

**Standar Operasional Prosedur *Receptionist*
Dalam Menangani Pemesanan Ferry *In House*
Guest di Bintan Lagoon Resort 2019**

*Standard Operational Procedures Receptionist
In Handling ferry bookings for In House Guest at
Bintan Lagoon Resort 2019*

PROYEK AKHIR

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**PROGRAM STUDI D3 PERHOTELAN
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