

**ANALISIS PENGALAMAN PELANGGAN TERHADAP PENGELOLAAN  
FASILITAS DAN PELAYANAN DI THE 101 YOGYAKARTA TUGU  
HOTEL SELAMA PANDEMI COVID-19**

**SKRIPSI**



**AMALIA ECSAKIRANI**

**16/399589/SA/18497**

**FAKULTAS ILMU BUDAYA  
UNIVERSITAS GADJAH MADA**

**2021**

**ANALYZING CUSTOMER EXPERIENCE OF FACILITIES AND SERVICE  
MANAGEMENT AT THE 101 YOGYAKARTA TUGU HOTEL DURING  
COVID-19 PANDEMIC**

**AN UNDERGRADUATE THESIS**



**AMALIA ECSAKIRANI**

**16/399589/SA/18497**

**FACULTY OF CULTURAL SCIENCES  
UNIVERSITAS GADJAH MADA**

**2021**