

SKRIPSI

**THE INFLUENCE OF SERVICE QUALITY AND FACILITIES
TOWARD CUSTOMER SATISFACTION AT PRIME PLAZA
HOTEL KUALANAMU, MEDAN.**

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

By:

NAME : ANGELIA

ID NUMBER : 03013180094



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