

DAFTAR ISTILAH

Istilah	Deskripsi	Halaman Pertama Muncul
FnB	<i>Food and beverage</i>	1
CS	<i>Customer service</i>	6
<i>Servqual</i>	<i>Service quality</i>	14
IPA	<i>Importance performance analysis</i>	16
CSI	<i>Customer satisfaction index</i>	17
SOP	Standar operasional pelayanan	35