



**UNIVERSITAS
PRASETIYA MULYA**

TUGAS AKHIR

Standarisasi Kualitas Pelayanan pada Afterseven

Daniel Alfonsius 13411910027

Vebyola Sutanto 13411910016

**PROGRAM STUDI S1 PARIWISATA
UNIVERSITAS PRASETIYA MULYA
JAKARTA, 2023**



**UNIVERSITAS
PRASETIYA MULYA**

FINAL PROJECT

Project Improvement

Standardization Service Quality at Afterseven

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UNDERGRADUATE OF TOURISM PROGRAM

HOSPITALITY BUSINESS CONCENTRATION

UNIVERSITAS PRASETIYA MULYA

JAKARTA, 2023