

## REFERENCES

- Dodd, Charley H and Liliweri, Alo. (2003). *Makna Budaya dalam Komunikasi Antar Budaya*. Yogyakarta : PT LKiS.
- Jarach, D. (2001) *The evolution of airport management practices: towards a multi-point, multi-service, marketing-driven*, *Journal of Air Transport Management, Volume 7:119 -125*.
- Khadka, Kabu & Maharjan, Soniya (2017). *Customer Satisfaction and Customer Loyalty*. Thesis of Centria University of Applied Sciences.
- Lebed, Maria. (2018). *7 Customer Service Challenges and How to Overcome Them*.
- Mathieu, V. (2001), 'Service Strategies within the Manufacturing Sector: Benefits, Costs and Partnerships', *International Journal of Service Industry Management, Vol. 12, pp. 451–475*.
- Pitana, I Gede and Surya Diarta, I Ketut. (2009). *Intercultural Communication Based on Local Wisdom That Made the People of Bali Reject Sharia Tourism*. Asian Journal of Media and Communication.
- Rogers, Everett and Kincaid, Lawrence. (2003). *Makna Budaya dalam Komunikasi Antar Budaya*. Yogyakarta : PT LKiS.
- Sorenson, M. (June 16, 2015). *Trends in airport terminal planning*. Mead and Hunt.
- Sullivan (1988). *Importance Of English Language In The Development Of Tourism Management*.

Suprayogi, Yanus. (2019). *Tahun 2018 Jumlah Wisatawan Mancanegara ke Bali Naik 10,6%*.

Winchester, Ramay and Curtis, Lee (2002). *How to Recover Lost Customers*.