

**WORKING AS A FRONT OFFICE STAFF  
AT PUBLIC LIBRARY MALANG**

OJT REPORT

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UNIVERSITY OF MERDEKA MALANG  
D-III ENGLISH PROGRAM  
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**WORKING AS A FRONT OFFICE STAFF  
AT PUBLIC LIBRARY MALANG**

OJT REPORT

Presented to University of Merdeka Malang  
in partial fulfillment of the requirements  
for the degree of *Ahli Madya* in Diploma Three of English

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This is to testify that the OJT Report of ILHAM MAULANA IBRAHIM has been approved by the advisor for further approval by the Examining Committee.

Malang, August 10th, 2018

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## **DECLARATION OF AUTHORSHIP**

Herewith I,

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Declare that:

1. this OJT Report is the sole work of mine and has not been written in collaboration with any other person, nor does it include, without due acknowledgement, the work of any other person..
2. If at a later time it is found that this OJT Report is a product of plagiarism, I am willing to accept any legal consequences that may be imposed upon me.

Malang, August 10<sup>th</sup>, 2018

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## ABSTRACT

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**Key words:** OJT Program, front office staff, public library.

On the Job Training is a Program to prepare the students before going to real work field. By doing this program, the students will gain knowledge and working experience. The writer chose Public Library for doing OJT and the writer worked as Front office staff. As front office staff, the writer has several main jobs such as making member card, re-making member card, conducting re-registration, inputing member data. The writer also answered a variety of the visitor's question. During OJT program, the writer found difficult situation when in charge at front office because the writer faced person that has different characters. From this OJT program the writer also knew how to handle the job very well and he could upgrade his soft skill and hard skill. So, after graduating the writer would be knowledgeable, skilled and ready for working world.

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