

02622/01

**MAINTAIN THE FOOD QUALITY  
IN THE INDONESIAN RESTAURANT  
SPANDERSHOEVE**

**SKRIPSI**

**By:**

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CHNN

**FAKULTAS EKONOMI UNIVERSITAS KRISTEN PETRA  
SURABAYA  
CHRISTELIJKE HONGESCHOOL NOORD NEDERLAND  
LEEWARDEN**

**SURABAYA-LEEWARDEN**

**2001**

**People don't care how much you know  
Until they know how much You care**  
John c Maxwell

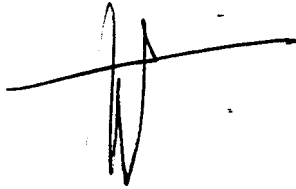
**Quality is not an act  
Is a habit**

Excepted by Hotel Management  
Faculty of Economic  
Petra Christian University  
**And**  
Christelijke Hogeschool Noord- Nederland.

The chairman of the committee

Mentor

*H. Bruins*



Approved by,  
Head of Hotel Management Surabaya, May 2001





## Preface

This thesis is written to complete my Bachelor degree in hospitality management at the Petra Christian University and Christelijke Hogeschool Noord Nederland In Leeuwarden. This thesis have broaden my knowledge in food production, which I think I should learn more about it as it motivates me to make things excellent. I hope it will be useful for those who read it.

In writing this thesis

There are several people that I would like to thank for their contribution to my thesis

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