

An Analysis of Quality Service at California Hotel's Front Office Department in Bandung

A PAPER

Submitted to

The English Department Faculty of Arts and Letters Pasundan University as a
Partial Fulfillment of the Requirements for Taking the Sarjana Degree

by

Nurholisoh

127010021



**ENGLISH DEPARTMENT
FACULTY OF ART AND LETTERS
PASUNDAN UNIVERSITY
BANDUNG
2016**