



**UNIVERSITAS
PRASETIYA MULYA**

TUGAS AKHIR

**Peningkatan Kualitas Pelayanan Travel
Consultant Untuk Meningkatkan
Kepuasan Pelanggan Dwidayatour**

Tracey Priscilla Tjahjadi 13412010036

Vanessa Phingsky Yau 13412010040

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



**UNIVERSITAS
PRASETIYA MULYA**

FINAL PROJECT

(Project Improvement)

**Improvement of Service Quality by
Travel Consultants Towards Customer
Satisfaction at Dwidayatour**

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Vanessa Phingsky Yau 13412010040

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