tanggung jawab	25%	90
3	Penyesuaian diri	10%	95
4	Hasil kerja	30%	95
5	Perilaku secara umum	15%	95
Total Jumlah (1+2+3+4+5)		100%	478 / 5 → 95.6

Keterangan :

**Nilai** : **Kriteria**  
 81-100 : Istimewa  
 71-80 : Baik Sekali  
 66-70 : Baik  
 61-65 : Cukup Baik  
 56-60 : Cukup

Catatan :

Penun tasyar jawab, Yaag on selesai, tuntas dan amanah..

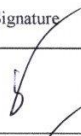
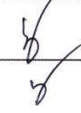
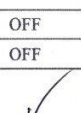

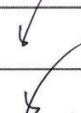
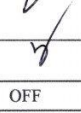
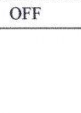

Bengkalis, 31 Mei 2023

  
**Muhammad Irfan**  
 Branch Operation Service Manager

Appendix 6 : Daily Activity

**ATTENDANCE LIST OF APPRENTICESHIP  
AT PT BANK SYARIAH INDONESIA  
KCP DURI HANG TUAH 1**

Name : Nur Sahadah  
 NIM : 5404191221  
 Period : February 1<sup>th</sup> to May 31<sup>th</sup>, 2023








No	Day	Date	Signature	
1	Wednesday	2/1/2023		1. Morning Briefing, 2. ATM money and money worth circulating
2	Thursday	2/2/2023		1. Morning Briefing 2. Sorting ATM money and money worth circulating
3	Friday	2/3/2023		1. Morning Briefing 2. Sorting ATM money and money fit for circulation
4	Saturday	2/4/2023	OFF	
5	Sunday	2/5/2023	OFF	
6	Monday	2/6/2023		1. Morning Briefing, watching together. 2. Deposit customer installments and hand them over to the Teller 3. Creating BI Checking
7	Tuesday	2/7/2023		1. Morning Briefing 2. Deposit customer installment cash and hand it over to the Teller
8	Wednesday	2/8/2023		1. Morning Briefing, Kahoot game 2. Creating BI Checking 3. Sorting fit circulated money
9	Thursday	2/9/2023		1. Morning Briefing 2. Deposit customer installments and hand them over to the Teller 3. Creating BI Checking
10	Friday	2/10/2023		1. Morning Briefing 2. Sorting fit circulated money
11	Saturday	2/11/2023	OFF	
12	Sunday	2/12/2023	OFF	

13	Monday	2/13/2023	✓	<ol style="list-style-type: none"> <li>1. Morning Briefing, watching together</li> <li>2. Creating BI Checking form letters</li> <li>3. Deposit customer installment cash</li> <li>4. Duplicating customer ID cards for offline account opening</li> <li>5. Assisting CS in changing customer account books</li> <li>6. Collecting passbooks and ATMs at the Back Office</li> <li>7. Recap ATM numbers in the ATM book</li> </ol>
14	Tuesday	2/14/2023	✓	<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Assisting customers in depositing cash</li> <li>3. Duplicating customer ID cards</li> <li>4. Conducting customer satisfaction surveys</li> <li>5. Recap ATM book numbers and account book numbers</li> <li>6. Completing and stamping customer account opening forms</li> </ol>
15	Wednesday	2/15/2023	✓	<ol style="list-style-type: none"> <li>1. Morning Briefing, Kahoot game</li> <li>2. Assisting customers in depositing cash</li> <li>3. Duplicating customer ID cards</li> <li>4. Conducting customer satisfaction surveys</li> <li>5. Recap ATM book numbers and account book numbers</li> <li>6. Completing and stamping customer account opening forms</li> </ol>

✓

16	Thursday	2/16/2023	✓	<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Assisting customers in depositing cash</li> <li>3. Duplicating customer ID cards</li> <li>4. Conducting customer satisfaction surveys</li> <li>5. Recap ATM book numbers and account book numbers</li> <li>6. Completing and stamping customer account opening forms</li> </ol>
17	Friday	2/17/2023	✓	<ol style="list-style-type: none"> <li>1. Weekly sermon</li> <li>2. Assisting customers in depositing cash</li> <li>3. Duplicating customer ID cards</li> <li>4. Conducting customer satisfaction surveys</li> <li>5. Recap ATM book numbers and account book number.</li> <li>6. Completing and stamping customer account opening form</li> </ol>
18	Saturday	2/18/2023	OFF	
19	Sunday	2/19/2023	OFF	
20	Monday	2/20/2023	✓	<ol style="list-style-type: none"> <li>1. Morning Briefing, watching together</li> <li>2. Sorting fit circulated money</li> <li>3. Conducting telemarketing</li> </ol>
21	Tuesday	2/21/2023	✓	<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Sorting fit circulated money</li> <li>3. Conducting telemarketing</li> </ol>
22	Wednesday	2/22/2023	✓	<ol style="list-style-type: none"> <li>1. Morning Briefing, Kahoot game</li> <li>2. Sorting fit circulated money</li> <li>3. Conducting telemarketing</li> </ol>
23	Thursday	2/23/2023	✓	<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Sorting fit circulated money</li> <li>3. Conducting telemarketing</li> </ol>
24	Friday	2/24/2023	✓	<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Sorting fit circulated money</li> <li>3. Conducting telemarketing</li> </ol>
25	Saturday	2/25/2023	OFF	
26	Sunday	2/26/2023	OFF	







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27	Monday	2/27/2023		<ol style="list-style-type: none"> <li>1. Morning Briefing, Watching Together</li> <li>2. Depositing customer installments</li> <li>3. Creating BI Checking</li> <li>4. Sorting fit circulated money</li> </ol>
28	Tuesday	2/28/2023		<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Depositing customer installments</li> <li>3. Sorting fit circulated money</li> </ol>
29	Wednesday	3/1/2023		<ol style="list-style-type: none"> <li>1. Morning Briefing, Kahoot game</li> <li>2. Searching for customer files in the micro customer cabinet</li> <li>3. Sorting fit circulated money</li> </ol>
30	Thursday	3/2/2023		<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Depositing customer installments</li> <li>3. Creating BI Checking</li> </ol>
31	Friday	3/3/2023		<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Sorting fit circulated money</li> <li>3. Assisting customers in depositing cash</li> </ol>
32	Saturday	3/4/2023	OFF	
33	Sunday	3/5/2023	OFF	
34	Monday	3/6/2023		<ol style="list-style-type: none"> <li>1. Morning Briefing, Watching Together</li> <li>2. Assisting customers in depositing cash</li> <li>3. Duplicating customer ID cards</li> <li>4. Conducting customer satisfaction surveys</li> <li>5. Completing customer account opening forms</li> <li>6. Stamping customer account opening forms</li> </ol>
35	Tuesday	3/7/2023		<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Assisting customers in depositing cash</li> <li>3. Duplicating customer ID cards</li> <li>4. Conducting customer satisfaction surveys</li> <li>5. Assisting CS in recapitulating daily transactions</li> </ol>



36	Wednesday	3/8/2023	✓	<ol style="list-style-type: none"> <li>1. Morning Briefing, Kahoot game</li> <li>2. Assisting customers in depositing cash</li> <li>3. Duplicating customer ID cards</li> <li>4. Conducting customer satisfaction surveys</li> <li>5. Assisting CS in recapitulating daily transactions</li> </ol>
37	Thursday	3/9/2023	✓	<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Assisting customers in depositing cash</li> <li>3. Duplicating customer ID cards</li> <li>4. Conducting customer satisfaction surveys</li> <li>5. Assisting CS in recapitulating daily transactions</li> </ol>
38	Friday	3/10/2023	✓	<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Assisting customers in depositing cash</li> <li>3. Duplicating customer ID cards</li> <li>4. Conducting customer satisfaction surveys</li> <li>5. Assisting CS in recapitulating daily transactions</li> </ol>
39	Saturday	3/11/2023	OFF	
40	Sunday	3/12/2023	OFF	
41	Monday	3/13/2023	✓	<ol style="list-style-type: none"> <li>1. Morning Briefing, Watching Together</li> <li>2. Sorting ATM money and fit circulated money</li> <li>3. Assisting CS in duplicating customer ID cards.</li> <li>4. Assisting customers in opening accounts online</li> </ol>
42	Tuesday	3/14/2023	✓	<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Assisting customers in opening accounts online</li> </ol>

				3.
43	Wednesday	3/15/2023	✓	<ol style="list-style-type: none"> <li>1. Morning Briefing, Kahoot game</li> <li>2. Sorting ATM money and fit circulated money</li> <li>3. Conducting teller marketing by calling customers</li> </ol>
44	Thursday	3/16/2023	SICK	SICK
45	Friday	3/17/2023	SICK	SICK
46	Saturday	3/18/2023	OFF	
47	Sunday	3/19/2023	OFF	
48	Monday	3/20/2023	✓	<ol style="list-style-type: none"> <li>1. Morning Briefing, Watching Together</li> <li>2. Duplicating customer ID cards</li> <li>3. Creating BI Checking</li> <li>4. Sorting fit circulated money</li> </ol>
49	Tuesday	3/21/2023	✓	<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Duplicating customer ID cards</li> <li>3. Creating BI Checking</li> </ol>
50	Wednesday	3/22/2023	OFF	On Nyepi Day
51	Thursday	3/23/2023	OFF	First Ramadhan Day
52	Friday	3/24/2023	✓	<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Deposit customer installments</li> <li>3. Sorting fit circulated money</li> </ol>
53	Saturday	3/25/2023	OFF	
54	Sunday	3/26/2023	OFF	
55	Monday	3/27/2023	✓	<ol style="list-style-type: none"> <li>1. Morning Briefing, Watching Together</li> <li>2. Assisting customers in depositing cash</li> <li>3. Duplicating customer ID cards</li> <li>4. Conducting customer satisfaction surveys</li> </ol>
56	Tuesday	3/28/2023	✓	<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Assisting customers in depositing cash</li> <li>3. Duplicating customer ID cards</li> <li>4. Recording ATM book and passbook recapitulations</li> <li>5. Conducting customer satisfaction surveys</li> </ol>

57	Wednesday	3/29/2023		<ol style="list-style-type: none"> <li>1. Morning Briefing, Kahoot game</li> <li>2. Duplicating customer ID cards</li> <li>3. Recording ATM book and passbook recapitulations</li> <li>4. Conducting customer satisfaction surveys</li> </ol>
58	Thursday	3/30/2023		<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Assisting customers in depositing cash</li> <li>3. Duplicating customer ID cards</li> <li>4. Recording ATM book and passbook recapitulations</li> <li>5. Conducting customer satisfaction surveys</li> </ol>
59	Friday	3/31/2023		<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Depositing customer funds</li> <li>3. Opening customer accounts at webform.bankbsi.co.id</li> <li>4. Duplicating letters</li> <li>5. Verifying daily transactions</li> </ol>
60	Saturday	4/1/2023	OFF	
61	Sunday	4/2/2023	OFF	
62	Monday	4/3/2023		<ol style="list-style-type: none"> <li>1. Morning Briefing, Watching Together</li> <li>2. Sorting ATM money and fit circulated money</li> </ol>
63	Tuesday	4/4/2023		<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Sorting ATM money and fit circulated money</li> </ol>
64	Wednesday	4/5/2023		<ol style="list-style-type: none"> <li>1. Morning Briefing, Kahoot game</li> <li>2. Sorting ATM money and fit circulated money</li> <li>3. Conducting teller marketing</li> <li>4. Assisting in providing hajj equipment to hajj customers (mukenah, bags, clothes, etc.)</li> </ol>

65	Thursday	4/6/2023	✓	<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Sorting ATM money and fit circulated money</li> <li>3. Conducting teller marketing</li> <li>4. Assisting in providing hajj equipment to hajj customers (mukenah, bags, clothes, etc.)</li> <li>5. Duplicating hajj customers' documents</li> </ol>
66	Friday	4/7/2023	OFF	Wafat Isa Al Mash
67	Saturday	4/8/2023	OFF	
68	Sunday	4/9/2023	OFF	
69	Monday	4/10/2023	✓	<ol style="list-style-type: none"> <li>1. Morning Briefing, Watching Together</li> <li>2. Sorting ATM money and fit circulated money</li> </ol>
70	Tuesday	4/11/2023	✓	<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Sorting ATM money and fit circulated money</li> </ol>
71	Wednesday	4/12/2023	✓	<ol style="list-style-type: none"> <li>1. Morning Briefing, Kahoot game</li> <li>2. Sorting ATM money and fit circulated money</li> </ol>
72	Thursday	4/13/2023	✓	<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Sorting ATM money and fit circulated money</li> </ol>
73	Friday	4/14/2023	✓	<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Sorting ATM money and fit circulated money</li> </ol>
74	Saturday	4/15/2023	OFF	
75	Sunday	4/16/2023	OFF	
76	Monday	4/17/2023	✓	<ol style="list-style-type: none"> <li>1. Morning Briefing, Watching Together</li> <li>2. Sorting ATM money and fit circulated money</li> <li>3. Assisting in packaging THR (holiday allowance) for priority customers</li> </ol>
77	Tuesday	4/18/2023	PERSMISSION	Permission
78	Wednesday	4/19/2023	CUTI LEBARAN	Eid al-Fitr Holiday
79	Thursday	4/20/2023	CUTI LEBARAN	Eid al-Fitr Holiday
80	Friday	4/21/2023	CUTI LEBARAN	Eid al-Fitr Holiday
81	Saturday	4/22/2023	CUTI LEBARAN	Eid al-Fitr Holiday

82	Sunday	4/23/2023	CUTI LEBARAN	Eid al-Fitr Holiday
83	Monday	4/24/2023	CUTI LEBARAN	Eid al-Fitr Holiday
84	Tuesday	4/25/2023	CUTI LEBARAN	Eid al-Fitr Holiday
85	Wednesday	4/26/2023	PERMISSION	Permission
86	Thursday	4/27/2023	✓	<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Assisting customers in depositing cash</li> <li>3. Duplicating customer ID cards</li> <li>4. Filling out ATM book and passbook recapitulations</li> <li>5. Conducting customer satisfaction surveys</li> </ol>
87	Friday	4/28/2023	✓	<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Assisting customers in depositing cash</li> <li>3. Duplicating customer ID cards</li> <li>4. Filling out ATM book and passbook recapitulations</li> <li>5. Conducting customer satisfaction surveys</li> </ol>
88	Saturday	4/29/2023	OFF	
89	Sunday	4/30/2023	OFF	
90	Monday	5/1/2023	✓	International Workers' Day
91	Tuesday	5/2/2023	✓	<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Depositing cash from customers</li> <li>3. Duplicating customer ID cards</li> <li>4. Archiving documents</li> </ol>
92	Wednesday	5/3/2023	✓	<ol style="list-style-type: none"> <li>1. Morning Briefing, Kahoot game</li> <li>2. Duplicating customer ID cards</li> <li>3. Assisting customers in completing account opening forms</li> </ol>

				4.
93	Thursday	5/4/2023	✓	<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Duplicating customer ID cards</li> <li>3. Assisting customers in completing account opening forms</li> <li>4. Recording ATM book data</li> </ol>
94	Friday	5/5/2023	✓	<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Duplicating customer ID cards</li> <li>3. Assisting customers in completing account opening forms</li> <li>4. Recording the names of hajj customers in Excel</li> </ol>
95	Saturday	5/6/2023	OFF	
96	Sunday	5/7/2023	OFF	
97	Monday	5/8/2023	✓	<ol style="list-style-type: none"> <li>1. Morning Briefing, Watching Together</li> <li>2. Duplicating customer ID cards</li> <li>3. Assisting customer service in opening accounts</li> <li>4. Depositing cash from customers</li> </ol>
98	Tuesday	5/9/2023	✓	<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Duplicating customer ID cards</li> <li>3. Assisting customer service in opening accounts</li> <li>4. Depositing cash from customers</li> <li>5. Archiving customer data</li> </ol>
99	Wednesday	5/10/2023	✓	<ol style="list-style-type: none"> <li>1. Morning Briefing, Kahoot game</li> <li>2. Sorting ATM money and fit circulated money</li> </ol>
100	Thursday	5/11/2023	✓	<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Sorting ATM money and fit circulated money</li> </ol>
101	Friday	5/12/2023	✓	<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Sorting ATM money and fit circulated money</li> </ol>
102	Saturday	5/13/2023	OFF	
103	Sunday	5/14/2023	OFF	

104	Monday	5/15/2023		<ol style="list-style-type: none"> <li>1. Morning Briefing, Watching Together</li> <li>2. Assisting customers with cash deposits</li> <li>3. Duplicating customer ID cards</li> <li>4. Assisting customers with cash deposits</li> </ol>
105	Tuesday	5/16/2023		<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Depositing cash from customers</li> <li>3. Duplicating KTP (ID cards)</li> <li>4. Summarizing ATM and Savings Book</li> </ol>
106	Wednesday	5/17/2023		<ol style="list-style-type: none"> <li>1. Morning Briefing, Kahoot</li> <li>2. Depositing cash from customers</li> <li>3. Duplicating KTP (ID cards)</li> <li>4. Summarizing ATM and Savings Book</li> </ol>
107	Thursday	5/18/2023	OFF	OFF
108	Friday	5/19/2023		<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Sorting ATM and fit circulated money</li> <li>3. Assisting in opening customer account</li> </ol>
109	Saturday	5/20/2023	OFF	
110	Sunday	5/21/2023	OFF	
111	Monday	5/22/2023		<ol style="list-style-type: none"> <li>1. Morning Briefing, Watching Together</li> <li>2. Sorting fit circulated money</li> <li>3. Depositing cash from customers</li> </ol>
112	Tuesday	5/23/2023		<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Sorting fit circulated money</li> <li>3. Assisting in depositing cash from customers</li> </ol>
113	Wednesday	5/24/2023		<ol style="list-style-type: none"> <li>1. Morning Briefing, Kahoot game</li> <li>2. Sorting customer money</li> <li>3. Duplicating customer ID cards</li> </ol>
114	Thursday	5/25/2023		<ol style="list-style-type: none"> <li>1. Morning Briefing, Kahoot game</li> <li>2. Sorting fit circulated money</li> <li>3. Duplicating customer ID cards</li> </ol>

				4.
115	Friday	5/26/2023	✓	<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Stamping BSI on notary documents</li> <li>3. Duplicating customer ID cards and property certificates</li> <li>4. Filling in the book of transfer of collateral from micro to BO</li> </ol>
116	Saturday	5/27/2023	OFF	
117	Sunday	5/28/2023	OFF	
118	Monday	5/29/2023	✓	<ol style="list-style-type: none"> <li>1. Morning Briefing, Watching Together</li> <li>2. Sorting fit circulated money</li> <li>3. Conducting tele marketing</li> </ol>
119	Tuesday	5/30/2023	✓	<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Sorting customer money</li> <li>3. Organizing archived documents</li> </ol>
120	Wednesday	5/31/2023	✓	<ol style="list-style-type: none"> <li>1. Morning Briefing</li> <li>2. Sorting customer money</li> <li>3. Organizing archived documents</li> </ol>

Bengkalis, May 31<sup>th</sup> 2023  
Bank Syariah Indonesia  
KCP Duri Hangtuh 1

  
**Muhammad Irfan**  
BOSM



## Appendix 7 : Gallery

### Gallery 1: Morning Briefing



2 Fill on the Portion Number of the Hajj Customer in Excel



2. complete KUR & Micro customer data





2. complete customer data and fill in the recap book ATM Number / Account book





3. Search for customer data in the cabinet cabinet





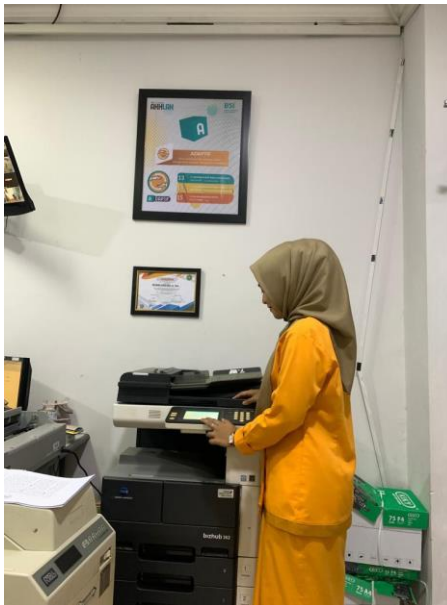
#### 4. Do telle marketing



5. memisahkan data antara nasabah KUR dan Mikro



6. duplicate customer data (KTP)



## 7. Friday morning Remembrance & Tausiah



## 8. Sorting Money Worth Circulation





9. Milad Bank Syariah Indonesia to 2 Years





10. Photo with Eid Mubarak



11. Farewell Photo



12. Photo of Gymnastics with Sharia Bank



13. Real Money for Hajj Customers

