

PREFACE

By the grace and blessing of the Almighty God, the writer has completed the final paper entitled: “**The Influence of Service Quality Towards Customers Satisfaction at PT. Sinar Menara Deli**”.

This final paper is written as a partial fulfillment of the academic requirements to obtain the degree of *Sarjana Manajemen* at Universitas Pelita Harapan Medan Campus, Faculty of Economics and Business.

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Medan, July 31, 2019

The Writer,



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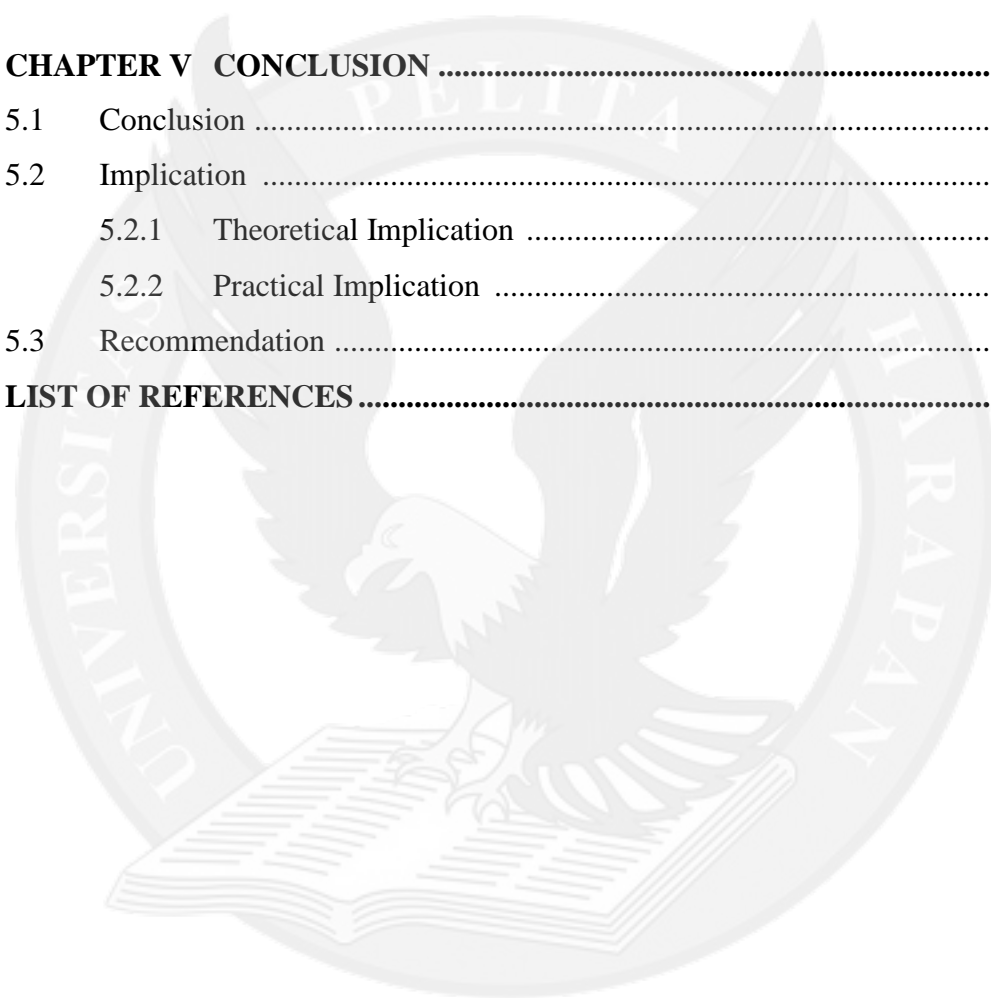


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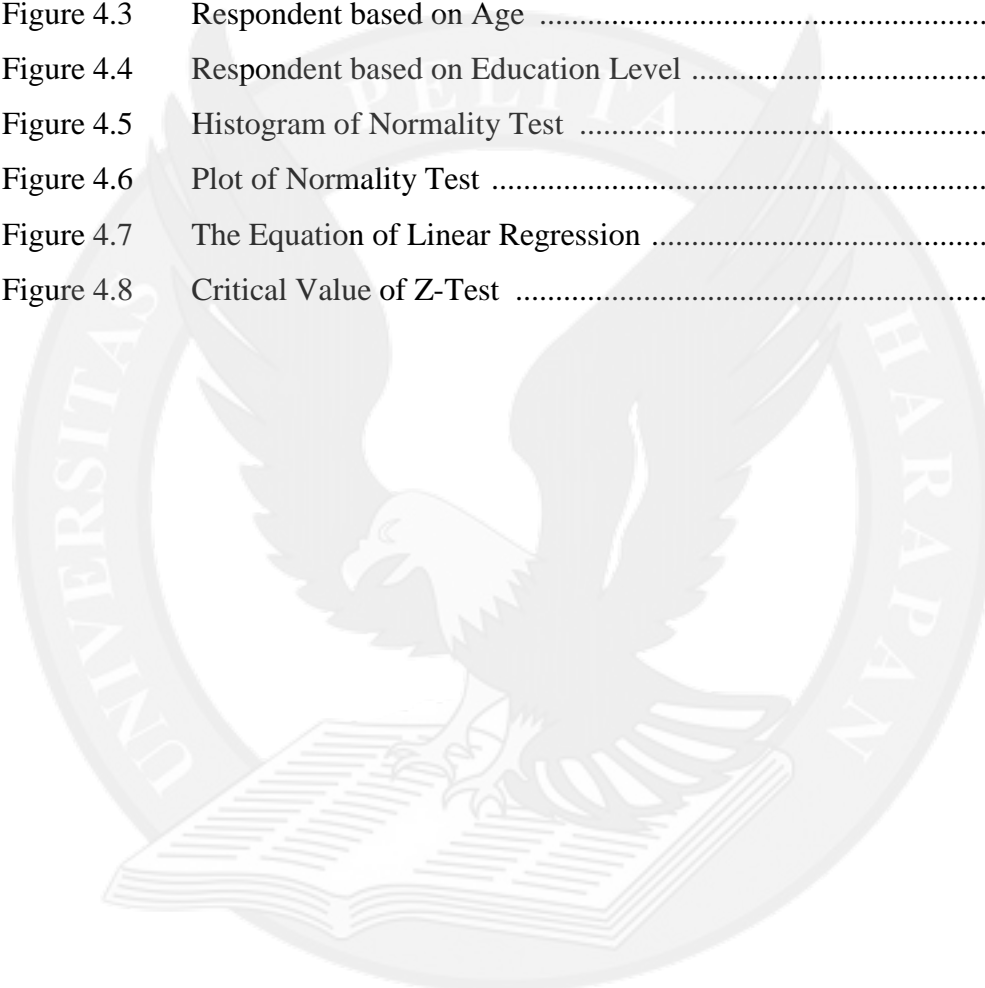
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