



**UNIVERSITAS
PRASETIYA MULYA**

TUGAS AKHIR

Upaya Peningkatan Pelayanan pada Eastern

Kopi™ Flavor Bliss Alam Sutera

Carissha Maureen
Vicky Garcia Monica

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



**UNIVERSITAS
PRASETIYA MULYA**

FINAL PROJECT

(Project Improvement)

**The Need to Improve Service at
Eastern Kopi™ Flavor Bliss Alam Sutera**

Carissha Maureen 13412010013
Vicky Garcia Monica 13412010006

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