

FINAL PROJECT

WORK OF PROFESSIONAL COMPETENCE
THE EFFECTS OF COMMUNICATION SKILLS OF FRONT
OFFICE STAFF TOWARDS CUSTOMER SATISFACTION
IN FOUR-STAR HOTELS IN TANGERANG

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

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HOSPITALITY MANAGEMENT STUDY PROGRAM
SCHOOL OF HOSPITALITY AND TOURISM
UNIVERSITAS PELITA HARAPAN
JAKARTA
2024