

**Front Office Staff's Challenges and Strategies in Handling Guests'
Complaints**



By

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PROGRAM STUDI DIPLOMA III BAHASA INGGRIS

JURUSAN BAHASA ASING

FAKULTAS BAHASA DAN SENI

UNIVERSITAS PENDIDIKAN GANESHA

2020

**Front Office Staff's Challenges and Strategies in Handling Guests'
Complaints**

TUGAS AKHIR

Diajukan kepada

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Ganesha

**Untuk memenuhi salah satu persyaratan Dalam Menyelesaikan Program
Diploma Tiga Program Study Diploma III Bahasa Inggris**

Oleh

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JURUSAN BAHASA ASING

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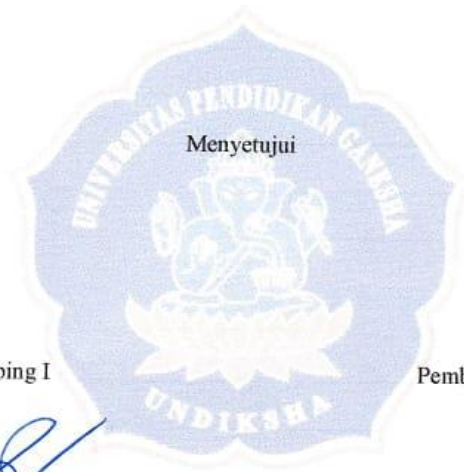
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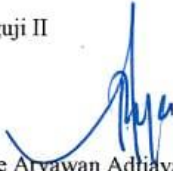


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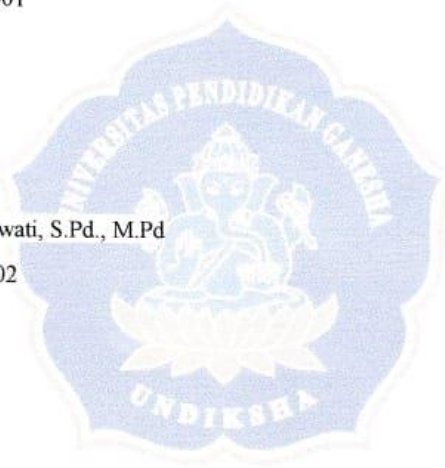
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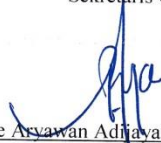
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