

THE PUBLIC RELATION ACTIVITIES AT CV. GRIYAGawe KARTASURA



Internship Report

**Submitted to meet a part of the requirements to obtain
an *Ahli Madya* Degree in English Language**

By

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Faculty of Cultural Sciences
Sebelas Maret University**

Surakarta

2017

APPROVAL

The undersigned below has approved that this internship report is ready for examination.
All the content in this report, however, is solely the responsibility of the writer.

Title of Internship Report:

THE PUBLIC RELATION ACTIVITIES IN CV. GRIYAGAWE KARTASURA

Name of Intern:

Afik Damayanti - C9312002

Surakarta, 19 October 2016

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ACCEPTANCE

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Title of Internship Report:

THE PUBLIC RELATIONS ACTIVITIES AT CV. GRIYAGAWE KARTASURA

Name of Intern:

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Date of Examination:

Name, Position

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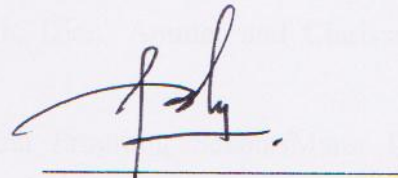
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ABSTRACT

Afik Damayanti. 2016. **THE PUBLIC RELATION ACTIVITIES AT CV. GRIYAGAWE KARTASURA.** English Diploma Program, Faculty of Cultural Sciences, Sebelas Maret University

This report was written based on the job training at CV. Griyagawe Surakarta from 7th March 2016 to 8th April 2016. The objectives of this report are to discuss about the activities to promote the products of CV. Griyagawe, and to find out the problems and solutions that I encountered during internship. During the internship in CV. Griyagawe, the activities I have done are related to Public Relations field. The main activities during the internship were doing observation, collecting data about the souvenir products of CV. Griyagawe, making a brochure, and distributing the brochure.

I elaborated the problems into two points. First, the external problems were the lack of information about CV. Griyagawe, and about how to deal with customers. The internal problems were adapting myself and being unconfident. The solutions for the external problems are asking for information to other employees about the goods of CV. Griyagawe, listening carefully to the complaints, letting the customers to speak without interrupting, apologizing sincerely, asking the customer, convincing customer, and thanking the customer. The solutions in internal problems are trying to recognize the other employees and comforting myself with the working atmosphere so that I can be familiar with the atmosphere. In order to overcome my confidence, I tried to make myself to be more positive and stop blaming myself if I did mistakes to customers.

TABLE OF CONTENTS

APPROVAL	ii
ACCEPTANCE	iii
ACKNOWLEDGMENT.....	iv
ABSTRACT.....	v
TABLE OF CONTENTS.....	vi
Chapter I Introduction.....	1
A. Background	1
B. Benefits.....	2
Chapter II CV. GRIYAGAWA	3
A. Brief Description of CV. Griyagawe.....	3
B. The Vision and Mision of CV. Griyagawe.....	3
C. The Division of CV. Griyagawe.....	4
D. Future Plan	5
Chapter III INTERSHIP ACTIVITIES	6
A. Activities in General.....	6
B. Problems During Internship and Its Solutions.....	8
Chapter IV CONCLUSION AND RECOMMENDATION.....	12
A. Conclusion.....	12
B. Recommendations	12
REFERENCE	
APPENDICES	