

DAFTAR PUSTAKA

andrews, s. (2017). hotel front office a training manual. india: McGraw Hill Education (india) Private Limited.

bhakta. (2011). Professional Hotel Front Office Management ii Professional Hotel Front Offi ce Management. india: mc graw hill india.

Dameria Br Girsang1), A. C. (2021). Kualitas Pelayanan Reception Di Hotel Danau Toba International Medan. Jurnal Akomodasi Agung.

Ferlinda. (2021). PERAN RECEPTIONIST DALAM MEMBERIKAN PELAYANAN PRIMA KEPADA PELANGGAN DI HOTEL FONTANA JAKARTA SELATAN. Journal proceeding seminar nasional.

Ketut Suardana, I. S. (2020). PERANAN RESEPSIONIS DALAM MELAYANI TAMU UNTUK MENUNJANG TINGKAT HUNIAN DI QUEEN OF THE SOUTH RESORT YOGYAKARTA. Journal Pariwisata, 2597-5323.

Rona, D. C. (2017). PERANAN RECEPTIONIST PADA FRONT OFFICE DEPARTEMENT HOTEL GRAND ZURI PEKANBARU. JOM FISIP.

Tourism and Hotel Industry: Definition, Concepts and Development-The Case of Kosovo The Increase of the Prosperity and its Effect on Gastronomic Enterprises in the Region of Ferizaj View project Reflektimi i motivimit të të punësuarve në suksesin e ndërma. (2021). Alberta Tahiri, Idriz Kovaçi, Bislim Lekiqi, Aziz Rexhepi.