# PENERAPAN *SERVICE OF EXCELLENT* DI UNIT PELAYANAN NASABAH BANK PEMBANGUNAN DAERAH SAMARINDA KALIMANTAN TIMUR

***THE APPLICATION OF SERVICE EXCELLENT IN CUSTOMER SERVICE UNIT AT BANK PEMBANGUNAN DAERAH SAMARINDA EAST KALIMANTAN***

**LAPORAN TUGAS AKHIR**

Diajukan untuk memenuhi salah satu syarat akademik
Jurusan Sastra Inggris Program Diploma III
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# THE APPLICATION OF *SERVICE OF EXCELLENT* IN CUSTOMER SERVICE UNIT AT BANK PEMBANGUNAN DAERAH SAMARINDA – EAST KALIMANTAN

**SUMMARY**

Submitted to fulfill one of the requirements
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