

REFERENCES

- Ahyar, J. (2015). *Korespondensi Bisnis Indonesia* (Edisi Pert). Aceh : Sefa Bumi Persada.
- Airlangga Global Engagement. (n.d.). *ABOUT AGE*. Retrieved from <https://global.unair.ac.id/about-age/>
- Bogun, A. (2011). *Business Correspondence : Problems and Perspectives*. 81–84.
- Bowman, J. (2007). *Don't Take The Last Donut : New Rules Of Business Etiquette* (K. Henches (ed.). Franklin Lakes, NJ : The Career Press, Inc.
- Caraivan, L. (2015). Guidelines for Business Correspondence. *Quaestus Multidiciplinary Research Journal*, 7, 215–220.
- Churiyah, Y. (2010). Komunikasi Lisan dan Tertulis. *Upi Edu*, 1, 1–56.
- Wahyuningtyas, S. A. K. (2006). *The Establishment of Interpersonal Relations in E-mail Business Correspondence*. (Unpublished master's thesis) .Universitas Negeri Semarang, Semarang, Indonesia.
- Seglin, J. L., & Coleman, E. (2012). *The AMA Handbook of Business Letters* (4th Ed.). United States of America : Amacom.
- Rachmania, I. M., & Mirahayuni, N. K. (2009). A Study of Features of Indonesian Business Correspondence E-Mails. *Parafrese*, 09(02), 11–21.
- Sudomo, A. (2013). Kaidah Korespondensi Bisnis Berbahasa Inggris di Era Abad 21. *Jurnal Administrasi Kantor*, 1, 123–146.
- Taylor, S. (2012). *Model Business Letters, Emails and Other Business Documents* (7thed.).Edinburgh Gate : Pearson Education Limited.

Kusumawati,T.I.(2016). Komunikasi Verbal Dan Nonverbal. *Jurnal Pendidikan Dan Konseling*, 6(2), 83 - 98.

Tuyet, N. T. (2017). Why Should Effective Business Correspondence Writing be Carefully Taught and Learnt. *Van Hien University Journal of Science*, 5(2), 51–61.

