

BEING FRONT OFFICER AT LEMBAGA KURSUS DAN PELATIHAN (LKP) “OXFORD” JEMBER

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ABSTRACT

English Study Program provided some subjects that would increase knowledge for the students in the work place. The subjects were Pengelolaan Kursus Bahasa, Instructional Design in Language Course, English for Secretary, Kesekretarisan and Material Developments for English Course. Those subjects explained about how to manage and establish course well. English Course is an institution that offers English as a program. This report explained my activities during internship program in a foreign language course. I conducted the internship program at Lembaga Kursus dan Pelatihan (LKP) “OXFORD” Jember from 7th March until 26th May 2016. There were three divisions in this course. They were Administrative Division, Academic Division, and Marketing division. This report focused on my jobs in Administrative division. There were so many jobs that I have done in this course. The jobs that I have done were handling telephone, guest and payment, sorting incoming and outgoing letters, writing agreement letter for the new client, transferring the income of Lembaga Kursus dan Pelatihan (LKP) “OXFORD”, making proposal of Uji Kompetensi, paying taxation of Lembaga Kursus dan Pelatihan (LKP) “OXFORD”, translating offering letter from Indonesian into English, creating price list for new business (proofreading), and creating MADING, organizational structure, classroom rules and motivation words. The problems that I faced was really hard to be solved. As the result, I could know how to be a staff of Administrative division professionally. I concluded that there were so many aspects to manage course run affectively. Those were good cooperation between each division and providing the best quality of serves the guest or client.

Keywords : *English Course, Administrative Division*