

DAFTAR PUSTAKA

- Ar Ruum Maulanasari, Izza Ulumuddin Ahmad Asshofi. 2021. "UPAYA PENINGKATAN KUALITAS PELAYANAN FRONT OFFICE DI HOTEL GRASIA SEMARANG." *EFISIENSI - KAJIAN ILMU ADMINISTRASI* 7(1): 209-34. doi:10.21831/efisiensi.v7i1.3912.
- Ayu, Gusti, and Agustina Riski. 2019. "ANALISA PERAN FRONT DESK AGENT DALAM PEMBENTUKAN CITRA POSITIF DI VILA BALI ASRI SEMINYAK- BALI." 3(1): 36-44.
- Dev, Chekitan S., and Prateek Kumar. 2019. "A Detailed Study of the Expected and Actual Use of Hotel Amenities." *Boston Hospitality Review* 20: 1-7.
<http://www.bu.edu/bhr/files/2019/04/A-Detailed-Study-of-the-Expected-and-Actual-Use-of-Hotel-Amenities-Chekitan-S.-Dev-and-Prateek-Kumar-1.pdf>.
- Dev, Chekitan S, Rebecca W Hamilton, Roland T Rust, and Matthew V Valenti. 2018. "What Do Hotel Guests Really Want?" *Cornell Center for Hospitality Research* 18(8): 1-25.
- Faizal Azrin, Abdullah, and Yusoff Abdullah Muhamed. 2021. "Hotel Ammenities, Customer and Customer: A Test of Mediation." *Journal of Tourism, Hospitality & Culinary Arts* 14(1): 262-70.
- Fauzan. 2024. 15 Ağır "PERANAN FRONT OFFICER DALAM MENINGKATKAN KEPUASAN TAMU PADA THE GRAND PALACE HOTEL YOGYAKARTA." SEKOLAH TINGGI ILMU EKONOMI & PARIWISATA API= STIE <PARIWISATA API= YOGYAKARTA.
- Heo, Cindy Yoonjoung, and Sunghyup Sean Hyun. 2015. "Do Luxury Room Amenities Affect Guests' Willingness to Pay?" *International Journal of Hospitality Management* 46: 161-68. doi:10.1016/j.ijhm.2014.10.002.
- Högnäs, Sandra. 2015. "The Importance of the First Impression in Hotel Customer Service." : 46+2.
http://www.theseus.fi/handle/10024/96496%0Ahttps://www.theseus.fi/bitstream/handle/10024/96496/Sandra_Hognas.pdf?sequence=1&isAllowed=y.
- Jeong, Miyoung, and Marketa Kubickova. 2021. "Do the Brand and Packaging Matter? The Case of Hotel Bathroom Amenities." *Journal of Hospitality and Tourism Insights* 4(5): 565-81. doi:10.1108/JHTI-03-2020-0030.
- Juliana, Juliana, Rudy Pramono, Indriany Sartjie, Jocelyn Roon, Meita Orlina, and Venessa Daicy. 2022. "Determining Experience Quality on Customers' Perceived Value,

- Satisfaction and Loyalty.” *Fokus Bisnis Media Pengkajian Manajemen dan Akuntansi* 21(2): 132-46. doi:10.32639/fokbis.v21i2.52.
- Karnita, Ita, and Lu’luwatin Rosdiana Aprilia. 2021. “Pengaruh Persepsi Dan Preferensi Tamu Terhadap Keputusan Menginap Di Hotel Syariah Kota Bandung.” *Tourism Scientific Journal* 6(2): 167-86. doi:10.32659/tsj.v6i2.108.
- Mahendra, I Gede Agus. 2022. “Implementasi Standar Operasional Prosedur Dalam Menangani Tamu Check in Dan Check out Di the Trans Resort Bali.” *Jurnal Ilmiah Pariwisata dan Bisnis* 1(11): 3054-70. doi:10.22334/paris.v1i11.212.
- Saputra, Dio, Lise Asnur, and Universitas Negeri Padang. 2024. “PEMBUATAN WELCOME DRINK BERBASIS REMPAH " TEH HITAM SERAI LEMON " .” 8(2): 107-15.
- Sari, Ni Kadek Cita, Ni Putu Wiwiek Ary Susyarini, I Ketut Suarja, and Made Sudiarta. 2020. “Check-in Handling by Receptionist to Improve Service Quality.” *International Journal of Glocal Tourism* 1(2): 99-108. doi:10.58982/injogt.v1i2.34.
- Sirhan, Fikri. 2019. “Pengaruh Kualitas Pelayanan Terhadap Kepuasan Dan Loyalitas Mahasiswa.” *Jurnal Bisnis dan Manajemen* 3(1): 120-34.
<https://media.neliti.com/media/publications/75420-ID-pengaruh-kualitas-pelayanan-terhadap-kep.pdf>.
- Soifer, Inna, Eun Kyong Choi, and Euntae Lee. 2021. “Do Hotel Attributes and Amenities Affect Online User Ratings Differently across Hotel Star Ratings?” *Journal of Quality Assurance in Hospitality and Tourism* 22(5): 539-60.
doi:10.1080/1528008X.2020.1814935.
- Suprina, Rina, Heny Hendrayati, Vanessa Gaffar, and Ratih Hurriyati. 2022. “Memahami Kepuasan Pelanggan Terhadap Pelayanan Hotel: Suatu Tinjauan Pustaka Sistematis Understanding Customer Satisfaction toward Hotel Service: A Systematic Literature Review.” *Jurnal Manajemen dan Organisasi (JMO)* 13(3): 233-43.
doi:10.29244/jmo.v13i3.39338.
- Utama, Adi. 2024. “Customer Satisfaction Affected by Service Quality with the Scale of Service Quality in Hotels (SSQH) Method.” *Jurnal Manajemen dan Bisnis* 7(2): 599-606. doi:10.36555/almana.v8i3.2723.
- Wachidyah, W. (2017). 2017. “Front Office Department Dan Peranannya.” *Wiwin Wachidyah* 4: 1-11. <https://nscpolteksby.ac.id/ebook/files/Ebook/Journal/2017/JBT Front Office Department dan Peranannya dalam Layanan Tamu Hotel By Wiwin Wachidayah.pdf>.