

**Upaya Meningkatkan Kepuasan Tamu Pada  
Departement Food & Beverage Di  
Resinda Hotel Karawang**

*Efforts to Increase Guest Satisfaction at the  
Food & Beverage Department at  
Resinda Hotel Karawang*

PROYEK AKHIR

SHANIA TWIN SIMAMORA  
NIM 6707190006



PROGRAM STUDI D3 PERHOTELAN  
FAKULTAS ILMU TERAPAN  
UNIVERSITAS TELKOM  
BANDUNG, 2022