

DAFTAR PUSTAKA

-
- [1] Arikunto, S. *“Dasar-Dasar Evaluasi Pendidikan”*: Bumi Aksara, 2020
- [2] Baum, T., & Hai, N. "Human Resource Management for the Hospitality Industry.": Palgrave Macmillan, 2018.
- [3] Brown, Michael. *“The Role of Practical Work in Education”*: Routledge, 2019.
- [4] Butarbutar, R. R. *“Pengantar Pariwisata”*: Widina Bhakti Persada Bandung, 2021.
- [5] Demiroglu, O. C. & Hallin, C. A. *“SOPs in the Hotel Industry: An Exploratory Study of Their Impact on Room Division Efficiency”*: Journal of Hospitality and Tourism Technology, 2020.
- [6] Kasavana, M. L. *“Managing Front Office Operations”*: AHLEI, 2020.
- [7] Kotler, P. & Keller, K. L. *“Marketing Management”*: Pearson Education, 2021.
- [8] Kwortnik, K. & Thompson, G. *“Service Operations Management: Improving Service Delivery”*: Pearson Education, 2018.
- [9] Mardiana, Andi. *“Modul Pembelajaran Interaktif: Konsep dan Implementasi”*: Deepublish, 2020.
- [10] Sailendra, A. *“Langkah-Langkah Praktis Membuat SOP”*: Trans Idea Publishing, 2015.
- [11] Smith, John. *“Experiential Learning in Education.”*: Routledge, 2018.
- [12] Stipanuk, D. M. *“Hospitality Facilities Management and Design”*: Pearson Education, 2020.
- [13] Walker, J. R. *“Introduction to Hospitality Management”*: Pearson Education, 2019.
- [14] Widyanto, Hendra *“Desain Modul Pembelajaran: Konsep dan Aplikasi”*: Kencana, 2019.
- [15] Yoeti, O. A. *“Pengantar Ilmu Pariwisata”*: Penerbit Angkasa, 2019.