The Key of Success of Public Relation Officer
In Kusuma Sahid Prince Hotel

FINAL PROJECT REPORT
Submitted as a Partial requirement in Obtaining Degree in the English Diploma Program, Faculty Letters and Fine Arts, Sebelas Maret University

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Final Project report:
The Key of Success of Public Relation officer in Kusuma Sahid Prince Hotel

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MOTTO

Plan your life, brave to challenge everything new,

and finish what you do

Do what you love and love what you do

Fail is not the end, but it is the beginning
DEDICATON

My Lovely Dad, Mom and Sister

commit to user
PREFACE

This report was written by the writer to fulfill the requirement in obtaining English Diploma III Degree. The Writer did the job training as Public Relation officer in Sales and Marketing division of Kusuma Sahid Prince Hotel Solo. The Writer chose this as the place to hold job training because he wanted to practice as a Public Relation Officer in hotel.

In this paper, the writer explains about the strategies of Public Relation Officer in building the good image and keeping good relationship between external and internal public. The writer also explains about the job description of Public Relation Officer in Kusuma Sahid Prince Hotel Solo.

The Writer realizes that this paper is far from perfect. He will appreciate and accept any advises and constructive criticism. At least, he hopes that this paper will be useful for all readers especially for those who are interested in Public Relation on Hotels.

Surakarta, October 2010

Sakti Panji Setyo Aji

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Surakarta, October 2010

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ABSTRACT

Sakti Panji Setyo Aji, 2010, The Key of Success of Public Relation officer in Kusuma Sahid Prince Hotel
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This final project explains about the strategies of Public Relation Officer in building the good image. The activities of Public Relation in building and maintaining good relationship between internal and external public is important to build the positive image. This report is to identify the job and the strategies of Public Relation Officer.

There were two types of data collecting methods used in this final project. They were observation and library study. The collected data gave detail information related to job description and strategies of Public Relation Officer in Kusuma Sahid Prince Hotel Solo.

Based on the observation done during the job training in Kusuma Sahid Prince Hotel Solo, a Public Relation Officer must make good relationship between internal and external public to make positive image with it strategies. The discussion analyses the issues related to those strategies.

The Job description and the strategies of the cases are identified. The job description of Public Relation officer in Kusuma Sahid Prince Hotel is suitable with the theory of Cutlip and Broom, 1999:9, which are publicity, advertising, press a gentry, public affairs, issues management, lobbying, investor relations, development. And the responsibility of Public Relation Officer in Kusuma Sahid Prince Hotel are successfully done, such as dealing with guest and general public’s complaints and inquires positively and promptly under the guidance of Sales and Marketing Manager. One of indicators of Success is Kusuma Sahid Prince Hotel customer satisfaction increases almost at maximum level. The writer gives some suggestions to the Public Relation Officer to finish the “warta wigati” on time and maintenance the Kusuma Sahid Prince Hotel website.
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CHAPTER I
INTRODUCTION

A. BACKGROUND

Today, the development of science and technology makes the Institution should be creative and innovative. Now, the most important thing must be done by the institution is to build a good image that influence the development of its company. To create a good image, the institution needs a professional in building communications sectors to make a good line between the company, socials and the other companies.

An institution should not only make a good communication from the inside (Internal Communication) but also make good communication with society and other companies (External Communication). Thus institution needs a Public Relation officer, a person with excellent ability in communication.

A Public relation officer is a person who has a duty to receive and resolve all problems which are included with internal and external public. Internal public is the public inside the institution, such as: shareholder, management, top executive, employee and employee’s family. External public is the people outside the institution, such as: customers, society, government, press, bank, and other organization or institution.

An institution should have a Public relation officer because it has vital position to help controlling all of the organization or institution activities, such as:
Planning, organizing, and controlling. There are only some institutions that have a Public relation officer in the structure of management.

Public relation’s jobs are never far from image. All the activities of Public Relations have a purpose to create good image in the outside and inside of institutions. Image has a great power. It can intimidate strongly public behavior to an institution, such as: a client, customer, society, even the employee itself. The shape of an image can be known by the result of good or bad mark, positive or negative of response coming from the public. The response from the outside and inside is related to the rise of respect, good impressions and favorable toward an organization or institution image represented by public relation officer.

The Contribution of public relation officer in Solo is noticeable in some institutions, especially in the hotel. Public relation officer has important contributions to handle the entire problems both internal public and external public.

A hotel needs publicity to draw image to customer. A hotel must communicate effectively with these people. If they want to succeed. Public relation officer in a hotel should know how to make a good publicity. A good publicity can influence the image of its company.

To know the jobs of public relation officer, the writer was interested in having job training in Kusuma Sahid Prince Hotels solo as one of the five stars hotels having good public relation officer. Therefore, the writer would like to describe the contribution of public relation officer in Kusuma Sahid Prince Hotel
Solo, and the title is “The key of success of Public Relation officer in Kusuma Sahid Prince Hotel.”

B. OBJECTIVE

1. To explain the job description of Public Relation officer in Kusuma Sahid Prince Hotel Solo.

2. To describe the Strategies of Public Relation Officer In building a good image in Kusuma Sahid Prince Hotel Solo.

C. BENEFITS

To The Readers

This report can be used as references to make other similar reports.

To Kusuma Sahid Prince Hotel Solo

This report can be used by Public Relation Officers to maximize her job, and duties in Kusuma Sahid Prince Hotel Solo.
CHAPTER II
LITERATURE REVIEW

A. Public Relation

A.1 Definition of Public Relation

Public relation has important role in institution or organization. Public relation duties are not far away from reputation. According to IPR:

Public Relations (PR) are about reputation – the result of what you do, what you say and what others say about you. Public relation practice is the discipline which looks after reputation – with the aim of understanding and support, and influencing opinion, and behavior. It is the planned and sustained effort to establish and maintain goodwill and mutual understanding between organization and its publics. [IPR (in Harrison, 2002:2)]

Based on the definition above it can be known the important word of reputation. The reputation has the main aim to get understanding and supporting from the public by analyzing public opinion.

Public Relation is a distinctive management function which helps establish and maintain mutual lines of communication, understanding, acceptance and cooperative between an organization and its public; helps management to keep informed on and responsive to public opinion; defines and emphasizes the responsibility of management to serve the public interest; helps management to keep abreast of and effectively utilize change, serving as an early warning system to help anticipate trends; and uses research and sound and ethical communication techniques as its principal tools. [Harlow (in Cutlip, 1976:4)]

Based on the definition above it can be concluded that Public Relations activities have the aim to build good image by creating mutual lines of

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communication, understanding, acceptance and cooperation between an organization and its public.

Public Relation officer activities have the aim to build good image with their strategies.

Image is the opinion people have of a person, organization, product etc or the way a person, organization etc seems to be the public. (Longman Dictionary, 2003:809)

Image is an impression that a person, company, product etc gives to the public. (Oxford Advances Learner’s Dictionary, 2003:213)

Based on the two definitions above, image is peoples opinion about a person, organization and product which is created by Public Relation. Image also depends on how Public Relations behave to public.

Considering the fourth definitions above, the writer identifies that Public Relation has important role for maintaining mutual relationship between organization and public by creating mutual lines of communication to build good image.

A.2 The Activities of Public Relations

The contemporary meaning and practice of Public Relations includes all of the following activities:

1. Publicity

Publicity is information from an outside source that is used by media because the information has value. It is an uncontrolled method of placing commit to user
messages in the media because the source does not pay the media for placement.

2. Advertising

Advertising is information placed in the media by an identified sponsor that pays for the time or space. It is a controlled method of placing messages in the media.

3. Press A gentry

Press a gentry is creating newsworthy stories and events to attract media attention and to gain public notice.

4. Public Affairs

Public affair is a specialized part of public relations that builds and maintains governmental and local community relations in order to influence public policy.

5. Issues Management

Issues management is the proactive process of anticipating, identifying, evaluating and responding to public policy issues that affect organizations relationship with their publics.

6. Lobbying

Lobbying is a specialized part of public relations that builds and maintains relations with government primarily for the purpose of influencing legislation and regulation.

7. Investor Relations
Investor relations is specialized part of corporate public relation that builds and maintains mutually beneficial relationship with shareholders and others in the financial community to maximize market value.

8. Development

Development is a specialized part of public relations in private nonprofit organizations that builds and maintains relationship with donors and members for the purpose of securing financial and volunteer support.

(Cutlip and Broom, 1999:9)

A.3 Public Relations in hotel

The institution or organization has public relations whether it recognize or not. Hotels relate with numerous public (groups of people). These may include:

1. Guest or customers

2. Employees

3. Community opinion leaders and other residents

4. Traveling public, business and leisure travelers who are potential guests or customers

5. General public

6. Media

7. Suppliers

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8. Other segments of the travel or foodservice industries (travel agents and restaurant guide publishers)

9. Shareholders, if your hotels is owned or operated by publicity held corporation.

10. Corporate officers (same as above)

(Kudale and Sandler, 1995:2)

The function of public relations is to building and maintaining a positive relationship with customers. The customer’s reaction is about facilities, service, employee attitudes and the personal frame of mind of the customer. However, there are numerous actions that can be taken that will please the guest to encourage business. As pointed earlier, public relation cannot overcome a poorly prepared meal or dirty room.

House public relations program aimed at improving guest relations include the following:

1. Recognize repeated guest or customers

2. Listen to act on customers suggestions and complaints

3. Invite the repeated guests to special events to acknowledge the importance of their business to you (these might include occasional or regularly schedule manager’s receptions and special events, such as holiday parties).

4. Keep customers informed of new or improved services.

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5. Tell guest of potential inconveniences such as repairs underway and steers future benefits.

6. Answer all inquiries, including complaints.

7. Accommodate all reasonable requests such as room changes and meal substitutions.

8. Record all complaints and suggestions since the cumulative totals may indicate the need for changes in policies or procedures.

9. Empower employees to resolve customer’s problems or at a minimum, be certain that the employee can obtain a prompt response from a supervisor to questions or complaints from customers.

10. Read comment cards and tabulate to assess trends; respond personally if appropriate.

11. “Walk the talk” Talk to customers and employees frequently to let them know you care about their opinions and to find out “what is going on”.

12. Keep both customers and employees aware of “happenings” by signs, in room letters and employee bulletin board notices.

(Kudale and Sandler, 1995: 114-115)
B. Hotels

B.1 Definition of hotel

Hotel is an integral part of tourism industry and is defined as a commercial accommodation, such as guest rooms or accommodation, recreation, port facilities, laundry & dry cleaning, and food & beverages, etc. Hotel is a multi complex service industry open to the public and covers under one roof almost limited facilities and is open 24 hours a day.

According to AHMA (American Hotel and Motel Association) written by Charles E. Steadmon and Micheal Kasanova A hotel may be defined as:

An establishment whose primary business is providing lodging facilities for the general public and which furnishes are or more at the following services: room attendant service, uniformed services, laundering of lines and use of furniture and fixtures. (In Sugiarto and Sulastiningrum, 1996, p.8)

The definition of hotel is very broad and different according to different people.

According to Endar Sugiarto:

“Hotel is kind of accommodation using a part or a whole of building to provide lodging service, food and beverage service and the other services for people. It is managed commercially to fulfill the certainty of requirements sated in decision letter” (Endar Sugiarto, 1981, p.1)

Based on the two opinion above, the writer concludes that hotel is kind of accommodation which is managed commercially to provide food and beverage facilities, room facilities and other service facilities for general public.

B.2 Hotel classification
Generally, kind of hotel classification is issued by the Decree of Tourism Post and Telecommunication Minister, and made by Dirjen Pariwisata SK: Kep.22 / U / VI / 78. There are five classifications of hotels:

a. One – star Hotel
- Providing at least 15 rooms
- Inner bath room
- Room width, minimal size is about 20 meters square

b. Two – star hotel
- Providing at least 15 rooms
- 1 suite rooms
- Inner bath room
- Room width 22 m2
- Suite room width 44 m2

c. Three – star hotel
- Providing at least 20 rooms
- 2 suite rooms
- Inner bath room
- Room width 24 m2
- Suite room width 48 m2

d. Four – star hotel
- Providing at least 50 rooms
- 3 suite rooms
- Inner bath room
- Room width 24 m²
- Suite room width 48 m²

e. Five – star hotel

- Providing at least 100 rooms
- 4 suite rooms
- Inner bath room
- Room width 26 m²
- Suite room width 52 m²
CHAPTER III
DISCUSSION

A. Profile of Solo Kusuma Sahid Prince Hotel

Kusuma Sahid Prince Hotel lies in the centre of business areas in Solo city. It makes Kusuma Sahid Prince Hotel the appropriate choice for the guests with business and tourism interest in Solo city.

Departing from a prince’s residence, the building located in Sugiyopranoto Street No.20 Solo had been renovated in some parts but still preserves the aesthetic and philosophical values of typical Javanese building, and now develops as one of prominent hotels in Solo City.

In 2009, Kusuma Sahid Prince Hotel equaled to five-star hotel. This hotel has 121 guest rooms and bungalow. As mentioned earlier, Kusuma Sahid Prince Hotel was previously a prince’s residence, so that the Javanese cultural touch is very strong here. From the service, to the menu and ornament of hotel, it is full of Javanese cultural nuance. However, all of them have been adjusted with the international service standard.

The 121 rooms available in Kusuma Sahid Prince Hotel are divided into:

- 36 deluxe rooms
- 18 cabanas rooms
- 31 Superior rooms
- 7 executive suite rooms
- 6 luxury rooms
- 7 prince suite rooms
- 1 royal suite room

This hotel is also equipped with the meeting hall with the capacity as needed:

- Tirtasari Room
  - Capacity: 400 seats
- Budiono Mantili
  - Capacity: 400 seats
- Pantiarjo Room
  - Capacity: 200 seats
- Dewandaru Room
  - Capacity: 50 seats
- Sriwedari Room
  - Capacity: 60 seats

Since “Dalem Kusumoyudan” was changed for it functions to be a hotel, many noble guests had chosen this Javanese Cultural-preserving hotel, such as Queen Juliana, Prince Berharnd from Netherland, King of Malaysia, former Prime Minister of Myanmar, U Newin, Megawati Sukarno Putri and Taufik Kiemas. From all of those guests, Sri Susuhunan Pakoe Boewono XII is the most special guest.
Kusuma Sahid Prince Hotel had left sweet memories for many communities. The integration of Javanese culture and Modernization age makes it the primary choice for a variety of communities both in the present and in the future. Its commitment to always preserve Javanese noble cultural tradition has made Solo Kusuma Sahid Prince Hotel as one of primary choice in Solo city.

B. The Job Training in Kusuma Sahid Prince Hotel Solo

The Writer held the job training in Kusuma Sahid Prince Hotel Solo as a Public Relation officer and helps the Public officer Kusuma Sahid Prince Hotel to complete her jobs. The Job training activities were started from 8 a.m up to 4 p.m. The activities were defined as follows:

1. Taking the key for Sales and Marketing room in the Receptionist desk.
   - The writer come to the Hotel at 7.45 am and opens the Sales and Marketing Office.

2. Putting the news paper on Sales and Marketing Manager table and Public Relation table.
   - The Writer takes news papers from the General Manager Secretary desk and put it in Sales and Marketing Manager table and Public Relation table.

3. Turning on the computer
   - The Writer turning on all computers in Sales & Marketing Office.
4. Take a customer satisfaction card from Food & Beverage division, House Keeping Division, and Receptionist.
   - The Writer move to Food & Beverage office, House Keeping office, Receptionist to take the Customer Satisfaction Cards.

5. Making daily Clipping from Bisnis Indonesia, Radar Solo, and Joglo Semar news paper.
   - The Writer reads news paper and cuts off the news, advertising, press release about Kusuma Sahid Prince Hotel Solo and makes it into daily clipping.

6. Helping Public Relation officer to make the “Warta Wigati”, the three monthly magazines.
   - The Writer creates cover design, introductory and choosing picture for “Warta Wigati” the three monthly Kusuma Sahid Prince Hotel magazines.

7. Putting the “Warta Wigati”, the three monthly magazines, in the lobby.
   - The Writer put the “Warta Wigati” magazines in the lobby. This is make every guest that will check in and check out will know and take it.


9. Sending press release to Bisnis Indonesia, Joglo Semar, Radar Solo news papers through fax and e-mail.

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10. Meeting Mr. RM. Ferdinand S.K, S.Psi as the media client in Bisnis Indonesia newspaper with Public Relation officer to make good communication between Kusuma Sahid Prince Hotel and the media.

- The Writer with Public Relation officer of Kusuma Sahid Prince Hotel meets with Mr. RM. Ferdinand S.K, S.Psi as the media client in Bisnis Indonesia newspaper. This meeting is to make good communication between Kusuma Sahid Prince Hotel and Bisnis Indonesia newspaper.

11. Distributing the brochure about the event or promotion which made by Public Relation Officer in each side of hotel. For example, Brochure promotion about 3 in 1 package in swimming pool corner had been distributed to Widya Wacana elementary school, and Bintang Laut senior high school.

12. Sending Room rate to Travel agency, National department, and Private Company through fax and e-mail.

13. Doing the documentation when there is an event.

14. Taking a picture of Kusuma Sahid Prince Hotel and uploading it to Kusuma Sahid Prince Hotel website.

15. Making internal wall magazine.

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C. Public Relation in Kusuma Sahid Prince Hotel Solo

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Public Relation officer of Kusuma Sahid Prince Hotel Solo belongs to Sales and Marketing division. Although, Public Relation officer belongs to Sales and Marketing division, Public Relation also has direct responsibilities to General Manager.

C.1 The Job Description

The Job descriptions of Public Relation in Kusuma Sahid Prince Hotel Solo are:

1. Planning some work program
   Public Relation has work program to help public relation officer when planning some work program. This program is called Public Relation officer Action Plan.

2. Publishing
   Kusuma Sahid Prince Hotel uses printed media and electronic media for publicity in local and national areas. Publicity through mass media done by Kusuma Sahid Prince Hotel Solo, example: Press Release, Press Conference.

3. Advertising
   Public Relation makes an advertisement for the public. Public Relation officer make Good Corporation with magazine. This cooperation is hoped that one of the hotel’s objectives is full filled.

4. Promoting
Promotion has different meaning from publicity and advertising. Public Relation always gives a free room voucher to exchange with the press for the news.

5. Lobbying and Public Affairs

Public Relation as the communication expert in Kusuma Sahid Prince Hotel Solo has a good relationship with internal and external publics. This relationship is making lobbying easier.

6. Collecting Data

Public Relation officer collects the data from the guest by giving “Guest Satisfaction Card” which consists of the services, complaints and the management affairs of Kusuma Sahid Prince Hotel Solo.

C.2. The Strategies

Kusuma Sahid Prince Hotel is one of hotels in Solo with special characteristic. The characteristic makes Kusuma Sahid Prince Hotel develop into one of famous hotels in Solo. Along with their great development, Kusuma Sahid faced many problems. Kusuma Sahid Prince Hotel Management found new fact that the problems were caused by the lack of Public Relation division in Kusuma Sahid Prince Hotel. There were three major of problems found before the existence of the Public Relation Officer.

They are:

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1. The Communication and relationship between staff and management hotel which was not well built.

2. The Relationship with government and other private company which was only business relationship.

3. The Accumulation of customer satisfaction data were messy, because those were written different.

Today, Kusuma Sahid Prince Hotel has good Public Relation Officer. As good Public Relation Officer, there are contributions and strategies for building good image in Kusuma Sahid Prince Hotel Solo. Public Relation Officer Contributions and strategies are:

1. Liaising with the Sales & Marketing Manager on all matter dealing with the Bisnis Indonesia, Joglo Semar, and Radar Solo newspaper.

2. Developing and maintaining good contacts with “Bisnis Indonesia, Joglo Semar, and Radar Solo newspaper”.

3. Working with the Sales & Marketing Manager in Planning and Strategizing media press related activities. For example, making press release about promotion new package of birthday party.

4. Supervising implementation off all press related activities.

5. Generating media publicity on the hotel and corporate activities through dissemination of media release.

6. Creating in house wall magazine focusing on internal news, and activities. For example, creating information when there is a free medical check up for employee.

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7. Initiating, co-ordinate and supervise all photo shoots in hotel with art man to promote the hotel in local areas and national areas.

8. Dealing with guest and general public’s complaints and inquires positively and promptly under the guidance of the Sales and Marketing Manager.

9. Preparing advertising to promote the property and submit to the Sales and Marketing Manager.

10. Working with Front office and Guest Relations to determine VIP guest.

11. Providing other departments with relevant information on activities that may be useful when dealing with guests.

12. Maintaining all administrative activities including press clippings, mailing list, and photo library.

13. Attending and participating in training sessions as schedules.

14. Following all the hotel safety and fire procedure.

15. Following all the hotel rules and regulations

16. Establish and maintaining effective staff relations

C.3 Indicators of Success

Public Relation officer in Kusuma Sahid Prince Hotel Solo has work programs, they are collecting data, planning some activities, finishing problem, and the last is evaluating. Indicators of success all of Public Relation officer in Kusuma Sahid Prince Hotel Solo can be seen from:

1. The communication with the internal and external public is good.
The communication with the internal public (hotel staff)

Before a Public Relation officer join:

- When there is an event, all internal public (Hotel Staff) will only have information about the event from each division and giving feedback to each division manager.

After a Public Relation officer join:

- When there is an event, all internal public (Hotel Staff) will have information about the event (Banquet Event Information Letter) and giving feedback to Public Relation Officer based on each division and job. Then The Public Relation will follow it up until the end and then make the report.

The Relationship between external public

Before a Public Relation Officer join:

- Kusuma Sahid Prince Hotel has only business understanding and relationship with government and other private company.

After a Public Relation Officer join:

- Kusuma Sahid Prince Hotel has strong understanding and good relationship with Government, Bisnis Indonesia news paper and other Private company.

2. The Comments from the guest are getting better.

- First week on July 2010

  Percentage of guest satisfaction is about 90%

- Second week on July 2010

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Percentage of guest satisfaction is about 90%

- Third week on July 2010

Percentage of guest satisfaction is about 92%

- Fourth week on July 2010

Percentage of guest satisfaction is about 94%

The accumulation of guest satisfaction percentage is more complicated before Public Relation join. Because report of the guest satisfaction percentage is reported by each manager division.

The accumulation of guest satisfaction percentage is easier known by the General Manager after Public Relation Officer join, because the Public Relation Officer must collect the data from each division and then accumulate it and report it weekly.

3. Kusuma Sahid Prince Hotel Solo becomes one of the top 5 stars Hotel in Solo.

- Kusuma Sahid Prince Hotel raise into 5 stars hotel in January 2009

- Kusuma Sahid Prince Hotel begins one of top 5 stars hotel in Solo based on Tourism department Solo.

Based on Dirjen Pariwisata SK: Kep.22 / U / VI / 78 the five stars hotel classification is Providing at least 100 rooms, 4 suite rooms, inner bath room, room width 26m2, suite room width 52m2, Kusuma Sahid Prince Hotel solo Raise Five Stars hotel Classification and based on
Tourism department Solo, Kusuma Sahid Prince Hotel include one of the top 5 stars hotel in Solo.
CHAPTER IV
CONCLUSION

A. Conclusion

Based on the observation, data collected, and job training, this final project can be concluded as follows:

1 Public Relation Officer in Kusuma Sahid Prince Hotel Solo has activities that each activites has the aim to build good image by creating mutual lines of communication, understanding, acceptance and cooperation between an organization and its public.

2 The main responsibilities of Public Relation Officer in Kusuma Sahid Prince Hotel Solo to build good image are:
   a. Creating and maintaining good relationship and communication between external and internal public. It makes the image of hotel become good and will increase the trust and loyalty of customer. It will have good effect to selling the hotel’s products and services.
   b. Evaluating all activities, events and projects that has been done by the hotels. The result can be used by Public Relation officer to know the profit and loss when holding that activities, events and projects.

3 Public Relation Officer in Kusuma Sahid Prince Hotel Solo succeeds to keep trust, comfortable, safety and loyalty of customer.
4 Public Relation Officer of Kusuma Sahid Prince Hotel Solo activities are suitable with the theory. The Activities of Public Relation Officer of Kusuma Sahid Prince Hotel Solo are Publicity, Advertising, Press A gentry, Public Affairs, Issues Management, Lobbying, Investor Relations, and Development. Those are suitable with the theory that Publicity, Advertising, Press a gentry, Public Affairs, Issues Management, Lobbying, Investor Relations, and Development. (Cutlip and Broom, 1999:9)

B. Suggestion

Based on the Conclusion, there are some suggestions that the writer would like to recommend as follows:

1. Public Relation Officer should make better communication and coordination with every head of departments in giving information and follow it up.

2. Public Relation Officer should make the “warta wigati” the three monthly magazines on time. It will surely help the Sales and Marketing department activities and will give good effect to the profit of hotel.

3. Public Relation officer should check and maintenance the Kusuma Sahid Prince Hotel website regularly.

Bibliography

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Website:

http://www.Sahidhotels.com

http://www.hsk-solo.com