

## Intellectual Property Statement

I, undersigned below:

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Study Program : Hotel Business

Faculty : Social Science

Hereby declares the thesis entitled:

**The Effectiveness of Communication in a Multi-Cultural Environment  
of Front Office Department in Karaksa Hotel Osaka Namba**

As a statement that it is all made by myself and free of plagiarism. All the sources and references have been cited accordingly. If this statement is proved to be untrue, I am willing to face with the sanctions according to the rules.

This statement is made to be used accordingly.

Jakarta, 16 July 2019



Angeline Fransisca

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