



**UNIVERSITAS
PRASETIYA MULYA**

TUGAS AKHIR

**Peningkatan Service Quality dalam Mutu Kinerja
Travel Consultant Terhadap Kepuasan Pelanggan di
Panorama JTB Tours**

Benedicta Vanesha Cantique Racheline

13411910004

Gracia Christalia

13411910008

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



**UNIVERSITAS
PRASETIYA MULYA**

FINAL PROJECT

Project Improvement

**Service Quality Improvement in the Quality of Travel
Consultant Performance on Customer Satisfaction at
Panorama JTB Tours**

Benedicta Vanesha Cantique Racheline

Gracia Christalia

13411910004

13411910008

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