



**UNIVERSITAS
PRASETIYA MULYA**

TUGAS AKHIR

**Pengembangan SOP Menggunakan Service Blueprint
Terhadap Komunikasi Divisi Internal Expat Roasters**

Sheilanie Thian 13411910052

Patricia Jane 13411910046

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



**UNIVERSITAS
PRASETIYA MULYA**

FINAL PROJECT

Project Improvement

**SOP Development Using the Service Blueprint
Method for Expat Roasters Internal Division
Communication**

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**UNDERGRADUATE OF TOURISM PROGRAM
HOSPITALITY BUSINESS CONCENTRATION
UNIVERSITAS PRASETIYA MULYA
JAKARTA, 2023**