



**UNIVERSITAS
PRASETIYA MULYA**

TUGAS AKHIR

**Pemanfaatan SDM *Trainees* untuk Pertumbuhan Kinerja
Layanan- Studi Kasus PI di Hotel A**

Bianca Valencia 13412010005

Samantha Tan 13412010004

**PROGRAM STUDI S1 PARIWISATA
UNIVERSITAS PRASETIYA MULYA
JAKARTA, 2024**



**UNIVERSITAS
PRASETIYA MULYA**

FINAL PROJECT

(Project Improvement)

**Leveraging Human Capital Resources for Service
Performance Growth- A Project Improvement Case Study
of Hotel A**

Bianca Valencia 13412010005

Samantha Tan 13412010004

**UNDERGRADUATE OF TOURISM PROGRAM
HOSPITALITY BUSINESS CONCENTRATION
UNIVERSITAS PRASETIYA MULYA
JAKARTA, 2024**