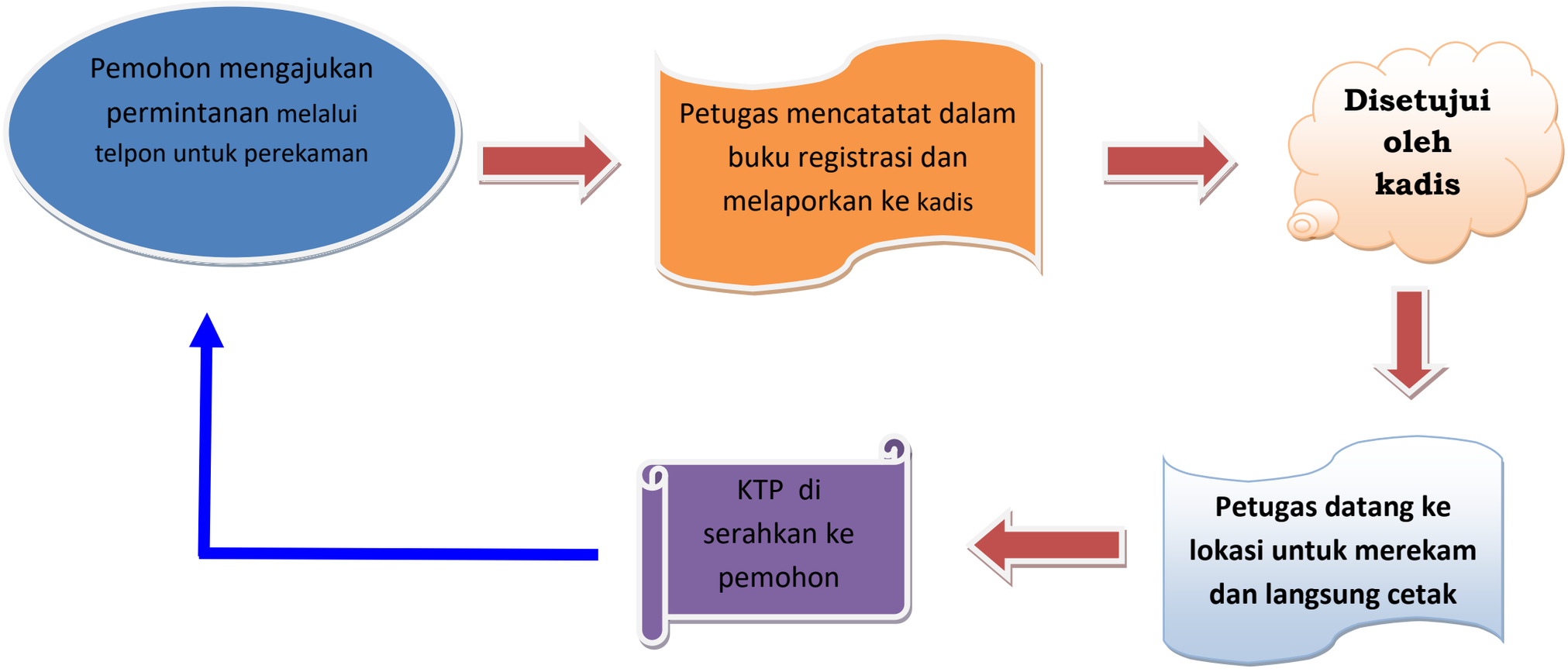ALUR PELAYANAN HOME SERVICE