

SUMMARY

Making a Tutorial Video of Being Good Bank Customer Service, Dewi Masitoh, F31141289, 2017 Language, Communication and Tourism Department Politeknik Negeri Jember, Enik Rukiati, S.Pd., M.Pd. as a counselor and Alfi Hidayatu Miqawati, S.Pd., M.Pd. as a member counselor.

Making a tutorial video of being good bank customer service was the writer's final project. This project was aimed to help banks staff customer service or anyone who wants to work in bank customer service in serving the customers. The writer made a tutorial video of being good bank customer service staff as her final project because this video was related with the writer's knowledge that has been obtained from English for Banking subject. The writer found out about the teaching materials and supporting medium in the teaching and learning process. There was no supporting teaching and learning medium used in teaching and learning process. However, the goal of English for banking course is to make the students able to be professional bank customer service staff.

The tutorial video was conducted in state Polytechnic of Jember from November 2016 until September 2017. In this tutorial video, the writer presented three sessions, they are opening, contents and closing. The first session was opening. In opening, the writer introduced herself and the video contents. Then, in the contents, the writer presented three themes, which consists one topic in every theme, they are customer service as receptionist, customer service as salesman and customer service as communicator. In making tutorial video the writer applied her writing skill in making script process and her speaking in making video process. The writer made mistakes in grammar, diction, phrasal verb and expression used. The writer also got some problems related to her pronunciations, gesture and expression. In shooting process the writer asked professional cameramen to help in a making video. After the shooting process finished, the writer conducted evaluation and editing to get feedback from her supervisors. First supervisor gave a comment about the layout of office supplies. Second supervisor gave some comments related about angle and pronunciations

In conclusion, from making this final project the writer got some knowledge in making tutorial video of being good bank customer service staff. The writer learnt deeply about how to serve the customer appropriately. The writer hopes that the video can be beneficial for English Study Program and anyone who want to learn and work as bank customer service staff.