

DAFTAR PUSTAKA

- Bernard, Andrew and Stone, Sally (2003). *Food and Beverage Management*, 3rd ed. Butterworth Heinemann.
- Boella, Michael and Turner, Steven G (2005). *Human Resource Management in the Hospitality Industry*. Oxford: Butterworth-Heinemann.
- BPS-statistics of DKI Jakarta (2011). *South Jakarta in figures*.
- Chon, Kaye and Maier, Thomas A (2010). *Welcome to Hospitality*. USA: Delmar, Cengage Learning.
- Daft, Richard L (2008). *Organizational Theory and Design Tenth Edition*. USA: South Western Cengage Learning.
- Data Pasar (2012). *Kontan Edisi 5 Mei 2012 hal 8-10*. Jakarta.
- Dinas Tenaga Kerja (2012). *Google Online*. Tersedia di <http://dinas-nakertrans.jakarta.go.id>; Internet; diakses tanggal 25 April 2011.
- Desier, Gary (2003). *Human Resource Management*, 9th ed. New Jersey: Prentice Hall.
- Dessler, Gary and Tan, C. Huat (2009). *Human Resource Management: An Asian Perspective*, 2nd ed. South Esia: Prentice Hall, Inc.
- Dorfman, Mark S (2008). *Introduction to Risk Management and Insurance*, 9th ed. United States: Pearson Prentise Hall.
- Enz, Cathy A (2010). *Hospitality Strategic Management – Concepts and Cases*. John Wiley 7 Sons, inc. Hokoben, New Jersey.
- Fine, Gary A (2009). *Kitchens: The Culture of Restaurant Work: Update with a new Preface*. University California Press.
- Gomez-Mejia luis R., Balkin, David b., and Cardy, Robert L. (2001). *Managing Human Resource*. New Jersey: Prentice Hall.
- Harrison, Jeffrey S dan Enz Cathy A (2005). *Hospitality Strategic Management Concepts and Cases*. Hoboken, New Jersey: John Wiley & Sons, inc.
- Judge, Robbins (2009). *Organizational Behavior*, 13th ed. New Jersey: Prentice Hall.

- Kuratko, Donald F. and Hodgetts, Richard M (2008). *Entrepreneurship: Theory, Process, and Practice*. South-Western Educational. USA.
- Kotler, Philip and Armstrong, Gary (2008). *Principles of Marketing*, 12th ed. New Jersey: Prentice-Hall International
- Kotler, Philip., Bowen, John and Maken (2003) *Marketing for Hospitality and Tourism*, 3rd ed. Upper Saddle River, New Jersey: Pearson Education Inc., Prentice Hall.
- Leonard J J Hanneman (2008) *Patisserie*, 2nd ed. United Kingdom: Amazon.
- McEachern and William A. Axler, Bruce H (2006). *Economics: A Contemporary Introduction*, 7th ed. Ohio: Thomson.
- Mondy, R Wayne (2009) *Human Resources Management*, 10th ed. Upper Saddle River, New Jersey: Pearson Education Inc., Prentice Hall.
- Morrison, Alastair m (2002). *Hospitality and Travel Marketing*. United States: Delmar Thomson Learning,inc.
- Morrison, Alastair M (2010). *Hospitality and Travel Marketing*, 4th ed. United States: Thomson Learning,Inc.
- Peraturan Pemerintah Republik Indonesia 2008, No 36, Pasal 18, ayat 1. Tentang Pajak Restoran.
- Peraturan Pemerintah Republik Indonesia 1993, No 14. Tentang Penyelenggaraan Program Jaminan Sosial Tenaga Kerja (1993).
- Porter, Michael E (1985). *Competitive Advantage: Creating and Sustaining Superior Performance*. New York: The Free Press.
- Powers, Tom & Barrows, Clayton W (2003). *Introduction to Management in the Hospitality Industry*, 7th ed. New York: John Wiley & Sons, Inc.
- Sekaran, Uma & Bougie, Roger (2010). *Research Methods for Business: A Skill Building Approach*, 5th ed. New Jersey: John Wiley & Sons Inc
- Spears, Marian C (2000). *Foodservice Organizations*, 4th ed. NJ: Prentice Hall, Inc.
- Walker, John R. (2008). *The Restaurant: from concept to operation*, 5th ed. Hoboken, New Jersey: John Wiley & Sons, Inc.
- Walker, John R. & Lundberg, Donald E. (2004). *The Restaurant: From Concept to operation*, Fourth Edition Package. Hokoben, New Jersey: John Wiley Sons, Inc.