



**UNIVERSITAS
PRASETIYA MULYA**

TUGAS AKHIR

**Upaya Peningkatan Kepuasan Tamu pada Indikator
Maintenance di Hotel X**

David Jonathan 13412010014

Medhavi Sukhita Harlan 13412010001

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



**UNIVERSITAS
PRASETIYA MULYA**

FINAL PROJECT
(Project Improvement)

**Efforts to Improve Guest Satisfaction on Maintenance
Indicators at Hotel X**

David Jonathan 13412010014

Medhavi Sukhita Harlan 13412010001

**UNDERGRADUATE OF TOURISM PROGRAM
HOSPITALITY BUSINESS CONCENTRATION**

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JAKARTA, 2024