## **SKRIPSI**

## THE INFLUENCE OF SERVICE QUALITY AND FACILITY TOWARD CUSTOMER SATISFACTION AT LABERSA TOBA HOTEL & CONVENTION CENTRE

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

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MANAGEMENT STUDY PROGRAM FACULTY ECONOMIC AND BUSINESS UNIVERSITAS PELITA HARAPAN MEDAN 2022