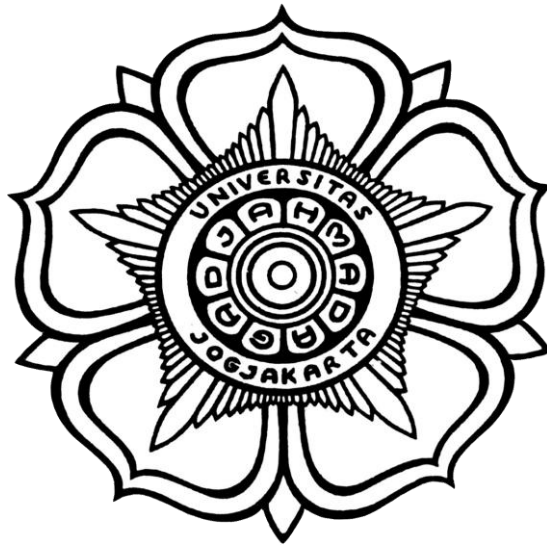


**A GRADUATING PAPER**

**THE SERVICE PERFORMANCE OF WAITERS AND WAITRESSES OF  
ANDRAWINA COFFEE SHOP AT THE ALANA HOTEL & CONVENTION  
CENTER YOGYAKARTA**



**SHERLY OKTAVIANI**

**13/351686/SV/04489**

**Submitted to the Board of Examiners**

**In Partial Fulfillment of the Requirements for Diploma III Degree**

**In the English Program**

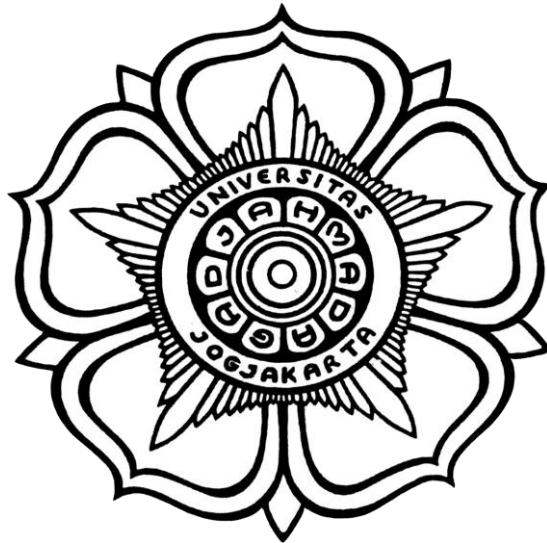
**Vocational College**

**Universitas Gadjah Mada**

**2016**

## TUGAS AKHIR

### KINERJA PELAYAN DI ANDRAWINA COFFEE SHOP THE ALANA HOTEL & CONVENTION CENTER YOGYAKARTA



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**Dikumpulkan kepada Dewan Penguji**

**Sebagai salah satu syarat untuk mendapatkan gelar Ahli Madya**

**Pada Prodi Bahasa Inggris**

**Sekolah Vokasi**

**Universitas Gadjah Mada**

**Yogyakarta**

**2016**