



**UNIVERSITAS
PRASETIYA MULYA**

TUGAS AKHIR

**Peningkatan Kualitas Pelayanan di Bakerman ASHTA
Melalui Penerapan Sistem *Staff Rewarding***

Jessica Athalia 13411910040

Karen Hannah 13411910049

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



**UNIVERSITAS
PRASETIYA MULYA**

FINAL PROJECT

**Improving Bakerman ASHTA's Service Quality By
Implementing Staff Rewarding System**

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Karen Hannah 13411910049

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