



**UNIVERSITAS  
PRASETIYA MULYA**

**TUGAS AKHIR**

**Upaya Peningkatan Kepuasan Pelanggan**

**Mangkokku di Jakarta Utara**

Cicely Jane

13411910002

Kelly

13411910051

**PROGRAM STUDI S1 PARIWISATA**

**UNIVERSITAS PRASETIYA MULYA**

**JAKARTA, 2023**



**UNIVERSITAS  
PRASETIYA MULYA**

**FINAL PROJECT**

(Project Improvement)

**Increasing Customer Satisfaction Mangkokku  
in North Jakarta**

Cicely Jane

13411910002

Kelly

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**UNDERGRADUATE OF TOURISM PROGRAM  
HOSPITALITY BUSINESS CONCENTRATION  
UNIVERSITAS PRASETIYA MULYA**

**JAKARTA, 2023**