

**THE INVESTIGATION OF THE GUESTS' COMPLAINT AND THE
EMPLOYEES' RESPONSE OF A HOTEL IN BANDUNG**

A research paper

**Submitted in partial fulfilment of the requirements for Sarjana Sastra degree
in Indonesian University of Education**



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STATEMENT OF AUTHORIZATION

I hereby certify that this research paper entitled *The investigation of the guests' complaint and the employees' response of a hotel in Bandung* is my own work and it does not contain material which has been submitted or presented for awarded of any other degree of diploma in any university or institution. I am fully aware that I have quoted some ideas and statements from other resources and they are acknowledged and stated properly in the paper.

Bandung, October 2016

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