



**UNIVERSITAS
PRASETIYA MULYA**

TUGAS AKHIR

**Peningkatkan Pelayanan Swiss-belhotel
Airport Jakarta melalui Pendekatan Service
Quality**

Desiree S.Y. Malingkas 13412010003

Melvin Valentino 13412010023

PROGRAM STUDI S1 PARIWISATA

UNIVERSITAS PRASETIYA MULYA

JAKARTA, 2024



**UNIVERSITAS
PRASETIYA MULYA**

FINAL PROJECT

Project Improvement

**Improving Services for Guests at - Swiss-
belhotel Airport Jakarta through a Service
Quality Approach**

Desiree S.Y. Malingkas

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Melvin Valentino

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UNDERGRADUATE OF TOURISM PROGRAM

HOSPITALITY BUSINESS CONCENTRATION

UNIVERSITAS PRASETIYA MULYA

JAKARTA, 2024