

PREFACE

Praise the Lord Jesus Christ for His kindness, mercy, grace, and blessing during the whole process of this Final Project to be able to finish it well and on time.

The Seminar with the title of “DETERMINING SERVICE QUALITY TOWARDS REPATRONAGE INTENTION AT 5 STAR HOTEL IN JAKARTA” was submitted in partial fulfillment of the requirements for obtaining a Bachelor's Degree in Applied Tourism (S.Tr.Par.) Hospitality Management Study Program Faculty of Tourism University Pelita Harapan – Tangerang, Banten.

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Finally, the writer realizes that there are still many flaws and shortcomings in this Final Project. Therefore, criticism and suggestions from readers will be very useful and much appreciated. Hopefully this Final Project can be useful and beneficial to all of the readers, colleagues, and many people.

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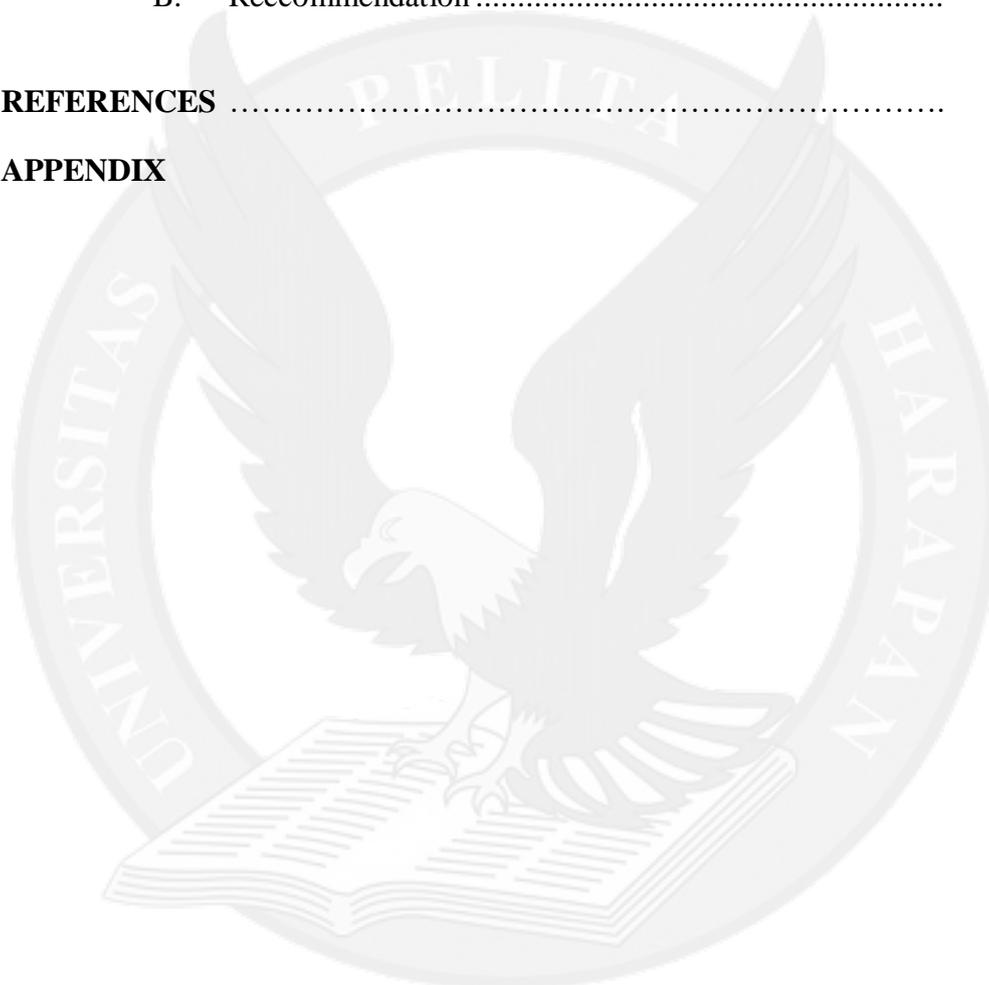
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