



**UNIVERSITAS
PRASETIYA MULYA**

TUGAS AKHIR

**Peningkatan Jumlah Tamu Restoran Y di Hotel X Melalui
Perbaikan Kualitas Layanan**

Nazalia Anisya Mutmainnah 13411910024
Jesslyn Amalita Rizki Said 13411910005

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



**UNIVERSITAS
PRASETIYA MULYA**

FINAL PROJECT

Project Improvement

**Increasing the Number of Guests at Restaurant Y in Hotel
X Through Service Quality Improvement**

Nazalia Anisya Mutmainnah

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Jesslyn Amalita Rizki Said

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