

FINAL REPORT

**The Guests' Perceptions of The Service Quality of Aryaduta
Hotel.**



**This report is written to fulfill the requirement for Final Report
Project**

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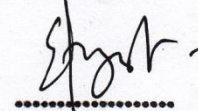
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PREFACE

First of all, the witer would like to perform the Gratitude to Almighty God for giving the outstanding Mercy and Blessing her in the process of finishing this final report. This final report is written to fulfill the requirement for Diploma III education accomplishment at English Department of State Polytechnic of Sriwijaya with the title “The Guests’ Perceptions Of The Service Quality Of Aryaduta Hotel.

The writer realized that this final report is far from being perfect because the limitation of sources, time, and knowledge. Therefore, comments and suggestions from whole source are needed. The writer expects that this report will be useful to readers and able to give the information, also enlarge the knowledge for every people who are reading this final report.

Palembang, July 2014

The Writer

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ABSTRACT

This Final report investigates the guests' perceptions of the service quality of Aryaduta Hotel. The guests' perception can be used as a feed back for the hotel, in order to increase the service quality of the hotel. The writer interviewed, and observeed some guests in Aryaduta Hotel to get the data.

The result of the observation and interview shows that the number of guests who felt satisfied with the hotel service and facilities more than 70%. It means that they were agreed that Aryaduta Hotel service and facilities give the good service.

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