

REFERENCES

- Ali, B. J., Gardi, B., Othman, B. J., Ahmed, S. A., Ismael, N. B., Hamza, P. A., Aziz, H. M., Sabir, B. Y., Sorguli, S., & Anwar, G. (2021). Hotel Service Quality: The Impact of Service Quality on Customer Satisfaction in Hospitality. *International Journal of Engineering, Business and Management*, 5(3), 14–28. <https://doi.org/10.22161/ijebm.5.3.2>
- Amelia, A. (2019). The influence of service quality on purchase decision at hee lai ton restaurant medan. *Harriet Martineau's Writing on British History and Military Reform*, 14–19. <https://doi.org/10.4324/9781003073963-4>
- Anjarsari, G. E., Sri Suprpti, N. W., & Sukaatmadja, I. P. G. (2018). Pengaruh Kualitas Makanan, Kualitas Layanan, Dan Lingkungan Fisik Restoran Terhadap Kepuasan Serta Niat Berperilaku. *E-Jurnal Ekonomi Dan Bisnis Universitas Udayana*, 5, 1347. <https://doi.org/10.24843/eeb.2018.v07.i05.p05>
- Apuke, O. D. (2017). Quantitative Research Methods : A Synopsis Approach. *Kuwait Chapter of Arabian Journal of Business and Management Review*, 6(11), 40–47. <https://doi.org/10.12816/0040336>
- Biro Pers, M. (2021, June 21). *Pemerintah Perkuat PPKM Mikro Dalam Dua Pekan Ke Depan*. Presiden RI. Retrieved July 15, 2021, from <https://www.presidentri.go.id/siaran-pers/pemerintah-perkuat-ppkm-mikro-dalam-dua-pekan-ke-depan/>.
- C.S. Siu, R. (2016). *Economic Principles for Planners*. <https://doi.org/10.4324/9781315108520>

- Candra, M. L. (2018). Peran Waiters/Waitress Dalam Meningkatkan Kepuasan Customers Di Restoran Bumbu Desa Aston Hotel And Conference Center. In *Skripsi. Fakultas Ilmu Sosial dan Ilmu Politik* (Issue 150903102026).
- Cucu Sumartini, L., & Fajriany Ardining Tias, D. (2019). Analisis Kepuasan Konsumen Untuk Meningkatkan Volume Penjualan Kedai Kopi Kala Senja. *Jurnal E-Bis (Ekonomi-Bisnis)*, 3(2), 111–118. <https://doi.org/10.37339/e-bis.v3i2.124>
- Davis, B., Lockwood, A., Alcott, P., & Pantelidis, I. (2018). Food and Beverage Management. In *Angewandte Chemie International Edition*, 6(11), 951–952. (6th Editio). <https://doi.org/https://doi.org/10.4324/9781315563374>
- Dewa, C. B. (2019). Pengaruh Kualitas Restoran Terhadap Kepuasan Pelanggan Cengkir Heritage Resto And Coffe. *Khasanah Ilmu - Jurnal Pariwisata Dan Budaya*, 10(1). <https://doi.org/10.31294/khi.v10i1.5639>
- DP, Y. A. (2021, February 5). *Ribuan Hotel Dan Restoran tutup permanen Akibat Pandemi Covid-19: Ekonomi*. *Bisnis.com*. Retrieved 2021, from <https://ekonomi.bisnis.com/read/20210205/12/1352941/ribuan-hotel-dan-restoran-tutup-permanen-akibat-pandemi-covid-19>.
- Etikan, I., & Bala, K. (2017). Sampling and sampling methods. *Biometrics & Biostatistics International Journal*. *Biometrics & Biostatistics International Journal*, 5(6), 215–217.
- Etikan, I., Musa, S. A., & Alkassim, R. S. (2016). Comparison of Convenience Sampling and Purposive Sampling. *American Journal of Theoretical and Applied Statistics*, 5(1), 1. <https://doi.org/10.11648/j.ajtas.20160501.11>

- Fajri Hasibuan, C. (2020). The measurement of customer satisfaction towards the service quality at xyz wholesale by using fuzzy service quality method. *IOP Conference Series: Materials Science and Engineering*, 909(1).
<https://doi.org/10.1088/1757-899X/909/1/012053>
- Fiazisyah, A., & Purwidiani, N. (2018). Terhadap Kepuasan Konsumen Restoran Cepat Saji Kfc Basuki. *E-Journal Boga*, 7(2), 178–187.
<https://garuda.ristekbrin.go.id/documents/detail/1573066>
- Fikri, S., Wiyan, W., & Suwandar, A. (2016). Pengaruh kualitas pelayanan terhadap kepuasan dan loyalitas mahasiswa. *Jurnal Bisnis Dan Manajemen*, 3(1), 120–134.
<https://doi.org/https://doi.org/10.26905/jbm.v3i1.80>
- Fung, F., Wang, H. S., & Menon, S. (2018). Food safety in the 21st century. *Biomedical Journal*, 41(2), 88–95.
<https://doi.org/10.1016/j.bj.2018.03.003>
- Garoda, I. S. S. (2021). Analisis Pengaruh Kualitas Pelayanan, Harga, Promosi dan Lokasi terhadap Kepuasan Konsumen Restoran Mcdonald's Cijantung. *Syntax Literate; Jurnal Ilmiah Indonesia*, 6(6), 2833.
<https://doi.org/10.36418/syntax-literate.v6i6.3109>
- Hermawan, H., Brahmanto, E., & Hamzah, F. (2018). *Pengantar Manajemen Hospitality*. <https://doi.org/10.31227/osf.io/7cymx>
- Hermawan, T. (2016). Hygiene dan sanitasi pengolahan makanan keluarga anggota lembaga pemberdayaan kesejahteraan. *Jurnal Keluarga*, 2(1), 76–84.

[http://download.garuda.ristekdikti.go.id/article.php?article=519665&val=10635&title=HYGIENE DAN SANITASI PENGOLAHAN MAKANAN KELUARGA ANGGOTA LEMBAGA PEMBERDAYAAN KESEJAHTERAAN KELUARGA \(LPCK\)](http://download.garuda.ristekdikti.go.id/article.php?article=519665&val=10635&title=HYGIENE%20DAN%20SANITASI%20PENGOLAHAN%20MAKANAN%20KELUARGA%20ANGGOTA%20LEMBAGA%20PEMBERDAYAAN%20KESEJAHTERAAN%20KELUARGA%20(LPCK))

- Herdian, L. (2020, December 16). *Pandemi covid-19 Rontokkan Industri Kuliner*. Pontas.id. Retrieved July 20, 2021, from <https://pontas.id/2020/12/16/pandemi-covid-19-rontokkan-industri-kuliner/>.
- Indra, D. (2019). Pengukuran Kualitas Pelayanan, Harga Dan Customer Value Terhadap Kepuasan Pelanggan Transportasi Online Bagi Kaum Millenial. *Journal of Accounting & Management Innovation*, 3(1), 14–35. <https://ejournal.medan.uph.edu/index.php/jam/article/view/224/135>
- Liliani, P. (2020). Analisis Pengaruh Kualitas Makanan Dan Kualitas Pelayanan Terhadap Kepuasan Pelanggan Dan Dampaknya Pada Behavioral Intention Restoran Top Yammie. *Jurnal Bina Manajemen*, 8, 18–48. <https://garuda.ristekbrin.go.id/documents/detail/1503876>
- Lubis, A. S., & Andayani, N. R. (2018). Pengaruh Kualitas Pelayanan (Service Quality) Terhadap Kepuasan Pelanggan Pt. Sucofindo Batam. *Journal of Applied Business Administration*, 1(2), 232–243. <https://doi.org/10.30871/jaba.v1i2.619>
- Marthianus, J., Wararag, P. C., & Jokom, R. (2016). PENGARUH RESTORAN ATMOSFER, KUALITAS MAKANAN DAN KUALITAS LAYANAN

- TERHADAP PERCEIVED VALUE KONSUMEN RESTORAN DE SOEMATRA SURABAYA. *Journal of Chemical Information and Modeling*, 53(9), 1689–1699. <http://dx.doi.org/10.1016/j.tws.2012.02.007>
- Mulyono, A. V., Septiano, B., & Aprilia, A. (2021). PENGARUH DINING EXPERIENCE TERHADAP KEPUASAN KONSUMEN DAN REVISIT INTENTION DI RESTORAN KOREA DI SURABAYA PADA ERA NEW NORMAL. *Jurnal Manajemen Perhotelan*, 7(1), 20–31. <https://doi.org/10.9744/jmp.7.1.20-31>
- Noor, F. V. (2020). Pengaruh Kualitas Pelayanan Terhadap Kepuasan Pelanggan PT Herba Penawar Alwahida Indonesia. In *Composites Part A: Applied Science and Manufacturing* (Vol. 68, Issue 1). <http://dx.doi.org/10.1016/j.ndteint.2014.07.001><https://doi.org/10.1016/j.ndteint.2017.12.003><http://dx.doi.org/10.1016/j.matdes.2017.02.024>
- Nugraha, Y. eka. (2019). Penerapan higienitas dan sanitasi di restoran the view rooftop grand la villais seminyak. *Journey*, 1(1), 229–247.
- Oentoro. (2019). Harga Terhadap Kepuasan Konsumen. *Journal Unuversitas Islam Indonesia*, 01(01), 1689–1699.
- Pambudi, A. R. (2019). Pengaruh Store Layout Dan Food Quality Terhadap Minat Beli Ulang Dan Customer Satisfaction Pada Ready To Eat Bakery. *Jurnal Manajemen Pemasaran*, 13(1), 1–7. <https://doi.org/10.9744/pemasaran.13.1.1-7>

- Pereira, D., Giantari, N. G. K., & Sukaatmadja, I. P. G. (2016). Pengaruh service quality terhadap satisfaction dan customer loyalty koperasi dadirah di Dili Timor-Leste Fakultas Ekonomi dan Bisnis Universitas Udayana, Bali, Indonesia. *E-Jurnal Ekonomi Dan Bisnis Universitas Udayana*, 5(3), 463.
- Putra, A. N., Wulan, S., & Ingkadijaya, R. (2018). The Influence of Visualization of Food Appearance and Food Quality Towards Customer Satisfaction in Tutup Panci Bistro, Bumi Serpong Damai, South Tangerang. *TRJ Tourism Research Journal*, 2(2), 105. <https://doi.org/10.30647/trj.v2i2.42>
- Ramadhan Harahap, SE., M. S. (2017). Pengaruh Kualitas Produk Terhadap Kepuasan Pelanggan Di Restoran Cepat Saji Kfc Cabang Asia Mega Mas Medan. *Angewandte Chemie International Edition*, 6(11), 951–952., 7(1), 77–84.
- Rozekhi, N. A., Hussin, S., Siddiqe, A. S. K. A. R., Rashid, P. D. A., & Salmi, N. S. (2016). The Influence of Food Quality on Customer Satisfaction in Fine Dining Restaurant: Case in Penang. *International Academic Research Journal of Business and Technology*, 2(2), 45–50. http://www.iarjournal.com/wp-content/uploads/IARJBT2016_2_45-50.pdf
- Saputra, R. H., Baba, J. A., & Siregar, G. Y. K. S. (2018). Penilaian Kinerja Dosen Menggunakan Modifikasi Skala Likert Dengan Metode Simple Additive Weighting. *Explore: Jurnal Sistem Informasi Dan Telematika*, 9(1). <https://doi.org/10.36448/jsit.v9i1.1029>
- Setiono, S. A., & Prabawati, A. (2018). *Pengaruh pendapatan suami, tingka pendidikan, umur dan kesempatan kerja terhadap jumlah jam kerja buruh*

wanita pada gudang tembakau “GMIT” JEMBER. 17(1).

<http://stiapembangunanjember.ac.id/wp-content/uploads/2017/03/16.->

ARTIKEL-TERMUAT-DALAM-JURNAL-ILMIAH-BER-ISSN-

TIDAK-TERAKREDITASI.pdf#page=45

Sharma, G. (2017). Impact Factor : 5 . 2 IJAR. *International Journal of Applied Research*, 3(7), 749–752.

Sinaga, A., Sihombing, S., & Sitanggang, D. (2020). *Pengaruh Harga, Kualitas Produk Dan Kualitas Pelayanan Terhadap Kepuasan Konsumen Coffeenatics Medan*. 6(C), 1–3.

<http://www.ejournal.ust.ac.id/index.php/JRAK/article/view/855>

Situmeang, L. S. (2017). Pengaruh Kualitas Pelayanan, Harga Dan Lokasi Terhadap Kepuasan Konsumen Pada Rumah Makan Istana Hot Plate Medan. *Journal of Chemical Information and Modeling*, 53(9), 1689–1699. <http://repository.uinsu.ac.id/3127/>

Soekotjo, W., & Astuti, L. (2020). ANALISIS PENGARUH HARGA, PRODUK, KEBERSIHAN, DAN KUALITAS LAYANAN TERHADAP. *Economy, Accounting and Management Science*, 2(1).

<http://www.jeams.id/index.php/jeams/article/view/14/23>

Soetrisno, B. (2018). *Pengaruh Harga, Kualitas Makanan dan Kualitas Pelayanan terhadap Kepuasan Konsumen Restaurant Naomi Surabaya*. 4(September 2018), 428–439.

- Stefen, Y., & Efendi. (2019). Analisis Pengaruh Kualitas Pelayanan, Lingkungan Fisik dan Kualitas Makanan terhadap Kepuasan Konsumen pada Restoran Kampoeng Kita. *ULTIMA Management*, 10(2), 129–143. <https://doi.org/10.31937/manajemen.v10i2.981>
- Sukmana, N. C., Chandra, V. J., & Siaputra, H. (2020). Pengaruh Kualitas Makanan, Higienitas Dan Kualitas Layanan Terhadap Minat Pembelian Ulang Melalui Kepuasan Konsumen Sebagai Mediator Di Restoran Dapur Terbuka Di Suraba. *Jurnal Hospitality Dan Manajemen Jasa*, Vol 8(No 2), 67–76. <http://publication.petra.ac.id/index.php/manajemen-perhotelan/article/view/10553/9376%0A%0A>
- Suliyanto. (2017). Pelatihan Metode Pelatihan Kuantitatif. *Journal of Chemical Information and Modeling*, 5(2), 223–232.
- Sumarni, Y. (2020). Pandemi Covid 19: Tantangan Ekonomi dan Bisnis. *Al-Intaj Jurnal Ekonomi Dan Perbankan Syariah*, 2(1), 46–58. <https://ejournal.iainbengkulu.ac.id/index.php/Al-Intaj/article/viewFile/3358/2666>
- Taluke, D., Lakat, R. S. M., Sembel, A., Mangrove, E., & Bahwa, M. (2019). Analisis Preferensi Masyarakat Dalam Pengelolaan Ekosistem Mangrove Di Pesisir Pantai Kecamatan Loloda Kabupaten Halmahera Barat. *Spasial*, 6(2), 531–540.
- Utami, A. T., Ismanto, H., & Lestari, Y. (2016). Pengaruh Kualitas Pelayanan Terhadap Kepuasan Pasien. *JKMP (Jurnal Kebijakan Dan Manajemen Publik)*, 1(1), 83. <https://doi.org/10.21070/jkmp.v1i1.429>

- Warshawsky, M., & Paul, F. W. (1971). the Independent Variable! *Simulation*, 16(1), 45–46. <https://doi.org/10.1177/003754977101600108>
- Wibisono, A., & Syahril. (2016). Pengaruh Kualitas Jasa Pelayanan Terhadap Kepuasan Pelanggan. *PERFORMANCE “ Jurnal Bisnis & Akuntansi,”* 6(2), 32. <https://doi.org/10.24929/feb.v6i2.268>
- World Health Organization. (2020). *Coronavirus disease (COVID-19): Food safety for consumers*. World Health Organization (WHO). <https://www.who.int/news-room/q-a-detail/coronavirus-disease-covid-19-food-safety-for-consumers>
- Yenty. (2020). *The Influence Of Working Environment Towards Employees ' Performance At Kantor Pusat Pt Bank Mestika Dharma , Tbk*
- Yusup, F. (2018). Uji Validitas dan Reliabilitas Instrumen Penelitian Kuantitatif. *Jurnal Tarbiyah : Jurnal Ilmiah Kependidikan*, 7(1), 17–23. <https://doi.org/10.18592/tarbiyah.v7i1.2100>
- Yusup, M., Syauqi Naufal, R., & Hardini, M. (2019). Management of Utilizing Data Analysis and Hypothesis Testing in Improving the Quality of Research Reports. *Aptisi Transactions on Management (ATM)*, 2(2), 159–167. <https://doi.org/10.33050/atm.v2i2.789>