

PREFACE

I would like to thank God for His unconditional blessing so that I can finish this thesis. This thesis is made in purpose to fulfilling my Bachelor degree of Applied Sciences in Hotel Business, Faculty of Tourismpreneur. In the process of making this thesis, I know that I rely on many people and I realized that without them I wouldn't be able to finish this thesis. Hereby, I would like to thank these people:

1. Mr. Fitri Abdillah, as my lecturer and my thesis advisor. Mr Fitri Abdillah has shared all of his knowledge, time and advices throughout this thesis process and I couldn't be more grateful for his patience.
2. My beloved family, who has been very supportive and motivated me throughout this entire process.
3. My beloved friends, whom I struggled and strived together on this journey.

May God repay all of their deeds which only Him can give and I could just give what I can give. I hope this thesis could be useful for those in needs in further knowledge development.

Jakarta, 7 April 2020

Vanessa Felicia