CHAPTER II

THE GENERAL DESCRIPTION OF CKLIK INTERNET

2.1 Description of CKLIK Internet

CKLIK Internet started to operate on 6 November 2011. CKLIK Internet is a new cafe net in the Gunung Batu area, which addressed at Jl. Gunung Batu, Rancabali No. 175, Cimahi Utara. CKLIK Internet cafe opens 24 hours for a day.

There are some divisions in CKLIK Internet cafe. First, marketing division that has designer and promotion staffs who are assigned to persuade the customers or clients to visit and play in CKLIK internet café. Second, customer service division who is only assigned by the operator. The operator itself is responsible to manage billing. Here, the writer as the operator was assigned to respond the order email. And the last, the managerial division who is the owner. The owner responsible to pay the employee and develop the company.

In developing the company, the owner of CKLIK Internet cafe takes the offers service from Multilink, such as delivery of goods, food, soft drinks, voucher, and others service such as maintenance, the repair service, and other needs of the CKLIK Internet café.

2.2 Job Position and Coordination

2.2.1 Job Position

During the job training, the position of the writer in CKLIK Internet Cafe was as an Operator. The jobs that were given to the writer were management of billing, checking the business email, forwarding the order email, updating patch of some games and sometimes helping to clean our work place.

2.3.1 Coordination

During job training process, the writer coordinated with some staffs of CKLIK Internet Cafe as in the following:

1. Mr. Fajar Tejasetiadi, S.Si., Apt (The Head of CKLIK Internet Cafe)

   Responsibility : Handling employee affairs such as training and recruitment, financial term, attendance, employee placement and performance.

2. Mr. Agus (The Assistant of CKLIK Internet Cafe)

   Responsibility : Handling the trouble-shooting on all PC (Technical) and controlled the condition of work place.

3. Asep Jaelani (2^{nd} Operator)

   Responsibilty : Handling the night shift and changes other operator position if couldn't attend to work.

3.2 Responsibilities

When the writer did the job training in CKLIK Internet cafe, the writer worked under the supervision of Mr. Fajar Tejasetiadi as the owner of CKLIK Internet cafe. The writer was positioned as an operator who was responsible for managing the bills.

Additionally, the writer was also responsible for managing the bills, to update all the games every week, and tried to solve the complain of the customers. Off all the responsibility, the writer was responsible for responding the mail about ordering goods via online, which has correlation with this report. The writer found about the expression language used in the writing of the orders. Thus, the writer tried to analyze and explain the data of the report and analyzed it.