

## BIBLIOGRAPHY

- Bardi, James A. 2003. *Hotel Front Office Management*. New Jersey. John Wiley & Sons, Inc.
- Golden-Romero, Pat. 2007. *Hotel Convention Sales, Services, and Operations*. United States America. Elsevier Inc & technology Rights Department in Oxford.
- Henkin, Shepard. 2000. *Hotel and Motel Management Careers*. United States of America. VGM Career Books.
- Hermawan, H., Brahmanto, E., & Hamzah, F. 2018. *Pengantar Manajemen Hospitality*. Jawa Tengah. PT Nasya Expanding Management.
- Lawson, Fred. 1976. *Hotel Motels, and Condominiums (Design Planning and Maintenance)*. London. First Publish Great Britain by The Architectural Press LTD.  
<http://hotelpopuler.com>.
- Mackenzie, Muraay dan Chan, Benny. 2009. *Introduction the Hospitality*. Hongkong. Education Bureau.
- Manurung, Heldin & Trizno Tarmoezi. 2002. *Manajemen Front Office Hotel*. Jakarta. Kesaint Blanc  
<http://pariwisataindonesia2015.blogspot.com>
- Rumekso. 2002. *Housekeeping Hotel*. Jakarta Pusat. Andi Offset.  
<http://hotelpopuler.com>
- Rutherford, Denny G. and O'Fallon, Michael J. 2011. *Hotel Management and Operations*. New Jersey. John Wiley & Sons, Inc.
- Sambodo, Agus and Bagyono. 2006. *Dasar – dasar Kantor Depan Hotel*. Yogyakarta. Andi Offset.  
<http://hotelpopuler.com>
- Sheela, A.M. 2007. *Economics of Hotel Management*. New Delhi. New Age International (P) Ltd.
- Sihite, Richard. 2000. *Hotel Management (Pengelola Hotel)*. Surabaya. SIC.  
<http://hotelpopuler.com>.

Sugiyono. 2009. *Metode Penelitian Kualitatif, Kuantitatif dan R&D*. Bandung. Alfabeta.

<http://www.maxmanroe.com/vid/umum/penelitian-kualitatif.html>

Sulastiyono, Agus. 2006. *Teknik dan Prosedur Divisi Kamar pada Bidang Hotel*. Bandung. Alfabeta.

<http://hotelpopuler.com>

