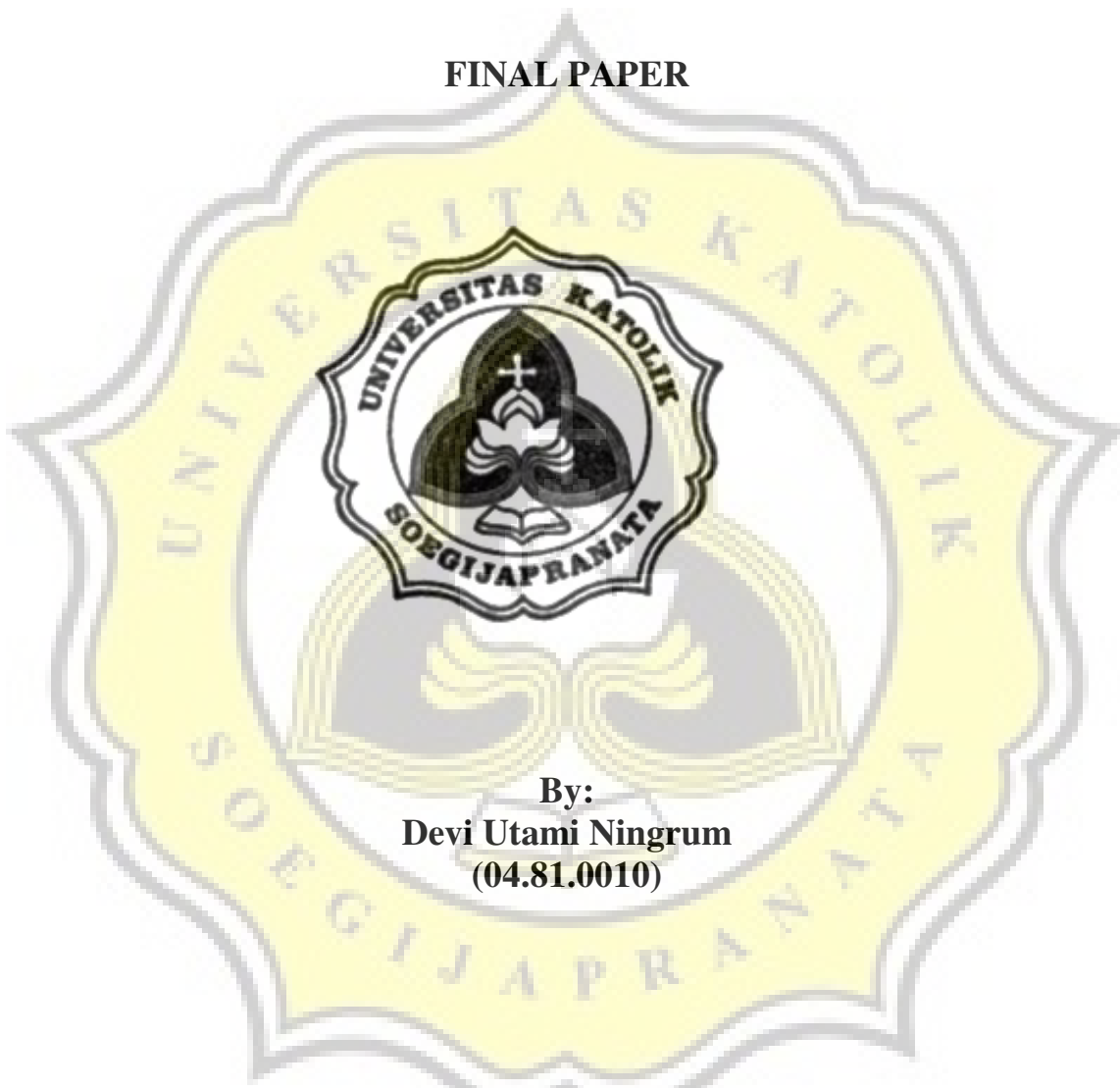


**THE ROLES AND STRATEGIES OF SALES & MARKETING
STAFFS TO ACHIEVE CUSTOMERS' SATISFACTION AT
NOVOTEL SEMARANG**

FINAL PAPER



**By:
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(04.81.0010)**

**DIPLOMA III PROGRAM OF ENGLISH LANGUAGE
FACULTY OF LETTERS
SOEGIJAPRANATA CATHOLIC UNIVERSITY
SEMARANG**

2007

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FINAL PAPER

A report submitted to the Faculty of Letters Soegijapranata Catholic University
In partial fulfillment of the requirement for Ahli Madya in English Language

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**DIPLOMA III PROGRAM IN ENGLISH LANGUAGE
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FINAL PAPER APPROVAL

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MARKETING STAFFS TO ACHIEVE
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Semarang, 4th July 2007

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The writer realizes that there are some weaknesses in this report. Therefore, the writer invites critic and suggestion. Finally, the writer hopes that this writing would be useful for the readers.

The Writer

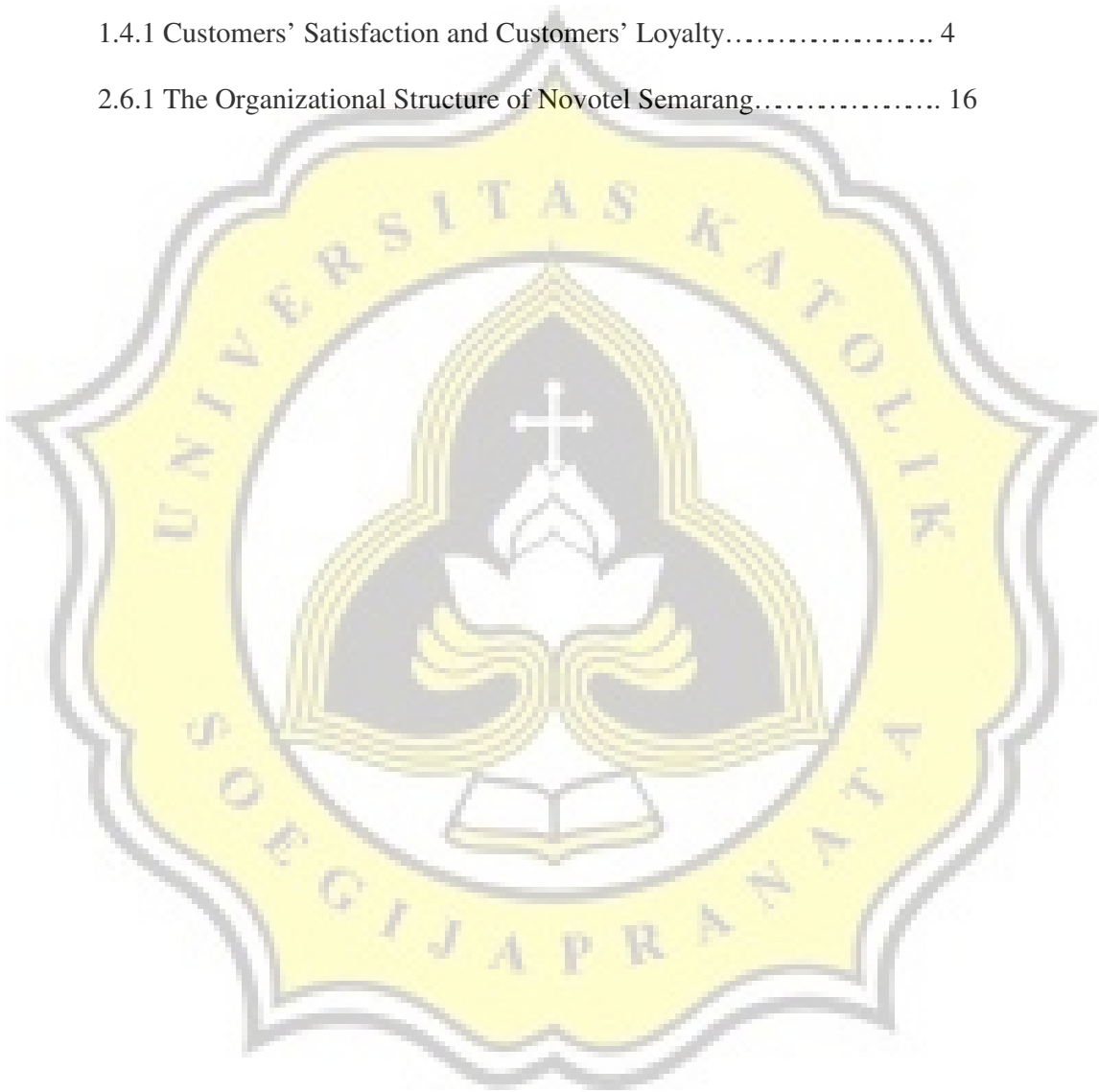
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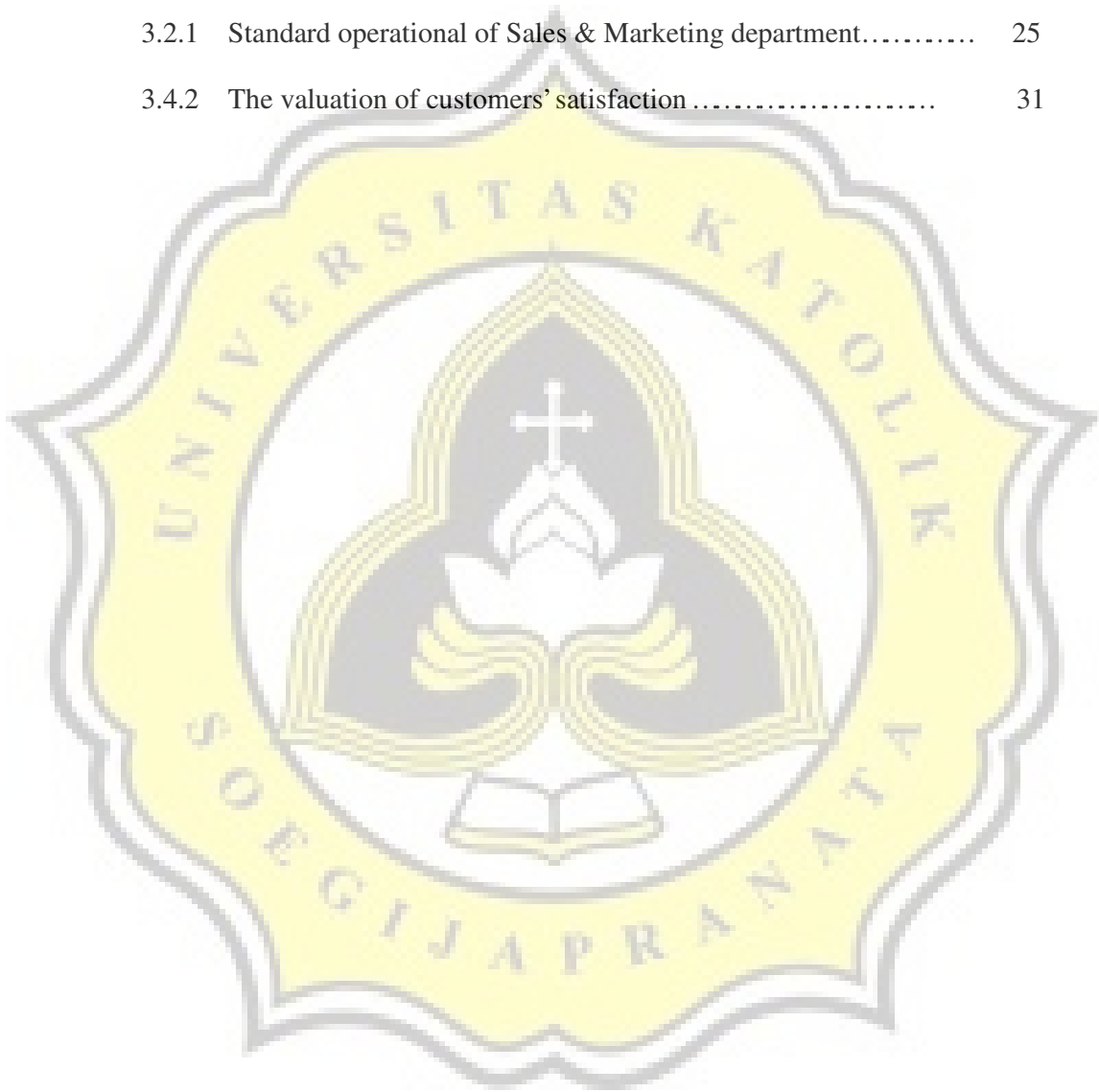
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