LIST OF REFERENCES

- Alli, I. 2016. Food Quality Assurance: Principles and Practices. London: CRC Press.
- Arikunto, S. 2013. *Prosedur Penelitian: Suatu Pendekatan Praktik*. Jakarta: Rineka Cipta.
- Clayton W. Barrows., Tom P. & Dennis R. 2012. Introduction to Management in the Hospitality Industry. United States of America.
- Denney G. Rutherford & Michael J. O' Fallon. 2005. *Hotel Management* Operation Fourth edition. John Wiley & Sons, Inc., Hoboken: New Jersey
- Ghozali, Imam. 2011. Aplikasi Analisis Multivariate Dengan Program SPSS. Semarang: Badan Penerbit Universitas Diponegoro.
- Gulham. M., at al. 2017. Effect of Food Quality on Customer Perceived Satisfaction Level and Mediating Effect of Food Safety on Them. International Journal of New Technology and Research (IJNTR). 34-41.
- Harold Koontz. 1984. Management is the art of getting things done through others and with formally organised groups. Ritrieved on March 26, 2019: https://www.managementstudyhq.com/what-is-management.html
- Holban, A.M. & Grumezescu, A.M. 2018. Food Quality: Balancing Health and Disease. UK: Academic Press.
- Hossein V. & Amir. A.J. 2017. The Relationship between Store Name, Brand Name and Price Discounts on Purchase Intentions. Case Studies Journal ISSN. 15-18.
- James Wilkinson. 2013. *Management Definition*. Retrieved on February 17, 2019. From : <u>https://strategiccfo.com/management-definition/</u>
- Karki, D. & Panthi, A. 2018. How Food Quality, Price, Ambiance and Service Quality Effects Customer Satisfaction: A study on Nepalese Restaurants in Finland. Haaga-Helia: University of Applied Sciences.
- Khuong, M.N. & Tran T.U. 2015. Factors Affecting Guest Perceived Service Quality, Product Quality and Satisfaction. A study of Luxury Restaurant in Ho Chi Minh City. 284-289.
- Koontz, H. 2010. Essentials of Management. New York: McGraw-Hill Education.
- Lashley, D. & Lee Ross. 2009. Entrepreneurship and Small Business Management in the Hospitality Industry. Hungary: Butterworth-Heinemann.

- Lumley, M & Wilkinson, J. 2013. *Developing Employability for Business*. London: Oxford UniversityPress.
- Lima, G.P.P & Vianello, F. 2013. *Food Quality, Safety and Technology*. Berlin: Springer.
- Maximilian Claessens. 2015. *Definition of Product and Service*. Retrieved on February 20, 2019. From: <u>https://marketing-insider.eu/definition-of-product/</u>
- Max Weber. 1920. *Bureaucratic Theory by Max Weber*. Retrieved on March 26, 2019: <u>https://www.toolshero.com/management/bureaucratic-theory-weber/</u>
- Michael N. Chibili. 2016. *Modern Hotel Operations Manager*. Noordhoff Uitgevers Groningen/Houten.
- Minakshi Jain. 2015. Product Quality : Definition, Characteristics and Importance. Retrieved on February 20, 2019. From: <u>http://www.yourarticlelibrary.com/products/quality/product-quality-</u> <u>definition-characteristics-and-importance/90711</u>
- Petrus LOO. 2018. *Tempat nongkrong terbaru di Medan*. Retrieved on February 18, 2019. From : <u>https://anakkota.com/tempat-nongkrong-terbaru-di-medan/</u>
- Rozekhi , N.A., et al. 2016. The Influence of Food Quality on Customer Satisfaction in Fine Dining Restaurant: Case in Penang. Pulau Penang: Malaysia: UiTM Cawangan Pulau Pinang.
- Rynosuke Satoro, 2015. *Proximity Management*. Retrieved on. Blue Talent. Retrieved on July 2019: <u>http://www.blue-talent.com/en/services/leadership-competencies/proximity-management/</u>
- Sugiyono. 2015. *Metode Penelitian Kuantitatif, Kualitatif dan R&D*. Bandung: Penerbit Alfabeta.
- Thuy T.N & Chi T.K Nguyen. 2015. Factors Influencing Customer Perceived Quality and Purchase Intention toward Private Labels in the Vietnam Market. The Moderating Effects of Store Image. 51-59.
- Virender K., et al (2016). *Total Equity Management*. National Journal of Advanced Research.