

ACKNOWLEDGEMENT

The author praises the highest gratitude to Allah SWT for His blessings and His mercy in completing this research paper. On this occasion, the author would like to express sincere gratitude and appreciation to the following parties:

1. Dr. Siti Zakiah, S.Par., MM.Par. as the Head of the D3 Hospitality & Culinary Arts Study Program for their leadership, direction, and support in creating a conducive academic environment at the Faculty of Applied Sciences, Telkom University, which has greatly contributed to the smooth progress of my studies and research.
2. Dendi Gusadi, S.Par., MM.Par. as the first supervisor for their exceptional guidance, unwavering support, invaluable mentorship, and profound wisdom. Their expertise not only directed this research but also inspired a deeper understanding of the subject matter.
3. Riza Taufiq, S.Sos., MM.Par. as the academic advisor for their consistent guidance, invaluable advice, and unwavering support throughout my entire academic journey.
4. Edmeia Oneda Kearney as the IISMA Students Program Leader. The enlightening discussions, deep insights, and knowledge you shared have not only guided this research but have also profoundly broadened my intellectual horizons. Thank you for being a true source of inspiration on this academic journey at Shannon College of Hotel Management.
5. All of the lecturers in Telkom University and Shannon College of Hotel Management for all of the knowledge you have shared. Each one of you have a significant role for shaping my academic journey.
6. To beloved parents, my father and my mother. Thank you for your endless prayers, unconditional love, limitless sacrifices, and for the moral and material support you have provided from the very beginning until the completion of this work. You are my greatest source of strength.
7. All of the Bunratty House 1 family, Pleya Pleye, Induk Pochita, Ayu, Kawser, Luca. Thank you for being the best support system. Your friendship and support have been an invaluable source of energy.

8. To the entire team at Adare Manor especially Gavin Moloney, Fiona Bryne, Sarah Reilly O'Neill. This research paper sought to understand exceptional service quality, and you provided a living case study. Thank you for your participation, the very principles of dedication, passion, and excellence that are explored in these pages. Your work was the primary inspiration and the ultimate proof for this study.

Bandung, 02 August 2025



Rahmi Rabbani