



Our Reference : 500-IPSiS (8/6/9)
Date : 10 November 2023

Dr. Riyadi Agus

Jl. Cibubur 2 Bulak Ringin Raya
No.1A RT 002 RW 00
Kelurahan Cibubur Kec. Ciracas
13720 Jakarta Timur
Indonesia

Dear Dr. Riyadi Agus,

LETTER OF COMPLETION

I am pleased to inform you that the University Senate in its meeting on **07 November 2023 (Senate No. 300)** has confirmed that you have successfully completed all the requirements for the degree of Doctor of Philosophy with thesis entitled ***"The Impact of Crisis Management on Brand Reputation and Brand Positioning Towards the Performance of Upscale Hotels in The Post-Covid-19 Era"***.

The award of **Doctor of Philosophy (Hotel and Tourism Management)** will be conferred during the **University's 99th Convocation**.

On behalf of the University, I would like to congratulate you on your achievement in graduating on time. The University wishes you success and all the best in your future endeavors.

Thank you.

"MALAYSIA MADANI"
"BERKHIDMAT UNTUK NEGARA"

Yours sincerely,

(PROF. IR. DR. ZUHAINA HAJI ZAKARIA)
Dean

- Cc:
1. Dr. Mohd Raziff Jamaluddin
UiTM Selangor
 2. Dr. Muhammad Izzat Zulkifly
UiTM Selangor
 3. Head of Postgraduate Studies, Faculty of Hotel and Tourism Management

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