

**SKRIPSI**

**THE INFLUENCE OF FACILITIES AND SERVICE QUALITY  
ON CUSTOMER SATISFACTION AT THE RITZ-CARLTON**

**BALI**

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

**By:**

**NAME : ANGELINE HERMINTO**

**ID NUMBER : 03013200084**



**MANAGEMENT STUDY PROGRAM  
FACULTY OF ECONOMICS AND BUSINESS  
UNIVERSITAS PELITA HARAPAN  
MEDAN  
2024**