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**Letter Of Accepted (LoA)**

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Dear.

**Gabriella Kylie, I Made Dwi Budiana Penindra, I Wayan Bandem Adnyana**

Thank you for submitting your best article to be published on **Jurnal Media Akademik (JMA)** with the title:

**"ANALISIS KEPUASAN PELANGGAN DAN STRATEGI  
PENINGKATAN KUALITAS LAYANAN DI RESTORAN XYZ DENGAN  
METODE CUSTOMER SATISFACTION INDEX DAN IMPORTANCE  
PERFORMANCE ANALYSIS"**

Based on the results of the review and the decision of the editorial team, the article is declared **ACCEPTED** for publication in the **Jurnal Media Akademik (JMA)** edition **Volume 4 Number 1 Januari 2026**.

Thus we submit this letter of information to be used as it should be, we express our gratitude.

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Sidoarjo, 28 January 2026

Editor In Chief



The authenticity of the LOA can be checked by scanning the QR code on the side!

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**Muhammad Rifqi Nur Wachid Adi  
Pratama, C.PS., C.WS**

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