

**SKRIPSI**

**THE INFLUENCE OF SERVICE QUALITY AND  
FOOD QUALITY TOWARDS CUSTOMER SATISFACTION  
IN KYIV COFFEE BINJAI**

Written as a partial fulfillment of the academic requirements  
to obtain the degree of Sarjana Manajemen

**By:**

**NAME : CATHERINE**

**ID NUMBER : 03013180109**



**MANAGEMENT STUDY PROGRAM  
FACULTY OF ECONOMICS AND BUSINESS  
UNIVERSITAS PELITA HARAPAN  
MEDAN  
2021**