

REFERENCES

- Afsheena, F. (2021, November 8). *Apa itu Waiter dan Waitress? Pengertian dan Tugas-Tugasnya*. Hotelier. <https://hotelier.id/waiters-adalah/>
- Akhyar, A. (2020, March 18). *Cambridge Hotel Medan Punya Restoran Tertinggi di Kota Medan*. TribunMedan Wiki. <https://tribunmedanwiki.tribunnews.com/2020/03/18/cambridge-hotel-medan-punya-restoran-tertinggi-di-kota-medan>
- Alhelalat, J. A., Habiballah, M. A., & Twaissi, N. M. (2017). The impact of personal and functional aspects of restaurant employee service behaviour on customer satisfaction. *International Journal of Hospitality Management*, 66, 46–53. <https://doi.org/10.1016/j.ijhm.2017.07.001>
- Alib M. (2020, February 25). *40 Tempat Wisata di Medan Terbaru & Terhits Dikunjungi - Andalas Tourism*. Andalas Tourism. <https://www.andalastourism.com/tempat-wisata-medan>
- Amelia, A. (2019). The influence of service quality on purchase decision at hee lai ton restaurant medan - Universitas Pelita Harapan Institutional Repository. *Harriet Martineau's Writing on British History and Military Reform*, 14–19. <https://doi.org/https://doi.org/10.4324/9781003073963-4>
- Amir, A. M. (2021). THE IMPACT OF FOOD QUALITY, SERVICE QUALITY, AND PHYSICAL ENVIRONMENT TOWARD CUSTOMER SATISFACTION ON KFC. *Jurnal Ilmiah Mahasiswa FEB*, 9(2). <https://jimfeb.ub.ac.id/index.php/jimfeb/article/view/7369>

- Arikunto, S. (2019). *Prosedur Penelitian*. Jakarta: Rineka cipta.
- Armaniah, H. (2019). PENGARUH KUALITAS PELAYANAN TERHADAP KEPUASAN KONSUMEN PADA BENGKEL AHASS HONDA TANGERANG. *Bsi.ac.id*, 2, 62–72.
<https://repository.bsi.ac.id/index.php/repo/viewitem/21429>
- Bhatt, K. (2020). *A Synopsis on Population and Sample: Quantitative Research*.
- Boston. (2021, December 14). *SOUS CHEF: Pengertian, Tugas, Tanggung Jawab, Jenjang Karir dan Gaji*. Ames Boston.
<https://www.amesbostonhotel.com/pengertian-sous-chef/>
- Devica, S. (2018). EMPIRICAL STUDY OF PERCEIVED VALUE AND CUSTOMER SATISFACTION IN THE FAST FOOD RESTAURANT. *Jurnal Pemikiran Dan Penelitian Administrasi Bisnis Dan Kewirausahaan*, 3(2549-9912), 241–250.
<https://doi.org/https://doi.org/10.24198/adbispreneur.v3i3.19122>
- 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>
- Duli, N. (2019). *Metodologi Penelitian Kuantitatif; Beberapa Konsep Dasar Untuk Penulisan Skripsi & Analisis Data Dengan SPSS* (Cetakan pertama ed.). Yogyakarta: Penerbit DEEPUBLISH (Grup Penerbitan CV BUDI UTAMA).
- Garaika, G., & Darmanah, D. (2019). *Metodologi Penelitian* (1st ed.). Lampung Selatan: CV Hira Tech.

- Ghozali, I. (2018). *Aplikasi analisis multivariate dengan program IBM SPSS 25 edisi ke-9*. Universitas Diponegoro.
- Gupta, D., Khanna, A., Kansal, V., Fortino, G., Aboul Ella Hassanien, & Springerlink (Online Service. (2022). *Proceedings of Second Doctoral Symposium on Computational Intelligence: DoSCI 2021*. Springer Singapore, Imprint Springer.
- Hary, H. (2021, March 28). *Examine The Role of Online Travel Agents to Increase Room Occupancy*. OSF Preprints; Center for Open Science. <https://ideas.repec.org/p/osf/osfxxx/68z4u.html>
- Hermawan, H., Brahmanto, E., & Hamzah, F. (2018). *Pengantar Manajemen Hospitality*. NEM.
- Hidayat, D., Bismo, A., & Basri, A. R. (2020). THE EFFECT OF FOOD QUALITY AND SERVICE QUALITY TOWARDS CUSTOMER SATISFACTION AND REPURCHASE INTENTION (CASE STUDY OF HOT PLATE RESTAURANTS). *Manajemen Bisnis*, 10(1). <https://doi.org/10.22219/jmb.v10i1.11913>
- Hikmawati, F. (2018). *Metodologi Penelitian*. Depok: Rajawali Pers.
- Hurriyati, R., Tjahjono, B., Abdullah, A. G., Sulastri, S., & Lisnawati, L. (2020). *Advances in Business, Management and Entrepreneurship* (p. 337). Netherlands: CRC Press.
- Insights, E. (2022). *What is Hospitality Management?* Ehl.edu. <https://hospitalityinsights.ehl.edu/hospitality-management>
- Irawan, H. (2007). *10 Prinsip Kepuasan Pelanggan*. Rajawali Pers.

http://ucs.sulsellib.net//index.php?p=show_detail&id=53595

- Karen, & Rosanto, S. (2020). EFFECT OF PERFORMANCE AND FEATURES ON CUSTOMER SATISFACTION IN CAFE ROPANG PLUS, PLUIT SAKTI, NORTH JAKARTA, INDONESIA. *Journal of Business and Entrepreneurship*, 8(2), 39–56. <https://doi.org/10.46273/job&e.v8i2.125>
- Karjuni, A., & Susliawati, E. (2021). Pengaruh Kualitas Produk Dan Kualitas Pelayanan Terhadap Loyalitas Pelanggan Menurut Perspektif Ekonomi Islam Di Kafe Seblak Ceker Naga Majalengka. *Jurnal Ekonomi Dan Bisnis Islam*, 2, 163–177. <https://doi.org/https://doi.org/10.47453/ecopreneur.v2i2.443>
- Kaya, O. (2018). Exploring the Satisfaction and Dissatisfaction Factors Derived from Food and Beverage Services of Thermal Hotels. *DETUROPE - the Central European Journal of Tourism and Regional Development*, 10(3), 143–161. <https://doi.org/10.32725/det.2018.028>
- Lestari, N. E. P. (2020). Hubungan Antara Kualitas Pelayanan Terhadap Kepuasan Pelanggan Di Waroeng Steak And Shake Cabang Margonda. *Jurnal Ekonomi & Manajemen Universitas Bina SaranaInformatika*, 18(2550-1178), 107–115. <https://doi.org/https://doi.org/10.31294/jp.v17i2>
- 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(2), 18–48. <https://doi.org/10.52859/jbm.v8i2.85>

- 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>
- MARDIATMOKO, G. (2020). PENTINGNYA UJI ASUMSI KLASIK PADA ANALISIS REGRESI LINIER BERGANDA. *BAREKENG: Jurnal Ilmu Matematika Dan Terapan*, 14(3), 333–342. <https://doi.org/10.30598/barekengvol14iss3pp333-342>
- Martinaityte, I., Sacramento, C., & Aryee, S. (2016). Delighting the Customer: Creativity-Oriented High-Performance Work Systems, Frontline Employee Creative Performance, and Customer Satisfaction. *Journal of Management*, 45(2), 728–751. <https://doi.org/10.1177/0149206316672532>
- Mayounga, A. T. (2018). Antecedents of recalls prevention: analysis and synthesis of research on product recalls. *Supply Chain Forum: An International Journal*, 19(3), 164–177. <https://doi.org/10.1080/16258312.2018.1530575>
- Mcleod, S. (2018, August 10). *What is a Hypothesis? | Simply Psychology*. Simplypsychology.org. <https://www.simplypsychology.org/what-is-a-hypotheses.html>
- Musek, J. (2020). *MRA - Multiple Regression Analysis*. Elsevier Academic Press.
- Nathalia, T. C., & Kristiana, Y. (2019). Pemahaman Konsep Hospitality Pada Pelaku Pariwisata di Kabupaten Berau. *Khasanah Ilmu - Jurnal Pariwisata Dan Budaya*, 10(1). <https://doi.org/10.31294/khi.v10i1.5625>
- Nelson, M. (2020). *Statistics in Nutrition and Dietetics* (First Edition). John Wiley

& Sons Ltd.

Notoatmodjo, S. (2018). *Metodologi Penelitian Kesehatan* (Cetakan Ketiga).

Jakarta:PT Rineka Cipta.

Nurdin, I., & Hartati, S. (2019). *METODOLOGI PENELITIAN SOSIAL*. Surabaya:

Media Sahabat Cendekia.

Okezone. (2022, February 1). *7 Kota Termaju di Indonesia, Nomor 4 Dijuluki*

Daerah Paling Nyaman: Okezone Travel. <https://Travel.okezone.com/>.

[https://travel.okezone.com/read/2022/01/31/406/2540529/7-kota-termaju-](https://travel.okezone.com/read/2022/01/31/406/2540529/7-kota-termaju-di-indonesia-nomor-4-dijuluki-daerah-paling-nyaman)

[di-indonesia-nomor-4-dijuluki-daerah-paling-nyaman](https://travel.okezone.com/read/2022/01/31/406/2540529/7-kota-termaju-di-indonesia-nomor-4-dijuluki-daerah-paling-nyaman)

Oktay Eser. (2020). *Understanding community interpreting services: diversity and*

access in Australia and beyond. Palgrave Macmillan, Springer Nature

Switzerland.

Perrin, K. (2021). *Planning, Evaluation, and Research for Health Care Programs*

(2nd ed.). USA: Jones & Barlett Learning.

Putri, Rika Dwiana. (2020). Perbandingan kekuatan uji metode Kolmogorov-

Smirnov, Anderson-Darling, dan Shapiro-Wilk untuk menguji normalitas

data - USD Repository. [Usd.ac.id.](https://doi.org/http://repository.usd.ac.id/36422/1/163114009.pdf)

<https://doi.org/http://repository.usd.ac.id/36422/1/163114009.pdf>

Ramya, N., Kowsalya, A., & Dharanipriya, K. (2019, February 2). *(PDF) SERVICE*

QUALITY AND ITS DIMENSIONS. ResearchGate.

[https://www.researchgate.net/publication/333058377_SERVICE_QUALI](https://www.researchgate.net/publication/333058377_SERVICE_QUALITY_AND_ITS_DIMENSIONS)

[TY_AND_ITS_DIMENSIONS](https://www.researchgate.net/publication/333058377_SERVICE_QUALITY_AND_ITS_DIMENSIONS)

Rasal, M. (2018). Elements that Contribute to Customer Satisfaction in Indian

- Restaurants - (An Exploratory Study of Two Indian Restaurants in the Manawatu Region, New Zealand). *A Journal of Hospitality*, 4(2).
- Rassel, G., Leland, S., Mohr, Z., & O'Sullivan, E. (2020). *Research Methods for Public Administrators*. Routledge. <https://doi.org/10.4324/9780429319860>
- Roches, L. (2022, February). *An introduction to hospitality management*. Les Roches. <https://lesroches.edu/hospitality-management/>
- Rohaeni, H., & Marwa, N. (2018). Kualitas Pelayanan Terhadap Kepuasan Pelanggan. *Jurnal Ecodemica Jurnal Ekonomi Manajemen Dan Bisnis*, 2(2). <https://doi.org/10.31294/jeco.v2i2.4503>
- Salsabilah Titah, & Sunarti Sunarti. (2018). PENGARUH FOOD QUALITY, DINING ATMOSPHERE DAN KESESUAIAN HARGA TERHADAP KEPUASAN PELANGGAN CAFE RIA DJENAKA SHINING BATU. *Jurnal Administrasi Bisnis*, 54(1), 140–148. <http://administrasibisnis.studentjournal.ub.ac.id/index.php/jab/article/view/2226>
- Sangadji, E. M., & Sopiah. (2013). *Perilaku Konsumen : Pendekatan Praktis*. Andi.
- Saqib, N. (2019). A positioning strategy for a tourist destination, based on analysis of customers' perceptions and satisfactions. *Journal of Tourism Analysis: Revista de Análisis Turístico*, 26(2), 131–151. <https://doi.org/10.1108/jta-05-2019-0019>
- Sasongko, S. R. (2021). FAKTOR-FAKTOR KEPUASAN PELANGGAN DAN LOYALITAS PELANGGAN (LITERATURE REVIEW MANAJEMEN PEMASARAN). *Jurnal Ilmu Manajemen Terapan*, 3(1), 104–114.

<https://doi.org/10.31933/jimt.v3i1.707>

Silalahi, U. (2018). *Metodologi Analisis Data dan Interpretasi Hasil untuk Penelitian Sosial Kuantitatif*. Bandung: Refika Aditama.

Siti Nurjanah, A. (2019, July 4). *TINGKAT KEPUASAN SANTRI TERHADAP KUALITAS DAN LAYANAN MAKANAN DI MADRASAH MUALLIMIN MUHAMMADIYAH YOGYAKARTA*. Eprints.poltekkesjogja.ac.id. <http://eprints.poltekkesjogja.ac.id/1344/>

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>

Sudaryono. (2018). *Metodologi Penelitian*. Depok: PT. Raja Grafindo Persada.

Sugiyono. (2018). *Metode Penelitian Kuantitatif*. Bandung: Alfabeta.

SUHARTANTO, A. Y. (2018). PENGARUH KUALITAS LINGKUNGAN FISIK, MAKANAN, DAN PELAYANAN TERHADAP KEPUASAN PELANGGAN, CITRA RESTORAN, DAN WORD OF MOUTH (STUDI KASUS PADA HOTEL MANOHARA CENTER OF BOROBUDUR STUDY). *Uii.ac.id*. <https://doi.org/http://hdl.handle.net/123456789/9871>

SÜRÜCÜ, L., & MASLAKÇI, A. (2020). VALIDITY AND RELIABILITY IN QUANTITATIVE RESEARCH. *Business & Management Studies: An International Journal*, 8(3), 2694–2726. <https://doi.org/10.15295/bmij.v8i3.1540>

Suyono, S., Halim, M. P., Mukhsin, M., & Akri, P. (2020). ANALISIS

PENGARUH KUALITAS PELAYANAN, KUALITAS PRODUK DAN HARGA TERHADAP KEPUASAN KONSUMEN DI MCDONALD'S PEKANBARU. *Kurs : Jurnal Akuntansi, Kewirausahaan Dan Bisnis*, 5(1), 70–84.

<http://www.ejournal.pelitaindonesia.ac.id/ojs32/index.php/KURS/article/view/730>

Taherdoost, H. (2016). Sampling Methods in Research Methodology; How to Choose a Sampling Technique for Research. *SSRN Electronic Journal*, 5(2), 18–27. <https://doi.org/10.2139/ssrn.3205035>

TRUiC. (2018, December 13). *Food and Beverage Supervisor Job Description*. Howtostartanllc.com; TRUiC. <https://howtostartanllc.com/hiring/food-and-beverage-supervisor-job-description>

Uslu Abdullah, & Eren, R. (2020, August 5). *Critical Review of Service Quality Scales with a Focus on Customer Satisfaction and Loyalty in Restaurants*. ResearchGate; unknown. https://www.researchgate.net/publication/343571012_Critical_Review_of_Service_Quality_Scales_with_a_Focus_on_Customer_Satisfaction_and_Loyalty_in_Restaurants

Wartono, T., & Sudaryana, B. (2020). THE ASSESMENT OF LEADERSHIP STYLE, COMPETENCE, MOTIVATION, AND COMPENSATION TO EMPLOYEE PERFORMANCE. *Indonesian Journal of Social Research (IJSR)*, 2(1), 76–87. <https://doi.org/10.30997/ijsr.v2i1.21>

Yulianto, N., Maskan, M., & Ultaminingsih, A. (2018). *Metodologi Penelitian*

Bisnis (1st ed.). Malang: Polinema Press.

Yusup, F. (2018). Uji Validitas dan Reliabilitas Instrumen Penelitian Kuantitatif.

Jurnal Tarbiyah: Jurnal Ilmiah Kependidikan, 7(1).

<https://doi.org/10.18592/tarbiyah.v7i1.2100>

