

SKRIPSI

**THE MEDIATING ROLE OF WORK ENGAGEMENT BETWEEN
SERVICE RECOVERY AWARENESS AND EMPLOYEE
EMPOWERMENT ON SERVICE RECOVERY PERFORMANCE
AT THE RITZ-CARLTON BALI**

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

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