**The Analysis of Receptionist in Improving Services Quality in Fave Hotel Premier Cihampelas Bandung**

**A Research Paper**

Submitted to

The English Departement Faculty of Arts and Letters Pasundan University as Partial Fulfillment of the Requirement for taking the Sarjana Degree

**By:**

**Siska Nuromahidah**

**117010016**

****

**ENGLISH DEPARTEMENT**

**FACULTY OF ARTS AND LETTERS**

**PASUNDAN UNIVERSITY**

**BANDUNG**

**2015**