

DAFTAR GAMBAR

| | |
|---|----|
| 2.1 Critical The Moment Of Truth | 10 |
| 2.2 Diagram Cartesius | 40 |
| 2.3 KerangkaBerpikir. | 44 |
| 4.1 Struktur Organisasi Harris Hotel & Convention..... | 50 |
| 4.2 Diagram Cartesius Harris Hotel & Convention Malang..... | 63 |

