

## ABSTRAK

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### ANALISIS EVALUASI PELATIHAN KEYS TO COMMUNICATION DI HOTEL PULLMAN JAKARTA CENTRAL PARK

*Communication training in an organization is very vital especially in the field of hospitality. It will help improving the effectiveness and quality of services KTC is one of the training programs that ACCOR has. KTC (Keys to Communication) main purpose is to improve the communication skills, manner, and knowledge of all the employees, This study aims to analyze KTC (Keys to Communication) training in Pullman Jakarta Hotel where the author learns and explore the functions of KTC on the communication quality of Pullman hotel employees.*

*This research is presented in a descriptive qualitative method and uses the method of Ethnographic that focus on the process of deep thinking and interpretation of facts based on the concepts used, developing the concept with deep interview with the people that directly related to KTC program.*

*Author used the theory of Donald Kirkpatrick (The Four Technique of Evaluations) as main variable to learn and obtain information about the function and the implementation of KTC. Through deep interview and collect data through observation, the author found the evaluation of KTC requires stronger involvement from the management especially Head of Department or Supervisor to monitor and focus helping the progress of the training. Sometimes it is difficult for the participants to implement the knowledge because the relation barrier with their coworker or their leader. Communication doesn't work well because some of the leaders doesn't want to hear advice from their inferior.*

*The evaluation of KTC starts from the beginning of the learning process until the behavior that shows up from all the participants in their work field. HODs or Supervisors that support the program must provide a monthly report on the development of participants especially in improving their communication skills.*

**Keywords:** *KTC, Knowledge, Relation Barrier, Development, Improve, Work field.*