

CHAPTER IV

INTERNSHIP DESCRIPTION AND DISCUSSION

IV.1 The author roles at Aryaduta Lippo Village

During the four months of internship at Aryaduta Lippo Village, the author assigned in Marketing Communications division, The author have several responsibilities: reputation management, media monitoring (competitors), create Marketing Communications monthly report, internal event management, create excel file of all Aryaduta Lippo Village Food and Beverage promotions (every 3 months), graphic design, taking care of Aryaduta Social Media, administrative work, sales support, write press releases and take care of the media relations.



Figure IV.1 Xperium by Repup

Source: Processed by researcher, 2019.

First for the reputation management, Aryaduta used Xperium by Repup it's a "a guest experience management platform that will help hotels own the Guest

Journey and enhance the guest experience, through a unified inbox for all guest activity” (Xperium by Repup, 2019). Here, the author has to check and respond to all the guest reviews, by following a simple set of procedure; first is mentioning the guest name, next is say standard greeting, then thank them for choosing us, and thank them for the feedback also take it into consideration, lastly add closing words.

Secondly Media Monitoring, the author has to frequently check the Hotel competitors update or progress, through online news platform and social media, this is done in order for Aryaduta to be able to keep up with what the other competitors offers. Some of Aryaduta Lippo Village Competitors are; JHL Solitaire, Atria Gading Serpong, Mercure Alam Sutera, and Novotel Tangerang.

Thirdly the main Public Relations tools that are used in Marketing Communications at Aryaduta Lippo Village is Press Release, and as a Marketing Communications intern, the author is responsible to create Press Releases and during the event the author is assigned to mingle with the media relations. For Instance, figure IV.2.

Untuk diberitakan segera,

Aryaduta Lippo Village Rayakan 25th Anniversary

Tangerang, 18 September 2019 – Memasuki usianya yang ke 25-tahun, Aryaduta Lippo Village mengundang beberapa *Top Client* pada 18 September 2019, bertempat di Lobby Lounge, acara tersebut dibuka dengan tarian khas Banten, yaitu Tari Rampak Bedug.

Pada malam tersebut Aryaduta Lippo Village juga memberikan tiga buah penghargaan kepada perusahaan yang terpilih sebagai “**Best Room Production 2018-2019**”. Adrian Cecil, *Cluster General Manager* Aryaduta Lippo Village mengatakan “Kami berikan tiga penghargaan kepada *corporate* dan *banking account* yaitu, PT. Clariant Indonesia, Polyplex Film Indonesia, dan Bank CIMB Niaga. Ketiga perusahaan tersebut adalah yang paling banyak menggunakan fasilitas Aryaduta Lippo Village baik kamar maupun ruang meeting selama setahun ini”.

Acara yang berlangsung dari pukul 19.00 hingga 20.00 malam tersebut berlangsung meriah diakhiri dengan makan malam bersama diiringi oleh band akustik dan juga pemotongan kue 25 tahun *Anniversary* oleh Bapak Adrian Cecil disaksikan juga oleh Bapak Greg Allan selaku *President* Aryaduta Hotel Group.

Tentang Aryaduta:

Sejak tahun 1976, Aryaduta Hotels, salah satu anak perusahaan dari Lippo Group yang bergerak di bidang perhotelan berbasis di Indonesia, telah menjadi nama yang identik dengan keramahan klasik Indonesia yang memberikan pengalaman otentik dengan standar pelayanan yang sangat baik di sepuluh hotel Aryaduta yang terletak di sembilan kota di Nusantara.

Sebagai grup hotel yang telah diakui, Aryaduta dikelola oleh tim profesional dari Indonesia dan mancanegara yang berkomitmen untuk menguatkan merek Aryaduta dan membawa keramahan khas Indonesia dengan melakukan ekspansi di berbagai lokasi potensial yang sudah direncanakan. Untuk Informasi lebih lanjut; www.aryaduta.com

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Figure IV.2 25th Anniversary of Aryaduta Lippo Village Press Release

Source: Processed by researcher, 2019

As the author works as an intern, the author can't write her name as the contact person on the newsletter. Due to the vacant position, Aryaduta Lippo Village chose to write the Assistant Marketing Communications Manager from

Aryaduta Hotels Head Office. For this 25th Anniversary, the author also responsible to contact and send invitation to Aryaduta Lippo Village Media Relations. Such as: Sekilas Banten, Serpong Update, Tangerang Corner, TvOne and many more.

Coverage - Online

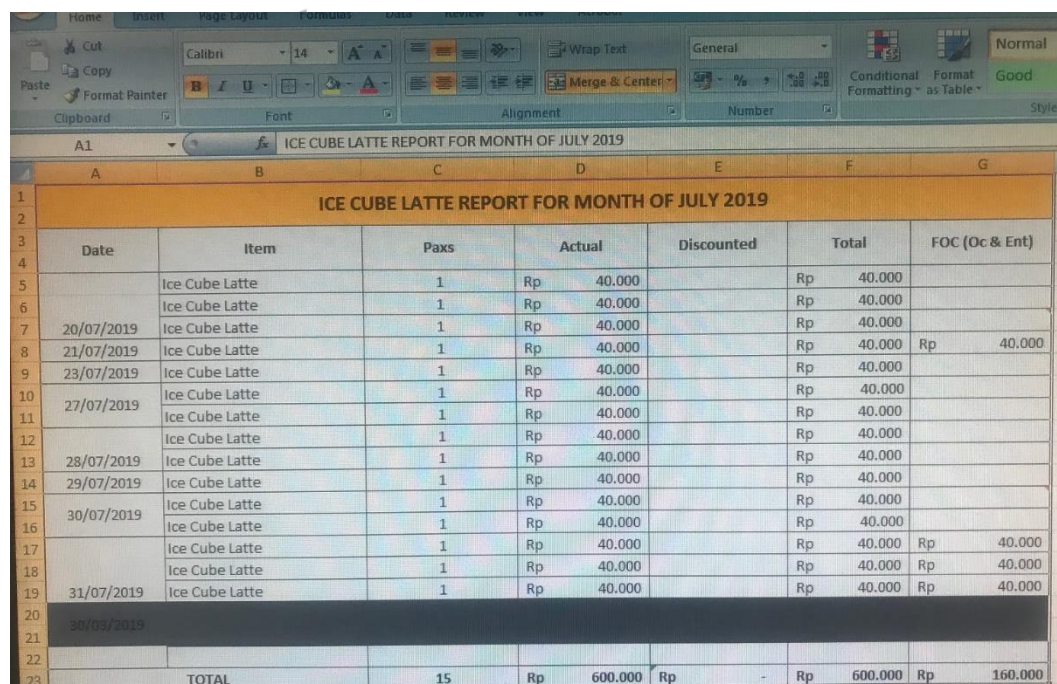


Figure IV.3 Marketing Communications Monthly Report

Source: Processed by researcher, 2019

Fourth is to create Marketing Communications Monthly Report, here the author have to check if Aryaduta Lippo Village have any online or offline news coverage and list is inside the report, create a table that shows the insights/ recapitulations of Aryaduta Social Media, and list down what events was held per month and the outcomes (total number of visitors).

Fifth is internal event management, the author is in charge of the event 25th Anniversary of Aryaduta Lippo Village. The author is the one who contact the vendor for the decoration, give ideas about what kind of looks or theme for the event, contact the goodies bags supplier (tumblr and pouch) and the performers, create a rundown for it, appointed the MC, coordinate and cue the event as it is organized in the rundown, also the author have to document photos or videos during



Date	Item	Paxs	Actual	Discounted	Total	FOC (Oc & Ent)
20/07/2019	Ice Cube Latte	1	Rp 40.000		Rp 40.000	
21/07/2019	Ice Cube Latte	1	Rp 40.000		Rp 40.000	
23/07/2019	Ice Cube Latte	1	Rp 40.000		Rp 40.000	Rp 40.000
27/07/2019	Ice Cube Latte	1	Rp 40.000		Rp 40.000	
28/07/2019	Ice Cube Latte	1	Rp 40.000		Rp 40.000	
29/07/2019	Ice Cube Latte	1	Rp 40.000		Rp 40.000	
30/07/2019	Ice Cube Latte	1	Rp 40.000		Rp 40.000	
31/07/2019	Ice Cube Latte	1	Rp 40.000		Rp 40.000	Rp 40.000
31/07/2019	Ice Cube Latte	1	Rp 40.000		Rp 40.000	Rp 40.000
31/07/2019	Ice Cube Latte	1	Rp 40.000		Rp 40.000	Rp 40.000
TOTAL		15	Rp 600.000	Rp -	Rp 600.000	Rp 160.000

the event.

Figure IV.4 ALV Food and Beverage promotions on June

Source: Processed by researcher, 2019

Sixth is Create Excel Report on all Aryaduta Lippo Village Food and Beverage Promo (every 3 months), here there are; summary of the revenue, the calculations of the number of sold items for each promo. This is needed so all Aryaduta Head of Division know which promo is effective and beneficial for the

company, and they can discuss what Food and Beverage next to be advertised. One of the examples of the excel files is just like the figure IV.4 above, it shows the report of Ice Cube Latte Promo on June.

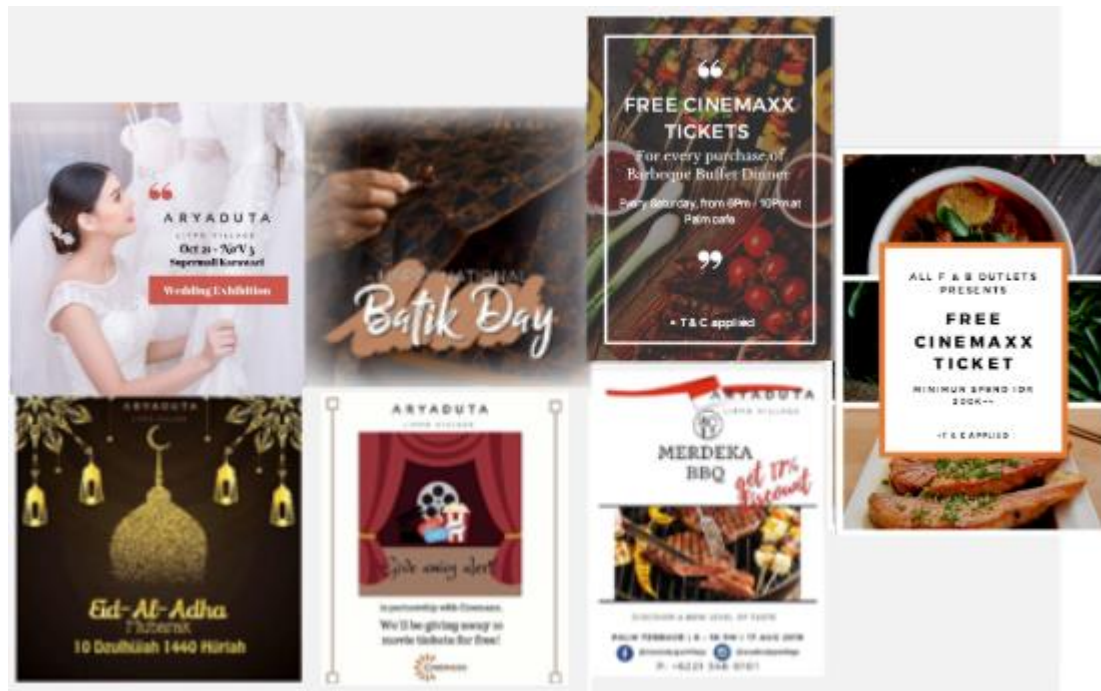


Figure IV.5 Aryaduta Lippo Village Designs

Source: Processed by researcher, 2019.

Seventh is Graphic design, one of the requirements to be a Marketing Communications intern is possess and understand the basic ability to use AdobePhotoshop, Illustrator, Canva and Photography. Figure 1.16 above shows several design that was created by the author.

Eight oversees taking care the Aryaduta Social Media Accounts. Here the author has to create daily Social Media Schedule consists of what content to be posted. Next the author must create attractive caption or wording and create the designs or layout too, also the author must frequently check and reply to the guest and potential customer's questions or comments. The author must know the Hotel promotions and partnership that is going on, and aware of the national or international big days. In addition, the author also must agree with being the model in social media posts for giveaway in partnership with Cinemax, just like in the figure IV.6

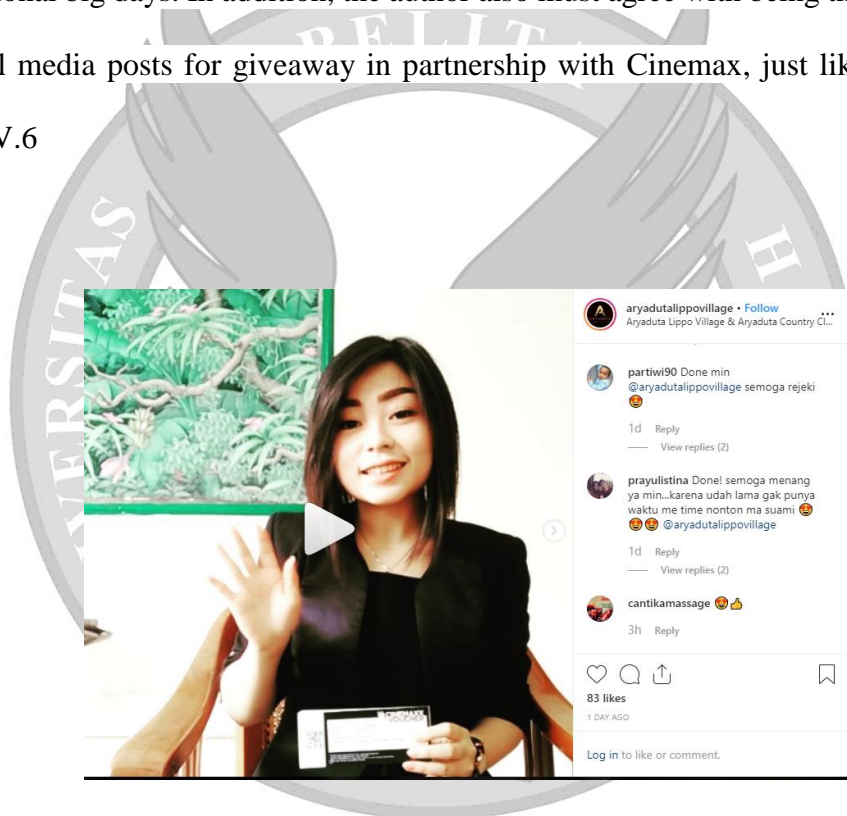


Figure IV.6 One of Aryaduta Lippo Village Post

Source: Processed by researcher, 2019



Figure IV.7 Meeting Fact Sheet
Source: Aryaduta Lippo Village Graphic Designer

Nine is Administrative work such as preparing sales kit that consists of: fact sheets, meeting sheet and food & Beverage promo brochure. Create goodies bags for guest who brings kid or children. Also media kit that is same with sales kit, plus with press release and Hotel promos brochure. The figure IV.7 shows the meeting sheets.



Figure IV.8 Meeting Books, Digital & Manual Sign Age, BEO
Source: Processed by researcher, 2019

Lastly, as the Marketing Communications is part of the Sales and Marketing division, the intern has to work as sales support too: create banquet event order, amendment for event, distribute it to different departments such as; venue of the event, the main kitchen, pastry, butcher, housekeeping, the restaurants, and many more. Daily update the digital and manual Sign Age of the ongoing function such as, meeting, wedding, gala dinner, gathering. Update Daily Revenue Board that shows the progress of Sales and Marketing division to its monthly and yearly target revenue. And to note down all the details of meeting or wedding bookings through office phone, then give it to the sales in charge. And standby at the Wedding Booth that was held and note all the customer who asks about the wedding package and

explain it to them, then give it to the Sales that is in charge of weddings and social events.

IV.2 Discussion

From all the theory about PR 2.0 and Public Relations that are mentioned in chapter two, it is safe to say that the world we live in now, is highly adaptive towards recent trends or technology. PR 2.0 is right in the sense that; by using social media platforms, Public Relations acquire the ability to reach the public directly and don't have to solely depend on reporters or journalist. This section will discuss in detail about the planning and execution of the unit Instagram of Aryaduta Lippo Village, which is Rj's Bar & Grill.

The reasons why the author is focusing on Rj's Grill & Bar Instagram are; it's the account Aryaduta entrusted to the author and the first try out that is launched on October 2019. The author is responsible to find and take photos for Rj's Bar & Grill content, edit, create social media calendar of the account with the caption, also post and add story of it.

Instagram is a "tangible, visual representation of your business and your brand. That captivating quality of your brand and content will allow you to continually market to your prospective and current followers. By doing so, you will achieve low-effort, high-impact marketing that directly calls your audience to action and moves followers along you with every post" (Phillips, 2017 : 43).

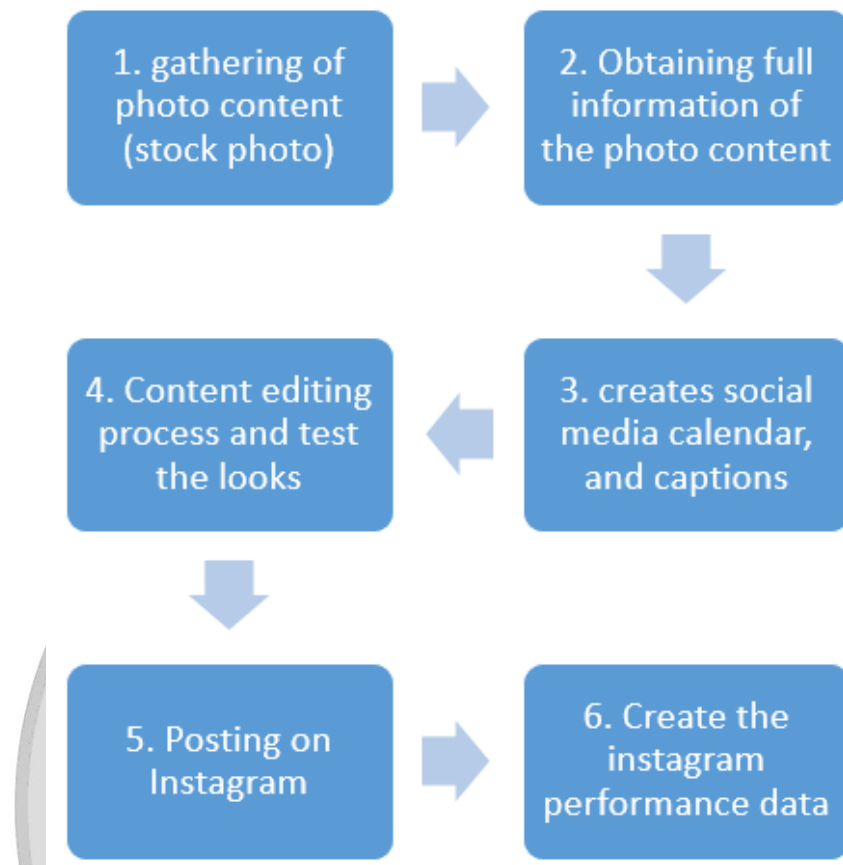


Figure IV.9 The process cycle for managing Rj's Bar & Grill Instagram

Source: Processed by researcher, 2019.

First, for the gathering of photo content or stock photo; the author will take the photo by herself or by using free copy right photos from www.freepik.com . After the photo taking process, the author will select the best photo and keep it for Rj's Instagram Content. Second, for obtaining full information of the photo content; the author will read the name or descriptions from the menu book and do a little research online related to the drink, food, or sport events that will be held in the future. Third, start create the social media calendar, with the photo stocks from step

one and create captions by using the data obtained in step two. Fourth, creating the template looks for Rj's Bar & Grill by using Canva application and test the looks by using plan application to show the preview of the feed on Instagram if you upload the content. Fifth posting the content and captions on Instagram. Lastly, create the Instagram performance data to get the idea of the Instagram development.

And to relate it with the theory of Good Content in chapter two, sections II.6. The author is going to use one of Rj's Bar & Grill post on Instagram to explains the implementation of the theory:

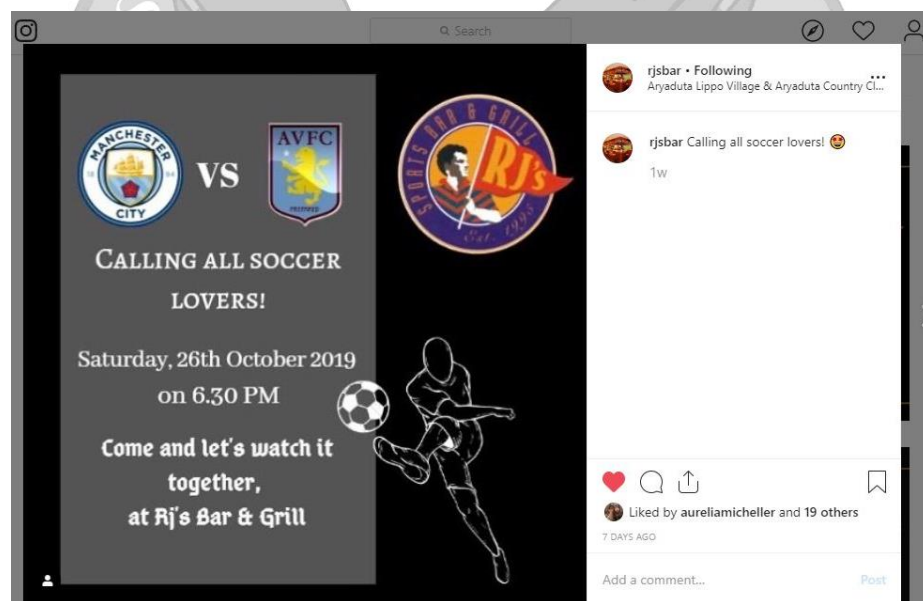
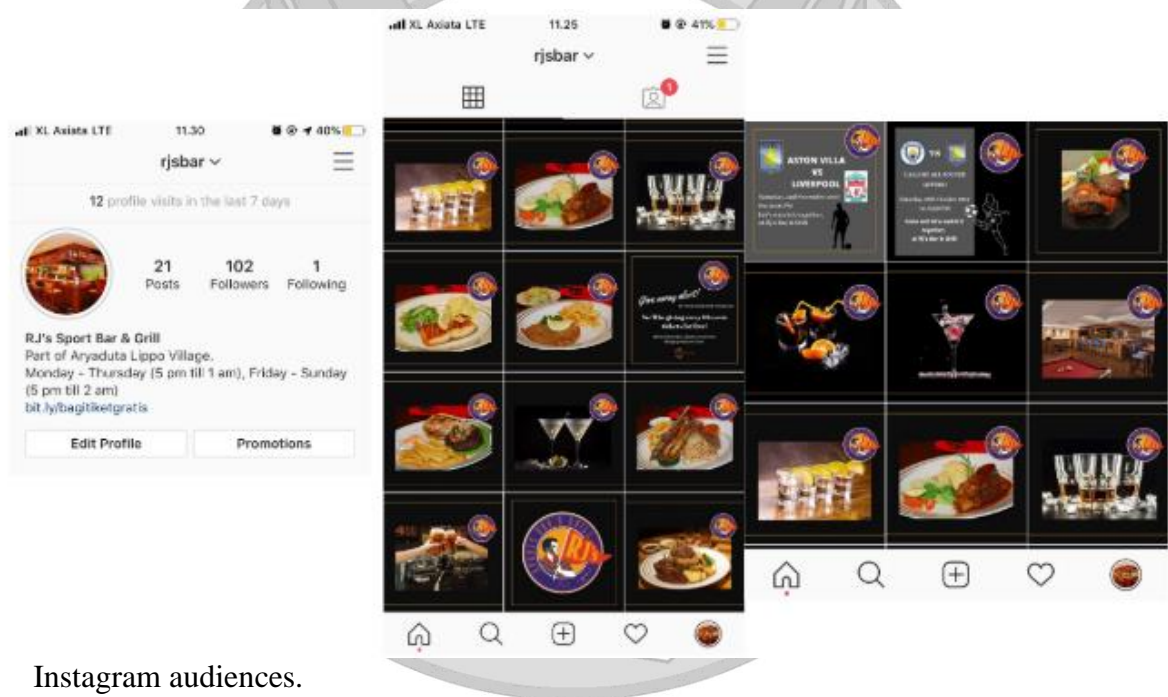


Figure IV.10 Rj's Bar & Grill Soccer Match post

Source: Processed by researcher, 2019

This post possesses the quality of good content, as it is helpful or informative, in this way the post must have the ability to answer people's questions. It has the capability to entertain people, it evokes viewer's emotion in a brotherhood relationship for supporting their favorite soccer team. Authentic in the sense of outspoken invitation to come and watch the match together. Relevant as it targeted the soccer enthusiasts and Timely as the content was posted near the soccer match date. Therefore, it is safe to say, that the Rj's Bar & Grill Soccer Match post in the figure IV.8, has the competence of good content characteristics needed, to engage




Instagram audiences.

Figure IV.11 Rj's Bar Profile and Feed

Source: Processed by researcher, 2019

In the first month Rj's Bar able to gather one hundred and two followers, while Rj's Bar only follow @aryadutalippovillage account. The total post is seventeen, and Rj's bar in the first month manage to get around twenty likes per

post. As it is mentioned in Section II.8 “The highest engagement rate of all platform is at about 2 until 7% likes of the total followers” (West, 2019). The seven percent of one hundred and two is seven, that is why, it is safe to say that Rj’s bar have a high engagement rate, as Rj’s Bar received more than seven likes per post. That’s why it is safe to say that; the creation of Rj’s Bar & Grill Instagram account is successful, as the Instagram has exceed the Instagram engagement of 7% likes of all the Instagram account followers.



INSTAGRAM PERFORMANCE							
Date	Posts	Likes	Comments	Saved	Impressions	Reach	Caption
01-10-19	Chef's Pork Platter	23	0	0	133	63	Nothing like a party in your tummy! this pork platter will easily melt inside your mouth
02-10-19	Logo Rj's Bar	23	0	0	137	65	Here to satisfy all your food, beverages, and sport need
03-10-19	Beer	20	0	0	143	76	Calling all beer lovers! We have what you want
04-10-19	Mixed Grill	23	0	0	136	78	Can't decide whether to eat beef, lamb, or chicken? Thank us later for we have mixed grill
07-10-19	Classic Vodka Martini	21	0	0	132	72	Hectic Monday? Let's start the night with classic vodka martini
08-10-19	Blue Cheese Burger	20	0	0	120	70	We do what you fancy the most? As for us Blue Cheese burger is what everyone usually fond of!
09-10-19	Cinemaxx Giveaway Promo	20	2	0	143	75	Provide detailed explanations to win the tickets;
10-10-19	Chicken Schnitzel	21	0	0	116	67	Is it Weekend already? Try our ChickenSchnitzel, the taste that will have your mind at peace
11-10-19	Grilled Salmon	16	0	0	131	71	an oasis of pleasure on a plate
14-10-19	Whisky	21	0	0	151	91	Tiring monday? Psst don't worry a little whisky could make you feel better
15-10-19	BBQ Pork Ribs	23	0	0	130	74	We're firing up the grill! Come and taste our BBQ pork ribs
16-10-19	Vodka shots	20	0	0	161	86	One shot, two shot, it doesn't matter! We're close to weekend anyway!
17-10-19	Rj's Venue	20	0	0	132	73	Here to fulfill all your sport, food, and beverage needs!
18-10-19	Cocktail	19	0	0	129	77	It's Friyay! A glass of fun named cocktail is just a sip away!
22-10-19	Rum with coke	21	0	0	117	74	Why is it so long till weekend? Psst don't worry. A little rum with coke is all you need!
24-10-19	Tenderloin Hot Stone	18	0	0	102	63	It's almost the weekend! Let's celebrate it with Tenderloin Hot Stone
25-10-19	Manchester City Vs Aston Villa	21	0	0	107	64	Calling all soccer lovers!


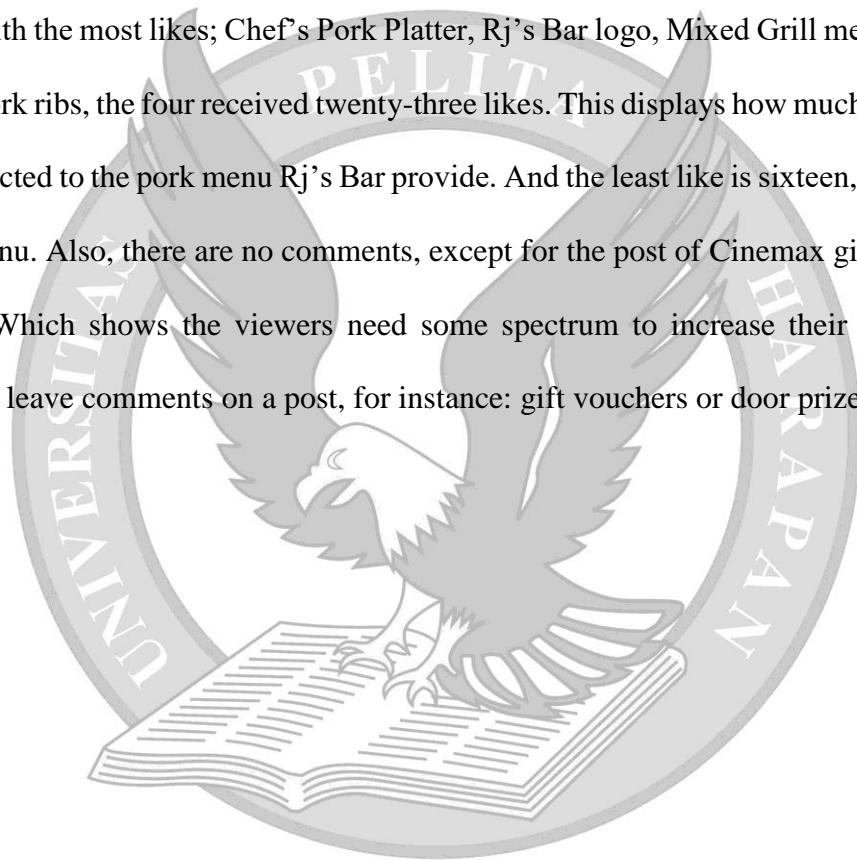


Table IV.12 Rj’s Bar Instagram Performance

Source: Processed by researcher, 2019

Instagram insight is “an analytics tool available to every Instagram business account. It provides data on content, follower demographics, and engagement. This information lets you track and measure your Instagram marketing efforts to help you consistently improve” (Craft.co, 2019).

Figure IV.12, above shows Rj's Bar Instagram marketing efforts and its result. It consists of; the date of the content was published, the name of the content, the total likes per post received, comments, impressions are how many times the content was displayed on other Instagram users page, reach is the total number of people who saw the post regardless of what action the viewers took, and lastly, the captions that were made by the author to attract Instagram users. There are four posts with the most likes; Chef's Pork Platter, Rj's Bar logo, Mixed Grill menu, and BBQ pork ribs, the four received twenty-three likes. This displays how much people are attracted to the pork menu Rj's Bar provide. And the least like is sixteen, salmon grill menu. Also, there are no comments, except for the post of Cinemax giveaway ticket. Which shows the viewers need some spectrum to increase their urge to actually leave comments on a post, for instance: gift vouchers or door prize.



Visitor of Rj's Bar (October 2019)						
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	21	22	32	25	28	11
28	19	30	50	57	49	8
24	26	14	40	29	41	27
18	16	14	20	23	24	16
16	13	27	36			

Table IV.1 Visitor of Rj's Bar for October 2019

Source: Processed by researcher, 2019

The above figure displays the total visitors of Rj's Bar & Grill on October 2019, and the total number was eight hundred and four. Eight hundred and four divided by thirty-one days, which is equal to twenty-six people per day. As it is mentioned in section II.10 that consists of the visitor's data on September 2019. The data shows on September the daily average visitors is twenty-five people. It means 25 persons is 100% and 1 people is described as 4%.

To provide a detailed analysis of Rj's Bar & Grill Performance, the author is going to list the content's posts one by one, based on their date order:



Figure IV.13 Pork Chef's Platter Post

Source: Processed by researcher, 2019

The first post of Rj's bar Instagram of Aryaduta Lippo Village is Pork Chef's Platter. The caption is 'Nothing like a party in your tummy! this pork platter will easily melt inside your mouth!', Rj's bar & Grill receive twenty-two likes, there are sixty-three people who saw the content and forty-two percent is not followers. The content was displayed on other people's Instagram for one hundred thirty-three; from Rj's homepage explore is sixty-nine, from location Rj's Bar researched is seven, from profile search is three and others fifty-four.

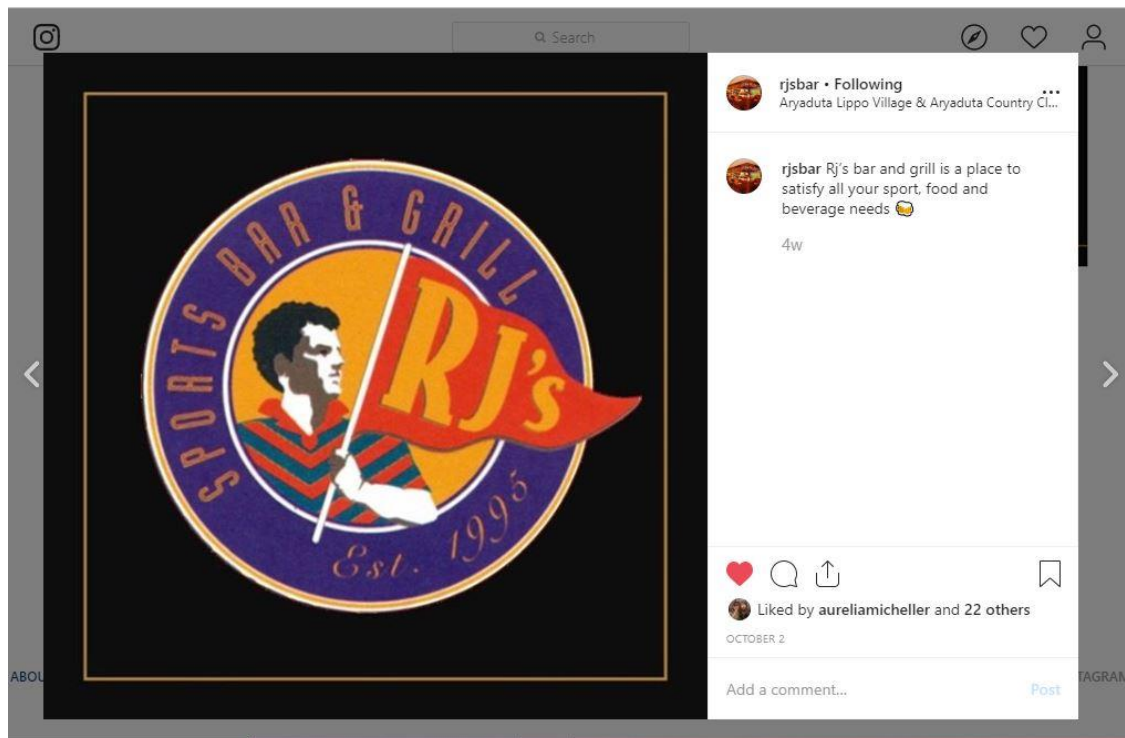


Figure IV.14 Rj's Bar & Grill Logo post
Source: Processed by researcher, 2019

The second post is Rj's Bar & Grill logo, with the caption; Here to satisfy all your food, beverages, and sport needs. This post gets twenty-three likes, with sixty-five people saw the post and it was displayed on others account for one hundred and thirty-six times; from home explore is seventy-eight, from location search is ten, from profile search is two, and lastly from other is forty-eight.

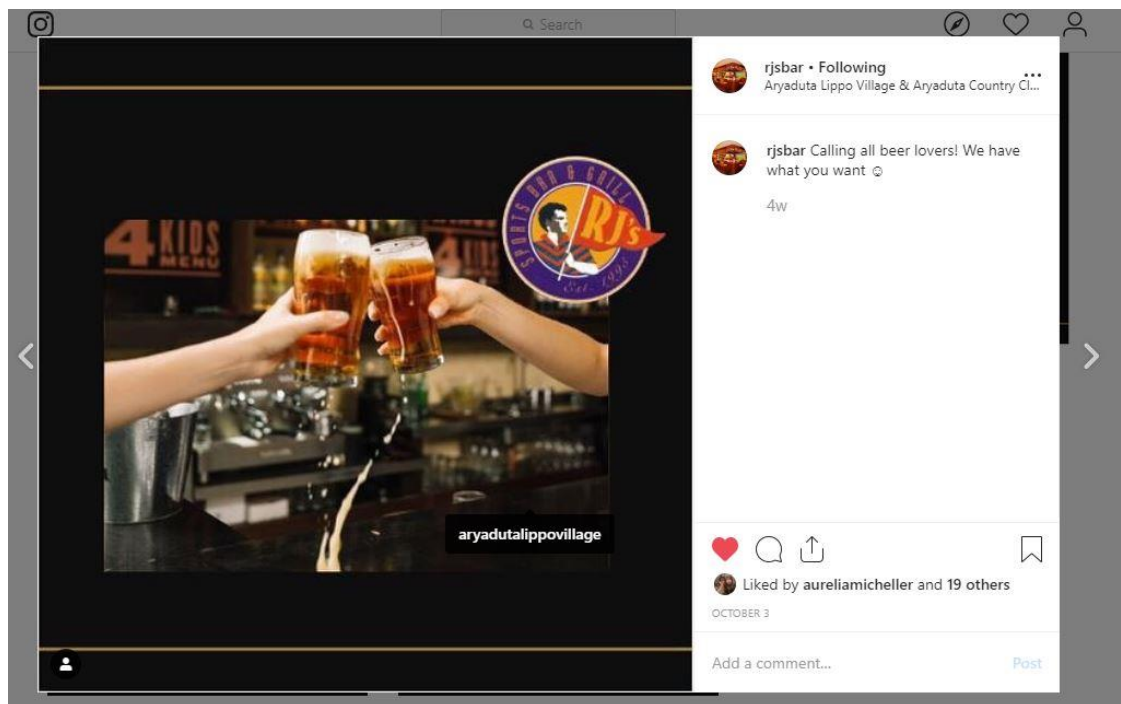


Figure IV.15 Beer post

Source: Processed by researcher, 2019

The beer post receives twenty likes the caption is ‘Calling all beer lovers! We have what you want’. This post was displayed on people’s Instagram page for one hundred and forty-one times; home explore seventy-nine, from location search is thirteen, from profile three, forty-six from others. There are seventy-six people that saw the post and there are six new visitors.



Figure IV.16 Mixed Grill

Source: Processed by researcher, 2019

This fourth post got twenty-three likes. The caption is ‘Can’t decide whether to eat beef, lamb, or chicken? Thank us later for we have mixed grill’ with ten profile visits. There are seventy-six people who have seen the post, it was displayed for one hundred and thirty-three times; from home explore sixty-seven, from location search fourteen, from profile five times, and from others forty-seven.



Figure IV.17 Classic Vodka Martini

Source: Processed by researcher, 2019

The fifth post is classic vodka martini, with the caption 'Hectic Monday? Let's start the night with classic vodka martini'. The post received twenty-one likes, it was seen by seventy-one people, and displayed in one hundred thirty different Instagram accounts; sixty-two times at home explore, thirteen from location search, three times from profile and fifty-two from others.



Figure IV.18 Blue cheese burger

Source: Processed by researcher, 2019

The sixth post is blue cheese burger, and the caption was ‘We do what you fancy the most? As for us Blue Cheese burger is what everyone usually fond of!’. It got twenty likes, seen by seventy Instagram accounts and displayed in other accounts for one hundred and eighteen times; sixty-two times, fifteen from location search, four from profile, and thirty-seven from others.



Figure IV.19 Cinemaxx giveaway

Source; Processed by researcher, 2019

The seventh post is the partnership with Cinemaxx giveaway. The caption for this post, provide detailed explanations to win the tickets; the first step is to follow three Aryaduta Instagram accounts; @aryadutalippovillage, @rjsbar, @palmcafe.restaurant, the second step is like the latest seven posts of each account, third is to repost the post with the caption of their own reasons why they should win and what movie the participants wish to watch. This post received twenty likes, it was seen by seventy-five accounts, this post was displayed on other Instagram accounts for one hundred and forty-two times; seventy-nine from home explore, twelve from hashtags search, sixth times from location, and forty-five from others.



Figure IV.20 Chicken Schnitzel

Source: Processed by researcher, 2019

The Chicken Schnitzel received twenty-one likes, there are five people who visits Rj's profile through this post, it was seen by sixty-six people and displayed in one hundred and fourteen Instagram accounts; seventy-seven from home explore, four from location search, two from profile, and thirty-one from others.

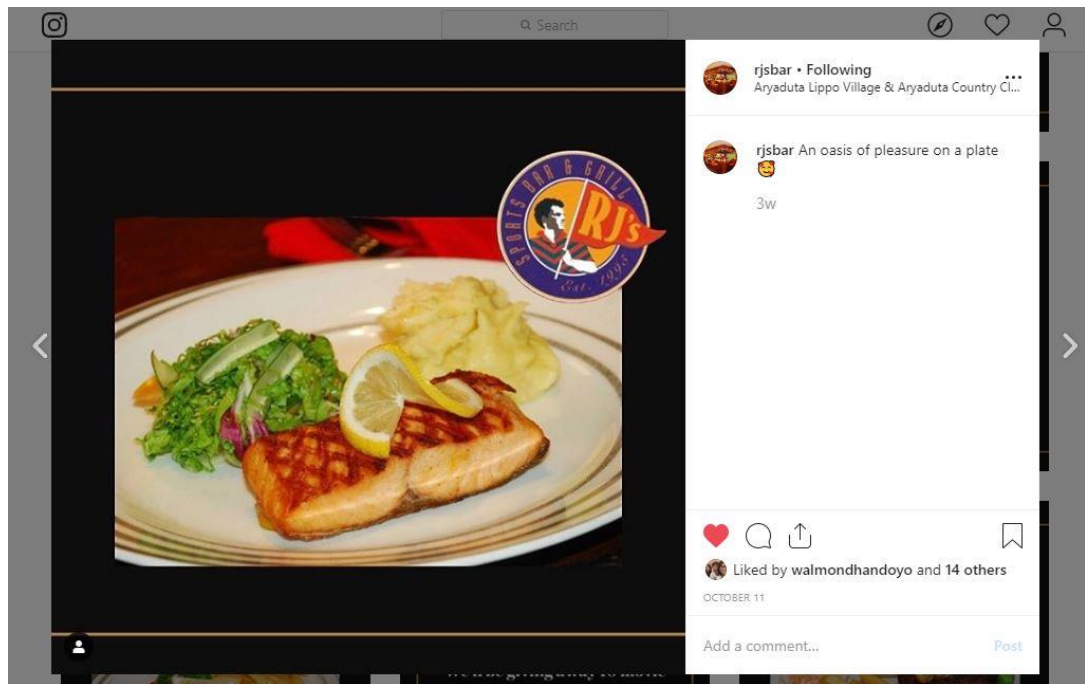


Figure IV.21 Salmon Grill

Source: Processed by researcher, 2019

The salmon grill post received fifteenth likes, with the caption 'an oasis of pleasure on a plate'. The post got fifteen likes, there are three people who visit the Rj's profile through this post, sixty-nine people saw this post. This post was displayed in one hundred and twenty-eight different Instagram accounts; from home explore ninety-seven, from location search ninety-seven, from location search five, from profile three and from others twenty-three.



Figure IV.22 Whisky

Source: Processed by researcher, 2019

The whisky post received twenty-one likes with the caption ‘Tiring monday? Psst don’t worry a little whisky could make you feel better’. Three people visit Rj’s profile through this post, there are eighty-six people who saw the post. It was displayed on others Instagram accounts for one hundred forty-six times; ninety-one from home explore, six from location search, two from profile and forty-seven from others.

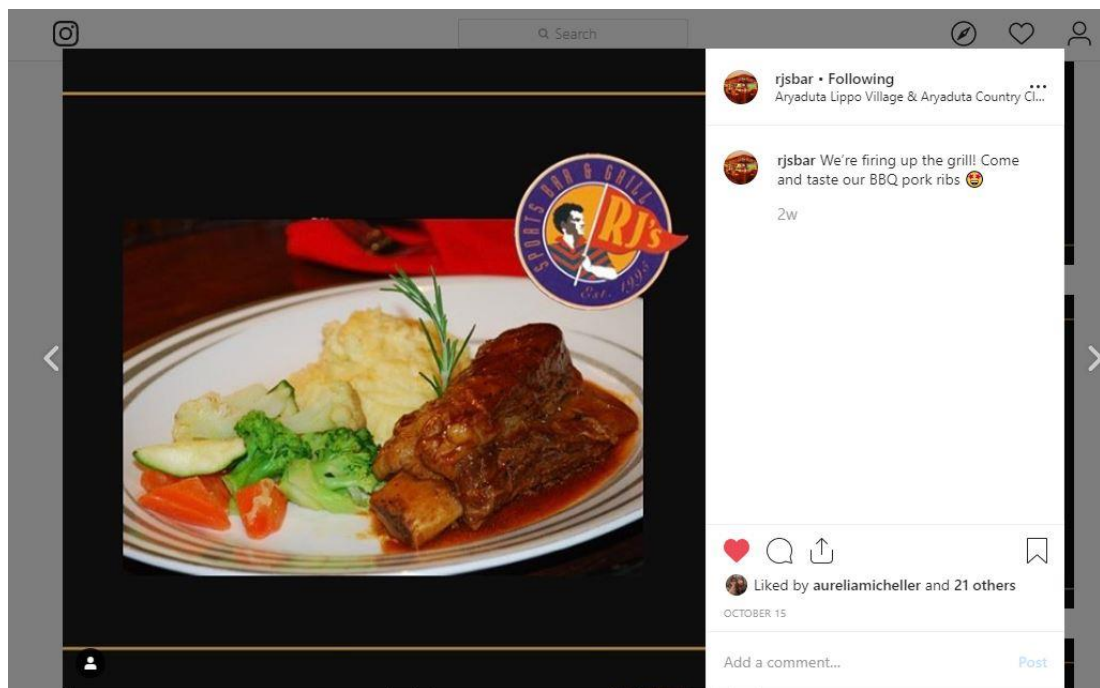


Figure IV.23 Pork ribs

Source: Processed by researcher, 2019

The post received twenty-three likes, with the caption ‘We’re firing up the grill! Come and taste our BBQ pork ribs’. It was displayed on other Instagram accounts for one hundred and twenty-six times; from home explore eighty-nine, from location search four, from profile three, and thirty from others. The BBQ pork ribs post was seen by seventy people.



Figure IV.24 Vodka shots

Source: Processed by research, 2019

The Vodka shots got twenty likes, with the caption ‘One shot, two shot, it doesn’t matter! We’re close to weekend anyway!’. It was displayed from one hundred and fifty-eight times; from home explore one hundred and three, from location search six, and forty-nine others.

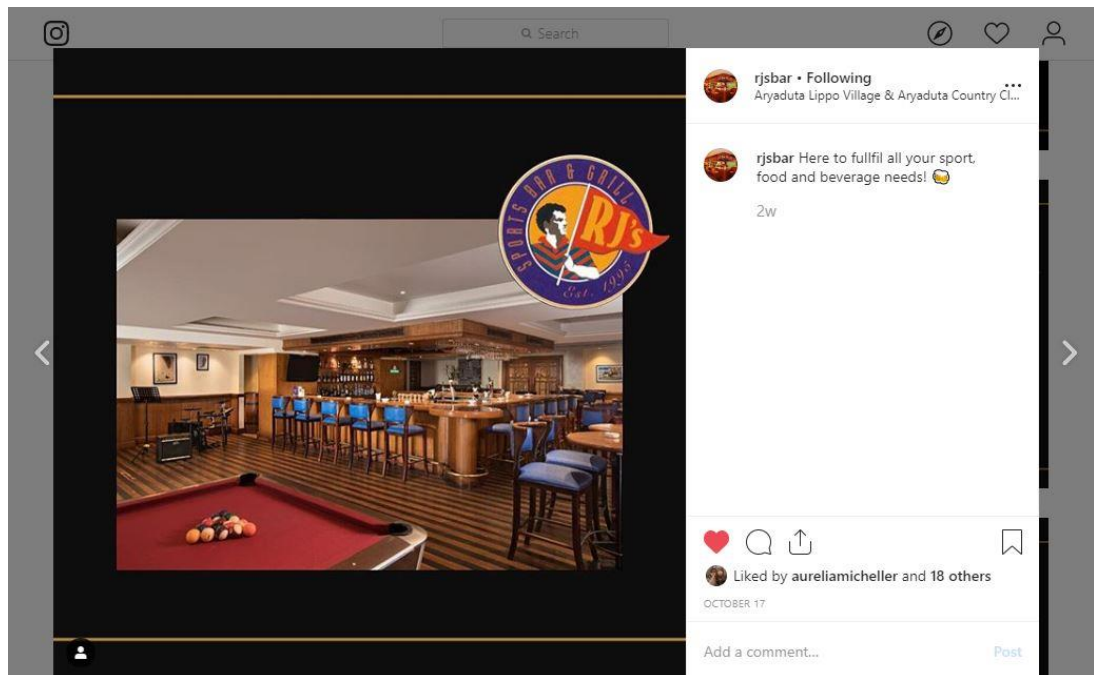


Figure IV.25 Rj's venue

Source: Processed by researcher, 2019

This post received twenty likes, with the caption 'Here to fulfill all your sport, food, and beverage needs!'. The post was displayed for one hundred and twenty-nine on others accounts; from home explore ninety-seven times, from location search three, twenty-nine from others. And was seen by seventy people.

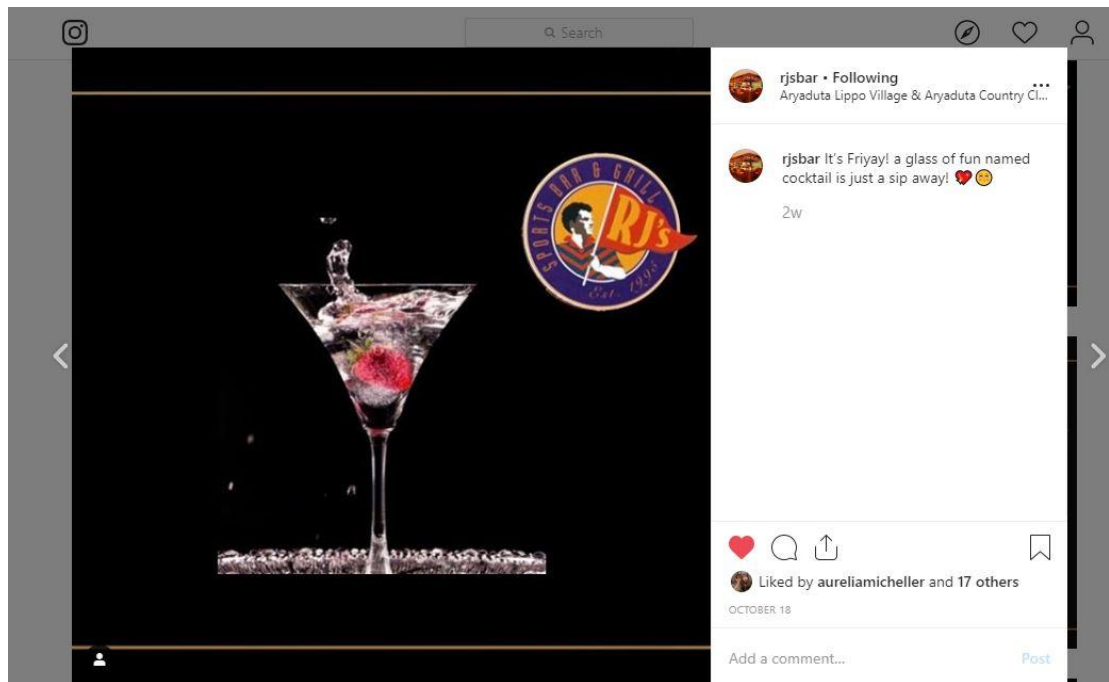


Figure IV.26 Cocktail

Source: Processed by researcher, 2019

The cocktail post with the caption 'It's Friyay! A glass of fun named cocktail is just a sip away!'. The post got nineteen likes, it was seen by seventy-five people. The post was displayed one hundred and twenty-seven times; from home explore ninety-five, from location search three, and from other twenty-nine.

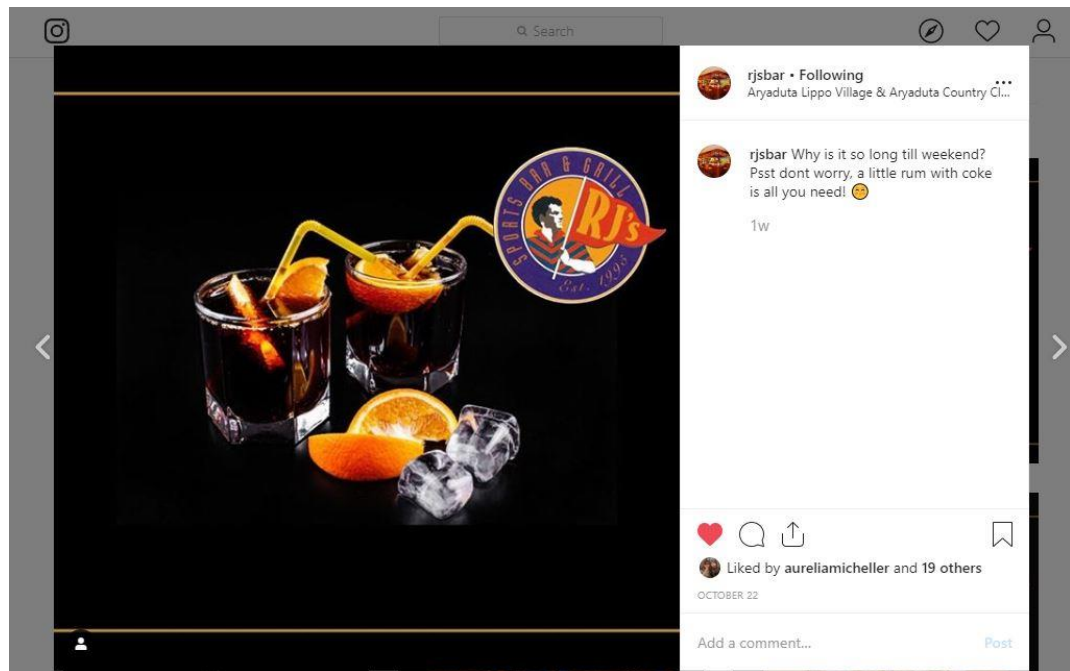


Figure IV.27 Rum with coke

Source: Processed by researcher, 2019

This post received twenty-one likes, with the caption ‘Why is it so long till weekend? Psst don’t worry. A little rum with coke is all you need!’. It was seen by seventy-one people and was displayed for one hundred and fourteen times; eighty-five times from home explore, seven from location, one from profile, and twenty-one from others.

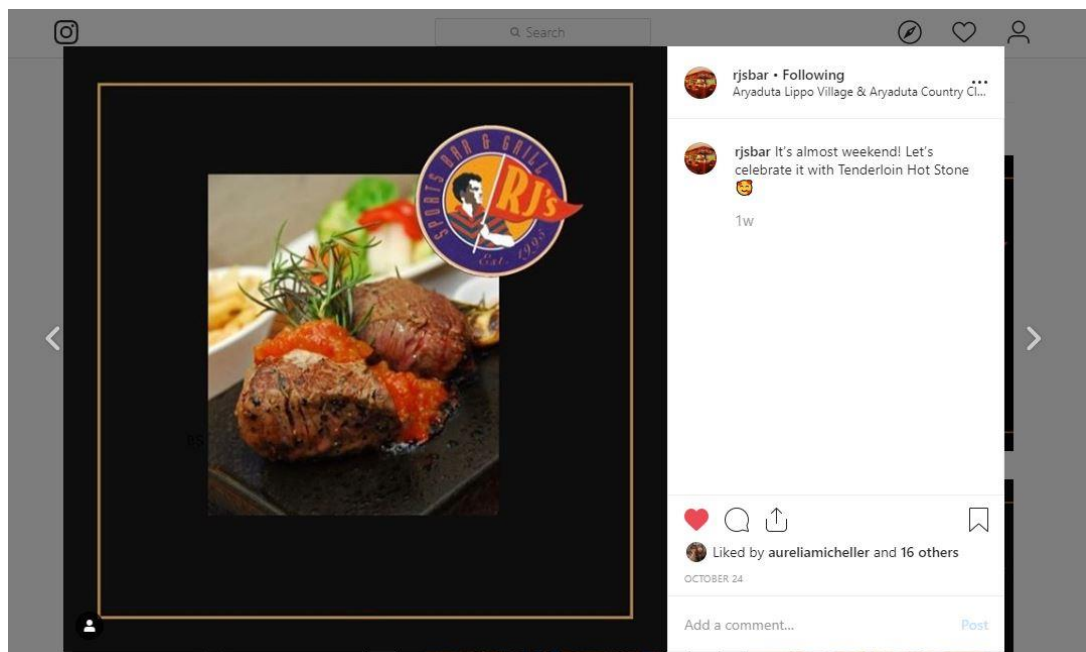


Figure IV.28 Tenderloin Hot Stone

Source : Processed by researcher, 2019

The tenderloin hot stone received eighteen likes, with the caption 'It's almost the weekend! Let's celebrate it with Tenderloin Hot Stone'. It was displayed for one hundred times; eighty-three from home explore, five from location search, and twelve from others. The post was seen by sixty-one people.



Figure IV.29 Manchester City vs Aston Villa Soccer Match

Source: Processed by researcher, 2019

As Rj's Bar and Grill is a sports bar, a post of sport event is a must. The caption of the post is 'Calling all soccer lovers!'. The post received twenty-one likes, there are sixty-three people who saw the post, the post is displayed for one hundred and six times.

CHAPTER V

CONCLUSION AND SUGGESTION

V.1 Conclusion

Based on the data shown from chapter II and IV, shows that the creation of Rj's Bar & Grill Instagram has proven to be successful. In one month, the Instagram has acquired one hundred and two followers, has exceeded the standard of Instagram engagement; that the all over likes are the 7% of the total followers. However, there are no significant increase in the average number of daily visitors. As there is only one additional person or equal to 4% in Rj's Bar & Grill daily visitor.

V.2 Suggestion

After completing the six hundred and forty hours or equal to four months and learn about the work system of Sales and Marketing division which include Marketing Communications. There are a few things the author would like to suggest; First as the main focus in this paper are Aryaduta Instagram Platform that is, Rj's Bar & Grill. Rj's need to show their entertainment side, such as; live band performance, billiard facilities, the excitement of watching sport events together. Showing the ambience of how appealing Rj's Bar & Grill is will surely attract new visitor. Also the Social Media Schedule left by the previous Marketing Communications, the schedule emphasizes on hard selling only. This needs to change, as to be able to attract the public's attention, a good content must possess

an informative quality for the viewer to see. And the social media over all looks need to engaging and attractive; the right color, wording, pictures and captions are crucial for the overall social media performance.

Second for the Marketing Communications division, Aryaduta needs to rebuild the relationship with media. As it is mentioned in Chapter I, Aryaduta Lippo Village hardly have any news coverage, that is why the author tried to invite several media at the GM's Cocktail or the 25th Anniversary of Aryaduta Lippo Village which is held in September 18th 2019. There are five news coverage from this event; BeritaSatu, SekilasBanten, Tangerang Express, SepongUpdate, and Suara.com.

