

REFERENCES

- Closer Look at Stem Cells. (2017, April 17). *The Importance of Professional Guidelines*. Retrieved from www.closerlookatstemcells.org:
<https://www.closerlookatstemcells.org/2017/04/17/the-importance-of-professional-guidelines/>
- Fitzsimmons, J. (1994). One of a growing number of texts on service operations that is easily accesible but well grounded in theory. *Service Management for Competitive Advantage*.
- Jafari, J. (2000). Hospitality. *Encyclopedia of Tourism*, 317-319.
- Jafari, J. (2000). Hotel. *Encyclopedia of Tourism*, 321.
- Jafari, J. (2000). Service. *Encyclopedia of Tourism*, 560-562.
- Johnson, K. (2018). What Is Tourism Marketing? *Tourism Promotion and Marketing*.
- Kandampully, J. (2000). Customer loyalty in the hotel industry: the role of customer satisfaction and image. *Emerald Insight*.
- Karly, J. (2008, March 9). *Facing challenges makes you stronger*. Retrieved from www.scmp.com: <http://www.scmp.com/article/631741/facing-challenges-makes-you-stronger>

- Little, E. (2012, September 4). *Adulthood: Adjusting to Life in the Working World When You Still Feel like a Kid*. Retrieved from www.levo.com:
<https://www.levo.com/posts/adulthood-adjusting-life-working-world-when-you-still-feel-like-kid>
- Little, P. (1965). *Communication in Business*. Longman.
- Loretto, P. (2018). Students Internships. *Balancing Careers and Internship*.
- Loretto, P. (2018). The Importance of Completing an Internship and Making It Worthwhile. *Tips for Interns to balance careers*.
- Pathak, S. (2010). Food and Beverage Service Department. *Hotel Industry*.
- Priyambodo, R. (2011, March 10). *Indonesia has great potential in hospitality industry: Observer*. Retrieved from www.antaranews.com:
<https://en.antaranews.com/news/68990/indonesia-has-great-potential-in-hospitality-industry-observer>
- Red Carpet Academy. (2010, May 13). *Importance of F & B Department in a hotel*. Retrieved from redcarpetacademy.com:
<https://redcarpetacademy.wordpress.com/2010/05/13/importance-of-f-b-department-in-a-hotel/>
- Restaurant Engine. (2015, August 25). *7 Surprisingly Common Problems That Restaurants Face*. Retrieved from restaurantengine.com:
<https://restaurantengine.com/common-problems-restaurants-face/>

- Reynolds, M. (2018). The Importance of Training & Development in the Hospitality Industry. *Business Technology & Customer Support*.
- Salam, N. (2017, October 2). *Per Agustus 2017, kunjungan turis asing ke Jatim naik*. Retrieved from www.merdeka.com:
<https://jatim.merdeka.com/kabare-jatim/per-agustus-2017-kunjungan-turis-asing-ke-jatim-naik-171002z.html>
- Solomon, M. (2016, November 7). *Three Customer Service Secrets Of The Hospitality Industry That You Should Borrow Today*. Retrieved from Forbes: <https://www.forbes.com/sites/micahsolomon/2016/11/07/three-customer-service-secrets-from-the-hospitality-industry-you-should-borrow-today/#fa624c76e583>
- Tutorial's Point. (2018). *Food and Beverage Services - Basics*. Retrieved from www.tutorialspoint.com:
https://www.tutorialspoint.com/food_and_beverage_services/food_and_beverage_services_basics.htm