

ABSTRACT

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ANALYSIS FLOW OF HANDLING CUSTOMER COMPLAINTS AT TERAS JAPAN RESTO

While carrying out professional work at PT. Amigos Mulia Indonesia, Practitioners work under the supervision and guidance of the Business Development section. In this Professional Work, Practitioners have the opportunity to assist and be directly involved in building good relationships with customers and partners, ensuring that services are running well, and handling customer complaints quickly, precisely, and satisfactorily. Controlling and good service will make customers come back to the outlet/store. In this control process is still done manually and has not used a specific system.

Keywords: *good relations, service quality, complaint handling.*