

Kode Matakuliah>Nama Matakuliah : 8176/CUSTOMER SERVICE LOGISTICS
 Kelas : 54-20-02
 Semester/SKS : 8/2 SKS

Tabel Log Aktivitas				
Pertemuan	Tanggal	Materi Perkuliahan	Jam Mulai	Jam Selesai
1	2023-09-27	Pendahuluan Customer Service Logistik	13:00	14:40
2	2023-10-03	Sifat Dasar Service (Pelayanan)	13:00	14:40
3	2023-10-17	Dimensi Kualitas Layanan (1)	13:00	14:40
4	2023-10-24	Dimensi Kualitas Layanan (2)	13:00	14:40
5	2023-10-31	Karakteristik Pelanggan Jasa Logistik	13:00	14:40
6	2023-11-06	Customer Relationship Management	13:00	14:40
7	2023-11-07	Komunikasi dengan Pelanggan	13:00	14:40
8	2023-11-21	Asesmen Awal (1)	13:00	14:40
9	2023-11-28	Kepuasan dan Loyalitas Customer	13:00	14:40
10	2023-12-05	Profesionalisme dalam Customer Service	13:00	14:40
11	2023-12-12	Jenis dan Penanganan Komplain	13:00	14:40
12	2023-12-27	Budaya Berorientasi Pelanggan	13:00	14:40
13	2024-01-02	Mengenal Diri dan Potensi	13:00	14:40
14	2024-01-09	Pelayanan Prima	13:00	14:40
15	2024-01-12	Review dan Quiz	13:00	14:40
16	2024-01-30	Asesmen Akhir (Praktek Customer...	13:00	14:40

Tabel Presensi Paruh Pertama											
NPM	Nama	1	2	3	4	5	6	7	8	Total	
6204056	Trio Ajie Wardhana	A	H	H	H	H	H	H	H	7	
6204031	Khofifah Kurniasari	H	H	H	H	H	H	H	H	8	
6204040	Nurdzaky Juliansyah	H	H	H	H	H	H	H	H	8	
6204044	Siti Syalwa Farisya	H	H	H	H	H	H	H	H	8	
6204045	Sopia Apipah	H	H	H	H	H	H	H	H	8	
6204046	Vinsensius Danu Diwangkara	H	H	H	H	H	H	H	H	8	
6204047	Audy Ramadhina Maharani	H	H	H	H	H	H	H	H	8	
6204052	Friyanka Dwitasari	H	H	H	H	H	H	H	H	8	
6204033	Dina Putri Octaviani	H	H	H	H	H	H	H	H	8	

6204049	Alfathani Diva Amanesea	H	H	H	H	H	H	H	H	8
6204054	Winda Septiana Br Harianja	H	H	H	H	H	H	H	H	8
6204058	Jagad Bayu Setiadi	A	H	H	H	A	H	H	H	6
6204059	Rio Adam	A	H	H	H	A	A	H	H	5
6204032	Gregorius Gavin Yuda Pradana	H	H	H	H	H	H	H	H	8
6204038	Fakhruddin Fathulloh Thohir	H	H	H	H	H	H	H	H	8
6204041	Dina Aulia R	H	H	H	H	H	H	H	H	8

Tabel Nilai Akhir										
NPM	Kehadiran	Tugas 1	Tugas 2	Tugas 3	Tugas 4	Tugas 5	UTS	UAS	Jumlah	Nilai
6204031	87%	75	90	1	1	60	80	95	65	BC
6204032	100%	75	90	90	90	70	65	95	82	AB
6204033	100%	90	90	90	98	30	75	95	84	AB
6204035	93%	75	90	90	1	20	69	95	66	BC
6204036	100%	93	90	90	95	20	81	95	85	A
6204038	100%	90	90	90	98	20	90	98	88	A
6204039	100%	93	90	90	90	60	60	95	82	AB
6204040	87%	75	1	1	95	10	88	95	70	B
6204041	93%	75	90	90	95	10	61	95	77	B
6204043	93%	90	90	90	98	10	71	90	80	AB
6204044	81%	93	90	1	95	50	73	95	77	B
6204045	100%	95	90	90	98	60	71	98	87	A
6204046	100%	75	90	90	98	20	98	98	89	A
6204047	100%	93	90	90	98	50	87	90	88	A
6204049	81%	93	90	90	1	30	87	98	73	B
6204050	87%	75	1	90	98	20	58	95	71	B
6204051	93%	88	90	90	98	20	66	95	81	AB
6204052	93%	93	1	93	90	60	87	98	82	AB
6204053	87%	75	90	90	98	40	81	95	85	A
6204054	100%	93	90	90	95	50	68	98	84	AB
6204056	93%	93	93	93	98	70	68	95	86	A
6204058	81%	93	90	90	98	10	72	95	81	AB
6204059	53%	75	1	1	1	60	65	1	29	E
6204169	40%	75	90	1	1	1	86	1	36	E
6204173	93%	90	90	90	98	20	66	90	80	AB