



UNIVERSITAS BUDI LUHUR

FAKULTAS EKONOMI DAN BISNIS

Daftar Hadir Mahasiswa

Matakuliah: Manajemen Pemasaran Jasa [MM218]

Kelompok: FA

Semester: Genap 2025/2026

Dosen: Elizabeth, S.E, M.M.

No	NIM	Nama	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
			02/03	09/03	06/04	13/04	20/04	27/04	04/05	18/05	25/05	02/06	08/06	08/06	09/06	15/06	17/06	29/06
1	2231501244	Irvin Achmad Nugroho	H	H	H	H	H	H	H	H	H	A	A	H	H	H	H	H
2	2331500286	Syahrul Adhithama	H	H	H	H	H	H	H	H	H	A	H	H	H	A	H	H
3	2331500302	Faras Azkiya Solihin	H	A	H	H	H	H	H	H	H	H	H	H	H	H	H	H
4	2331500500	Randy Chandra	H	I	H	H	H	H	H	H	H	A	A	H	H	H	H	H
5	2331500591	Jihan Fauzi Andrean	H	H	H	H	A	H	H	H	H	H	H	H	H	H	H	H
6	2331500724	Galih Dwiki Wahyudi	H	H	H	H	A	H	H	H	H	H	H	H	H	H	H	H
7	2331501235	Meida Suci Hanisaputri	H	A	H	H	H	H	H	H	H	A	H	H	H	H	H	H
8	2331501268	Nisrina Zulfa Qanita	H	I	H	H	H	H	H	H	H	S	H	H	H	H	H	H
9	2331501276	Sony Aditia Wiguna	H	H	H	H	H	H	H	H	H	A	H	H	H	H	H	H
10	2331501359	Bayu Saputra	H	A	H	H	A	H	H	H	H	A	A	H	H	I	H	H
11	2331501375	Nia Ramadani	H	I	H	H	H	H	H	H	H	H	H	H	H	H	H	H
12	2331501466	Meivia Herliana	I	I	H	H	I	H	H	H	H	A	A	H	H	I	H	H
13	2431500145	Andina Raudhatul Jannah	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H
14	2431500210	Restutama Tri Kartikojati	H	H	H	H	H	H	H	H	H	A	H	H	H	H	H	H
15	2431500285	Nysea Mulia Salsabila	H	H	H	H	H	H	H	H	H	H	A	H	H	H	H	H
16	2431500335	Agustina wulandari	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H
17	2431500442	Natasya Kamelia Putri	H	H	H	H	H	H	H	H	H	H	A	H	H	H	H	H
18	2431500517	Melinda Wahyu Safitri	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H
19	2431500558	Devina Revania Larrasati	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H
20	2431500608	Fakhri Ramadhan Tarigan	H	H	H	H	H	H	H	H	H	H	I	H	H	H	H	H

21	2431500632	Daffa Ertianda	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H
22	2431500640	Muhammad Zaidan Akbar	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H
23	2431500715	Febiano Difitra	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H
24	2431500749	Novita Kristiayu	H	H	H	H	H	H	H	H	A	H	H	H	H	H	H	H
25	2431500780	Suci Setiawati	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H
26	2431500806	Diva Seftia Maulaningsih	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H
27	2431500897	Jingga Java Az-Zahra	H	H	H	H	A	H	H	H	H	A	A	H	H	H	H	H
28	2431500954	Rohayani	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H
29	2431500988	Khalifa Satrio Billy Subekti	I	A	H	H	H	H	H	H	H	H	H	H	H	H	H	H
30	2431501044	Lathifa Githa Putri	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H
31	2431501093	Cornelius Menanti Samosir	H	H	H	H	H	H	H	H	I	A	H	H	S	H	H	H
32	2431501135	Esanda Nova Nuraini	H	H	H	H	H	H	H	H	H	A	H	H	H	H	H	H
33	2431501143	Maysa Akilah	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H
34	2431501317	Emilia Yunita Ulfriti	H	H	H	H	H	H	H	H	A	A	H	H	H	H	H	H
35	2431501424	Firos Aqil Al Bary	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H
36	2431501440	Gabriela Elsa Revalia Lende	H	H	H	H	H	H	H	H	A	H	H	H	H	H	H	H
37	2431501507	Maulida Marsya Hany	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H
38	2431501614	Zaida Ramadhanti	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H	H
39	2431501648	Eroll GVT Nababan	H	A	H	H	H	H	H	H	A	I	H	H	S	H	H	H
40	2431501697	Muhammad Rizqi Riandra Saputra	H	A	H	H	I	H	H	H	H	A	A	H	H	I	H	H
41	2431501788	Nouva Naura Yumna Athiya	A	A	H	H	H	H	H	H	H	H	H	H	H	H	H	H
42	2431501838	Saihan Athallah Putra Arianto	I	I	A	I	I	H	H	H	H	A	A	H	H	S	H	H
43	2431501887	Allya Davina Wahyudi	H	H	H	H	H	H	H	H	H	A	H	H	I	H	H	H
44	2431501929	Akbar Kurnia Pradana	H	A	H	H	H	H	H	H	H	A	H	H	H	S	H	H
45	2431501978	Chaesa Apsary	I	S	H	H	H	H	H	H	H	A	A	H	H	H	H	H
46	2431501986	Amelia Ramadani	H	H	H	H	H	H	H	H	H	A	H	H	H	H	H	H
47	2531502140	Raffy Maulana Setiawan	H	A	H	H	H	H	H	H	H	A	A	H	H	H	H	H

Keterangan:

H: Hadir; A: Alpha (Tidak Hadir); I: Ijin; S: Sakit;



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FAKULTAS EKONOMI DAN BISNIS

Berita Acara Mengajar

Matakuliah: Manajemen Pemasaran Jasa [MM218]

Kelompok: FA

Semester: Genap 2025/2026

Dosen: Elizabeth, S.E, M.M.

No.	Tanggal	Materi yang diberikan
1	02-03-2026	Penyampaian kontrak perkuliahan Fungsi Pemasaran Jasa didalam organisasi Fungsi Pemasaran Jasa dalam praktik beror
2	09-03-2026	Payung besar Pemasaran Jasa Element-element dalam pemasaran jasa landasan utama dalam pemasaran jasa
3	06-04-2026	Karakteristik Jasa. Intangibility Inseparability Variability Perishability
4	13-04-2026	Key Point in Services. Perceived risk Trust & WOM Emotional decision
5	20-04-2026	Kualitas Layanan (SERVQUAL Model) Dimensi utama: Tangibles fasilitas Reliability keandalan Responsiveness
6	27-04-2026	Pengembangan dan Desain Jasa: service concept, service blueprint, inovasi jasa
7	04-05-2026	Kualitas Layanan (SERVQUAL): Tangibles, Reliability, Responsiveness, Assurance, Empathy
8	18-05-2026	UTS
9	25-05-2026	Manajemen Pengalaman Pelanggan (Customer Experience Management)
10	02-06-2026	Kepuasan Pelanggan dan Loyalitas Pelanggan
11	08-06-2026	materi pertemuan 12
12	08-06-2026	Service failure Complaint management Service recovery strategy Customer trust recovery
13	09-06-2026	materi pertemuan 13
14	15-06-2026	Service differentiation Service innovation Competitive advantage Best practice industri jasa
15	17-06-2026	Analisis pasar Service strategy Customer experience strategy Penyusunan program pemasaran jasa
16	29-06-2026	materi pertemuan 16



UNIVERSITAS BUDI LUHUR

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Daftar Nilai

Matakuliah: Manajemen Pemasaran Jasa [MM218]

Kelompok: FA

Semester: Genap 2025/2026

Dosen: Elizabeth, S.E, M.M.

No.	NIM	Nama	Presensi	Tugas	UTS	UAS	GRADE
1	2231501244	Irvin Achmad Nugroho	88	63	70	69	68 => B-
2	2331500286	Syahrul Adhithama	88	80	87	86	85 => A
3	2331500302	Faras Azkiya Solihin	94	85	86	87	86 => A
4	2331500500	Randy Chandra	88	80	87	86	85 => A
5	2331500591	Jihan Fauzi Andrean	94	85	85	86	85 => A
6	2331500724	Galih Dwiki Wahyudi	94	85	80	80	82 => A-
7	2331501235	Meida Suci Hanisaputri	88	80	87	89	86 => A
8	2331501268	Nisrina Zulfa Qanita	100	87	88	88	88 => A
9	2331501276	Sony Aditia Wiguna	94	85	87	87	86 => A
10	2331501359	Bayu Saputra	75	60	65	999	38 => -
11	2331501375	Nia Ramadani	100	87	87	89	88 => A
12	2331501466	Meivia Herliana	88	80	65	71	72 => B
13	2431500145	Andina Raudhatul Jannah	100	87	88	89	88 => A
14	2431500210	Restutama Tri Kartikojati	94	85	89	89	88 => A
15	2431500285	Nysea Mulia Salsabila	94	85	89	89	88 => A
16	2431500335	Agustina wulandari	100	87	87	89	88 => A
17	2431500442	Natasya Kamelia Putri	94	85	83	87	85 => A
18	2431500517	Melinda Wahyu Safitri	100	87	87	89	88 => A
19	2431500558	Devina Revania Larrasati	100	87	88	89	88 => A
20	2431500608	Fakhri Ramadhan Tarigan	100	87	84	86	86 => A
21	2431500632	Daffa Ertianda	100	87	84	87	86 => A
22	2431500640	Muhammad Zaidan Akbar	100	87	85	88	87 => A

23	2431500715	Febiano Difitra	100	87	90	88	88 => A
24	2431500749	Novita Kristiayu	94	85	89	89	88 => A
25	2431500780	Suci Setiawati	100	87	88	89	88 => A
26	2431500806	Diva Seftia Maulaningsih	100	87	89	89	88 => A
27	2431500897	Jingga Java Az-Zahra	81	83	79	85	83 => A-
28	2431500954	Rohayani	100	87	87	89	88 => A
29	2431500988	Khalifa Satrio Billy Subekti	94	85	85	85	85 => A
30	2431501044	Lathifa Githa Putri	100	87	89	89	88 => A
31	2431501093	Cornelius Menanti Samosir	94	85	86	85	85 => A
32	2431501135	Esanda Nova Nuraini	94	85	89	85	86 => A
33	2431501143	Maysa Akilah	100	87	89	87	88 => A
34	2431501317	Emilia Yunita Ulfitri	88	83	89	86	86 => A
35	2431501424	Firos Aqil Al Bary	100	87	89	88	88 => A
36	2431501440	Gabriela Elsa Revalia Lende	94	85	88	87	87 => A
37	2431501507	Maulida Marsya Hany	100	87	87	87	87 => A
38	2431501614	Zaida Ramadhanti	100	87	88	89	88 => A
39	2431501648	Eroll GVT Nababan	88	83	87	89	87 => A
40	2431501697	Muhammad Rizqi Riandra Saputra	81	78	79	999	47 => -
41	2431501788	Nouva Naura Yumna Athiya	88	83	88	88	87 => A
42	2431501838	Saihan Athallah Putra Arianto	81	50	57	60	56 => D
43	2431501887	Allya Davina Wahyudi	94	85	89	87	87 => A
44	2431501929	Akbar Kurnia Pradana	88	83	88	87	86 => A
45	2431501978	Chaesa Apsary	88	83	70	62	71 => B
46	2431501986	Amelia Ramadani	94	85	88	89	88 => A
47	2531502140	Raffy Maulana Setiawan	81	80	85	85	84 => A-