

## REFERENCES

- Akyar, Isin. 2012. Standard Operating Procedures (What Are They Good For?). Latest Research into Quality Control. License InTech.
- Adhabi, E. A., & Anozie, C. B. (n.d.). Literature Review for the Type of Interview in Qualitative Research. Retrieved from <http://www.macrothink.org/journal/index.php/ije/article/view/11483>
- Bellini, N. (n.d.). The Concierge. Tradition, Obsolescence and Innovation in Tourism. Retrieved from <http://symphonia.unimib.it/article/view/2016.2.03bellini.convert>
- Bhat, A. (2018, October 30). Qualitative Data- Definition, Types, Analysis and Examples. Retrieved from <https://www.questionpro.com/blog/qualitative-data/>
- Bagyono (2012) front office berasal dari bahasa inggris Front. (n.d.). Retrieved from <https://docplayer.info/40055136-Bab-ii-uraian-teoritis-menurut-bagyono-2012-front-office-berasal-dari-bahasa-inggris-front.html>
- Caywood, C. L. (Ed.) (2012). *The Handbook of Strategic Public Relations and Integrated Marketing Communications*. (2 ed.) McGraw Hill.
- Devi, E. (2014). Aktivitas Receptionist Dalam Menangani Tamu Personal Di Ameera Boutique Hotel Yogyakarta. Retrieved from <http://ejournal.bsi.ac.id/ejurnal/index.php/khasanah/article/view/458/351>
- Darna, N., & Herlina, E. (2018). MEMILIH METODE PENELITIAN YANG TEPAT: BAGI PENELITIAN BIDANG ILMU MANAJEMEN. *Jurnal Ekologi Ilmu Manajemen*, 287-292.

Febryani, L. (2017). ANALISIS KINERJA RESEPSIONIS DALAM LAYANAN TAMU DI FRONT OFFICE DEPARTMENT HOTEL SAHID SURABAYA. Retrieved from <https://www.e-jurnal.com/2017/03/analisis-kinerja-resepsionis-dalam.html>

Four Seasons Hotel Jakarta and Capital Place Officially Open for Business this June 2016. (n.d.). Retrieved from <https://www.rajawali.com/four-seasons-hotel-jakarta-and-capital-place-officially-open-for-business-this-june-2016/>

Ghaisani, A. (2017). PENGARUH HARGA DAN KUALITAS PELAYANAN TERHADAP KEPUASAN KONSUMEN XTRANS TRAVEL BANDUNG (Survey pada konsumen Xtrans Travel Last Minute Point Bandung). Retrieved from <http://repository.unpas.ac.id/15856/>

Indonesia Tourist Arrivals. (2018). Retrieved from <https://tradingeconomics.com/indonesia/tourist-arrivals>

Irena, A. (2015). RANCANGAN PANDUAN MUTU DEPARTEMEN HUMAN RESOURCE (HRD) PADA PT. XY. Retrieved from <http://publication.petra.ac.id/index.php/manajemen-bisnis/article/view/3120>

Luxury Hotel Jakarta, Indonesia: Four Seasons Hotel Jakarta. (n.d.). Retrieved from <https://www.fourseasons.com/jakarta/>

Musriati, & Atik. (2014, December 28). Implementasi SOP dalam pendaftaran ibadah haji di Kementerian Agama kota Semarang (perspektif excellent service). Retrieved from <http://eprints.walisongo.ac.id/3531/>

Moleong, L.J. 2011. Metodologi Penelitian Kualitatif . Bandung : Remaja Rosda Karya.

Mcleod, S. (n.d.). Observation Methods. Retrieved from <https://www.simplypsychology.org/observation.html>

Suryadi, M. I. (2018). ANALISIS KUALITAS PELAYANAN PADA LAYANAN SIRKULASI UMUM DINAS PERPUSTAKAAN DAN KEARSIPAN PROVINSI RIAU. Retrieved from <http://repository.uin-suska.ac.id/13822/>

Sugiyono (2015). Metode Penelitian Kombinasi (Mix Methods). Bandung: Alfabeta.

The Hotel Week 2019. (2019). Retrieved from <https://thehotelweek.com/conference/2019>

Tjiptono, Fandy. 2010, Strategi Pemasaran, Edisi 2, Andi Offset, Yogyakarta.