

REFERENCES

- Abdullah, Thamrin dan Francis Tantri. (2016). *Manajemen Pemasaran*. Depok : PT Raja Grafindo Persada.
- Alfi Syahri Lubis., & Nur Rahmad Andyani. (2017). *Pengaruh kualitas pelayanan (Service quality) terhadap kepuasan pelanggan PT.Sucofindo Batam*, Business administration Vol.1 No.2 .
- Aljasser, Ibrahim A. dan Sasidhar, B. (2016). *Bank Customers' Perception Of Service Quality And Customer Satisfaction In Saudi Arabia*. *European Journal of Business and Social Sciences*, Vol. 4, No. 11, pp. 130-141.
- Apriyani sunarti. (2017). *Pengaruh kualitas pelayanan terhadap kepuasan konsumen (Survey pada konsumen The Little a coffee shop Sidoarjo)*, Vol 51 No. 2, p.2 .
- Arianto, Nurmin. 2018. *Pengaruh Kualitas Pelayanan Terhadap Kepuasan Dan Loyalitas Pengunjung Dalam Menggunakan Jasa Hotel Rizen Kedaton Bogor*. *Manajemen Pemasaran* ISSN NO. (PRINT) 2598-0823, (ONLINE) 2598-2893.
- Chakiso, C.B. (2015), The effect of relationship marketing on customers' loyalty (Evidence from Zemen Bank). *EMAJ: Emerging Markets Journal*, 5(2), 58-70.
- Cvent Guest. (202). *What Is Hospitality Management? Your Complete Guide*.
[What Is Hospitality Management? Your Complete Guide | Cvent Blog](#)
- Florensius pureklolong. (2017). *Pengaruh kepuasan terhadaployalitas konsumen*, p. 24, p. 27-29.

- Helisia Krisdayanti. (2017). *Pengaruh kualitas layanan dan kepuasan konsumen terhadap loyalitas konsumen pada minimarket kertapati jaya indah palembang*, p. 28.
- Khoironi, Syah dan Dongoran (2018), *Product Quality, Brand Image and Pricing To Improve Satisfaction Impact on Customer Loyalty*.
- Luh Ratna Dewi. (2012). *Pengaruh kualitas pelayanan terhadap loyalitas pelanggan pengguna jasa warung internet di kota singaraja*, Vol 51 No. 2, p.2
- Mary McMahan. (2021). *What is hospitality management*. [What is Hospitality Management? \(with pictures\) \(infobloom.com\)](https://www.infobloom.com/management/with-pictures/)
- Maulia Agustina. (2019). *Pengaruh dimensi service quality terhadap customer loyalty pada rumah makan alas cobek bandar lampung*. p. 7-10.
- Megawati. (2017). *Analisis factor-faktor yang menyebabkan loyalitas pelanggan*, Institute Agama Islam Negri (IAIN), p.20-22 .
- Mohamed Elifi & Ahmed Neginda. (2017). *Sampling methods in clinical research; an education review*.
- Muhammad Rasis Lasadika. (2018). *The impact of service quality toward customer loyalty through customer satisfaction and thrust as a mediating variable*.
- Nyimas nadra. (2017). *Pengaruh kualitas pelanggan dan kepuasan pelanggan terhadap loyalitas pelanggan pada CV. Sinar Surya Palembang*, p.15.
- Samra Shaham. (2016). *The effect of service quality on customer satisfaction,loyalty and word of mouth; evidence from tourists in Antalya, Turkey*.

- Stephan (S.A.) de Jong. (2011). *Customer satisfaction and customer loyalty among grocery shoppers*.
- Sugiyono. (2017). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. Bandung: Alfabeta
- Sugiyono. (2017). *Metode Penelitian Bisnis: Pendekatan Kuantitatif, Kualitatif, Kombinasi, dan R&D*. Bandung: Alfabeta.
- Sujarweni, V Wiratna.2016. *Metode Penelitian Bisnis & Ekonomi*. Yogyakarta: Pustaka Baru
- Sulastri T. (2017). *Pengaruh Kualitas Pelayanan dan Persepsi Harga Terhadap Kepuasan Mahasiswa Serta Implikasi Pada Citra Perguruan Tinggi*. *Jurnal Inspirasi Bisnis Dan Management*. Lembaga Penelitian Universitas Swadaya Gunung Jati, 1(1), p.41-52.
- Surahman, yasa & wahyuni. (2020). *The effect of service quality on customer loyalty mediated by customer satisfaction in tourist villages in Bandung Regency*.
- Tjiptono Fandy, Chandra Gregorius. 2018. *Service, Quality Satisfaction*. Yogyakarta : Andi
- Yousef Keshavarz., Yousef Keshavarz., & Farid Bakhtazma. (2016). *The influence of service quality on restaurants customer loyalty*.
- Yulia Larasati Putri., & Hardi Utomo. (2017). *Pengaruh kualitas pelayanan terhadap loyalitas pelanggan dengan kepuasan sebagai variable intervening*,
Among Makarti Vol.10 No.19.