

## PREFACE

By the grace and blessing of the Almighty God, the writer has completed the final paper entitled: **“THE EFFECT OF SERVICE QUALITY TOWARDS CUSTOMER SATISFACTION IN CV OTTO GOLDEN MEDAN”**.

This final paper is written as a partial fulfillment of the academic requirements to obtain a Bachelor’s Degree in Economics at Universitas Pelita Harapan Medan, Business School.

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Medan, July 26, 2019

The Writer,



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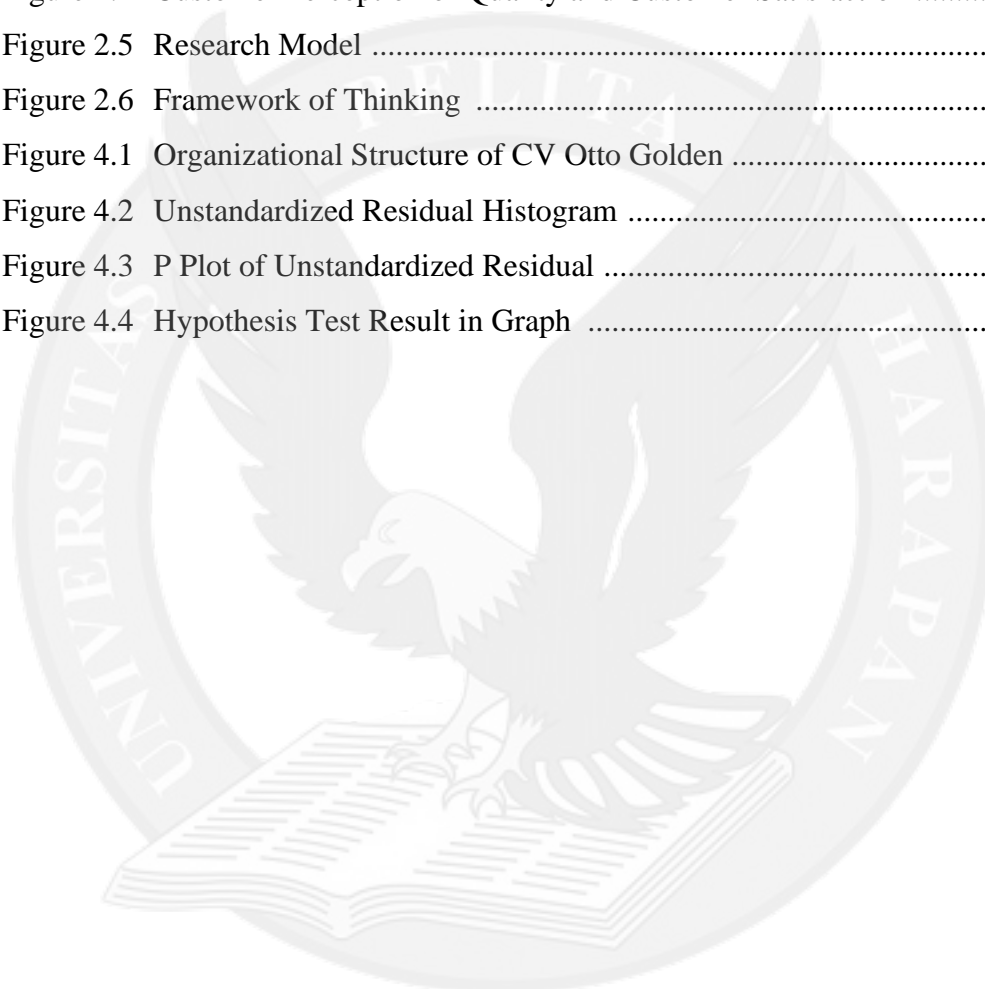
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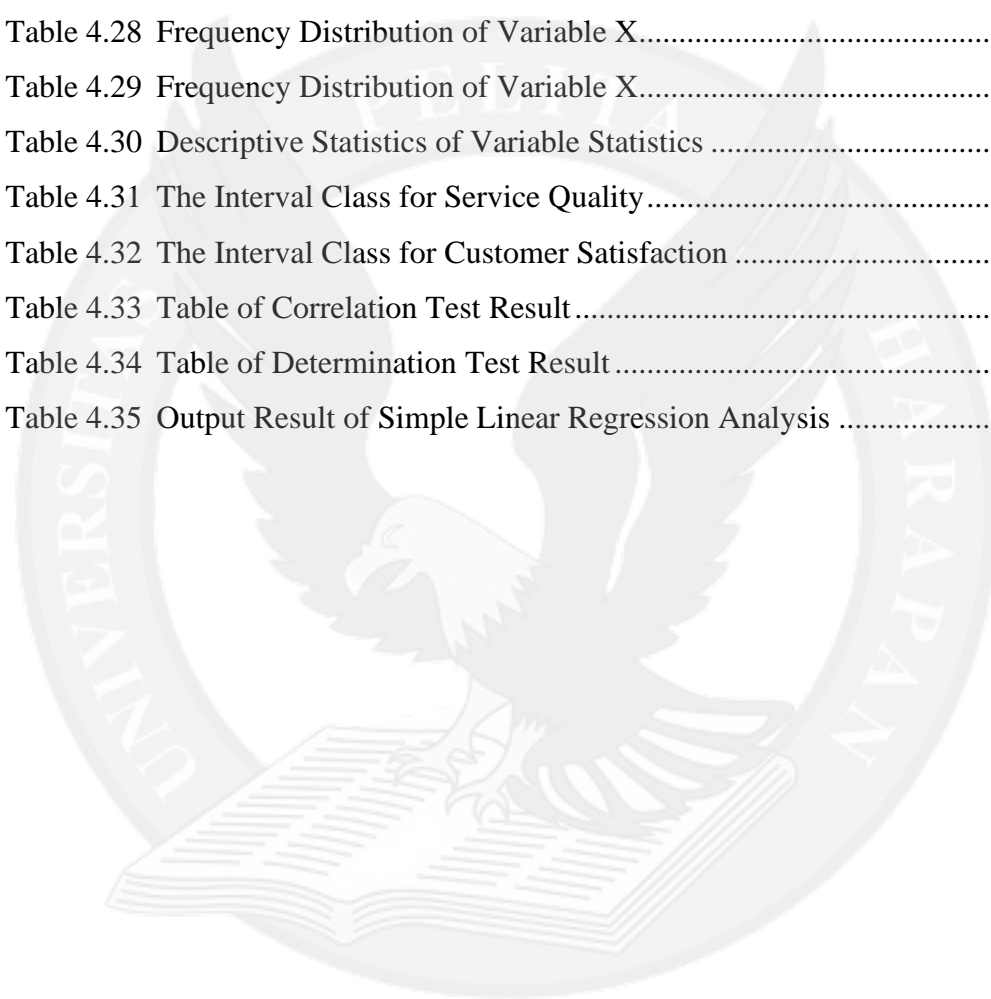
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