DAFTAR LAMPIRAN

Lampiran 1 : Struktur Organisasi Hotel Horison

Lampiran 2.1 : Prosedur Pemesanan Kamar

Lampiran 2.2 : Prosedur Penanganan *Check-Out*

Lampiran 3 : Surat Permohonan Kuesioner

Lampiran 4 : Kuesioner

Lampiran 5 : Hasil penyebaran kuesioner

Lampiran 6 : Surat survei

Lampiran 7 : Macam-macam Lampiran

- Flyer/ brosur Hotel Horison
- *Room reservation form*
- *Purchase Order*
- Surat bukti penerimaan barang/ *Receivable report*

Lampiran 10 : Kartu bimbingan skripsi