

PREFACE

Praise and deep gratitude to The One Almighty God for the abundance of grace and guidance given to the writer that this thesis can be completed properly.

The thesis entitled “SERVICE QUALITY IMPROVEMENT THROUGH EMPLOYEE’S TRAINING AT SWISS-BELINN KRISTAL KUPANG” is structured to meet the academic requirements to obtain the Bachelor of Applied Tourism Degree (S.Tr.Par) in the Hospitality Management Study Program, Faculty of Tourism, Universitas Pelita Harapan – Jakarta.

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Jeremy M. Koamesah

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