

# Certificate of Appreciation

**9<sup>TH</sup> INCOMaR**  
The 9th International Conference on Marketing and Retailing  
"Industry-Academia Linkages for Business Sustainability"

*Presented to*

**AGUS RIYADI, DINO GUSTAF LEONANDRI, DR RAZIFF MOHD JAMALUDDIN**

*Hospitality Research : Paper ID: 103-099*

*Crisis Management, Brand Reputation and Brand Performance of Upscale Hotels in the Post COVID-19 Crisis in Indonesia*

*in appreciation for*

**BEST PAPER AWARD  
INTERNATIONAL CONFERENCE ON MARKETING AND RETAILING (INCOMAR) 2023**

*on*

**1-2 MARCH, 2023**

*at*

**HOTEL PROMENADE KOTA KINABALU, SABAH  
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