

REFERENCES

- Andrews, S. (2008). *Introduction to tourism and hospitality industry*. Mc Graw-Hill.
- Hornby, A.S. (1995). *Oxford advanced learner's dictionary*. New York: Oxford University Press
- Bety P. (2013). *Tugas waiter dan waitress*. Tersedia di [https://betypuspitasari.wordpress.com/Bengi \(2011\).Things can make waiter upset](https://betypuspitasari.wordpress.com/Bengi (2011).Things can make waiter upset). Retrieved from <http://diemexalbum.blogspot.com/2011/09/10-things-can-make-your-waiter-up set.html>
- Budi, H. (2015). *Fungsi tugas dan tanggung jawab seorang waiter*. Tersedia di <http://www.budihermanto.com/fungsi-tugas-dan-tanggung-jawab-seorang-waiter/>
- Burns and Grove. (2003). *Method of research*. Retrieved from <http://www.ais.utm.my/researchportal/files/2015/02/Example3-Res-Design.pdf>
- Sugiarto, E. (2002). *Psikologi Pelayanan dalam industri jasa*. Jakarta: PT Gramedia Pustaka Utama
- Sugiarto, E and Sulartiningrum, E. (2001). *Pengantar akomodasi dan restoran*. Jakarta: Gramedia.
- HRD. (2015). *Aryaduta Palembang hotel job description hotel*. Palembang: Aryaduta
- Irawan. (2002). *10 prinsip kepuasan pelanggan*. Tersedia di <http://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=1&ved=0CBsQFjAA&url=http%3A%2F%2Fjurnal.widyamanggala.ac.id%2Findex.php%2Fwmkeb%2Farticle%2Fdownload%2F54%2F46&ei=HS2LVZyUMdL38QWU24HoCg&usg=AFQjCNFgb6IkoC04zcbcucOB7iHad-uYAA&sig2=LNwpyjwWlHE15qps9KiXwA>
- Kotler, P. and Armstrong, G. (2001). *Principles of Marketing, 9 th edition*. New Jersey: Prentice-Hall.
- Langley. (1988). *Research method*. Retrieved from https://inetcenter.files.wordpress.com/2012/03/10-12_research-lesson.pdf
- Lincoln and Guba in Sugiyono. (2013). Tersedia di <http://eprints.uny.ac.id/9718/3/Bab%203%20-07104241010.pdf>

- Sukmadinata, Syaodih, N. (2005). *Landasan psikologi proses pendidikan*. Bandung : Remaja Rosdakarya
- Marsum W.A. (2005). *Pengantar perhotelan dan restoran*. Yogyakarta: Graha Ilmu.
- Trochim (1999) *Field research*. Retrieved from <http://www.staff.city.ac.uk/j.s.labonte/pdf/fiel dan observation research.pdf>
- Oxford University Press. (2008). *Oxford dictionary*. London : Oxford University.
- Polit D and Hungler B. (2004) *Nursing research, principles and methods*. Philadelphia. Lippincourt
- Shell Harris. (2010). *Things that tick off your waiter*. Retrieved from <http://www.tophatz.net/the-real-top-10-things-that-tick-off-your-waiter.php>
- Study Guide and Keynot. (2005). *Study guide and keynot*. Retrieved from <http://www.scribd.com/doc/17721021/Manual-for-Food-BeverageService#scribd>
- Sudiarto, M. (1995). *Pengantar industri akomodasi dan restoran*. Tersedia di <https://id-id.facebook.com/kuningankab.go.id/posts/10152458554666515>
- Sukardi. (1981). *Pengertian service*. Tersedia di (<http://dewapos.blogspot.com/2014/11/pengertian-dan-tipe-pelayanan-f-service.html>).
- Sulastriningrum. (2003). *Pengantar akomodasi dan restoran*. Jakarta: Gramedia Pustaka Utama.