

**SKRIPSI**

**THE INFLUENCE OF SERVICE QUALITY AND FOOD  
QUALITY TOWARD CUSTOMER SATISFACTION AT THE  
EDGE RESTAURANT CAMBRIDGE HOTEL, MEDAN**

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

**By:**

**NAME : SHANNON NATHANAEL**

**ID NUMBER : 03013180116**



**MANAGEMENT STUDY PROGRAM  
FACULTY OF ECONOMICS AND BUSINESS  
UNIVERSITAS PELITA HARAPAN  
MEDAN  
2022**