

DAFTAR PUSTAKA

- Alex, D., & Thomas, S. (2011). Impact of product quality, service quality and contextual experience on customer perceive value and future buying intention. *European Journal of Business and Management*.
- Ali. S., & Haryono (n. d). Analisis Pengaruh Kualitas Layanan, Kepercayaan, dan Kepuasan Terhadap Loyalitas Pelanggan.Telkomspeddy dengan Metode *Structural Equation Modelling*.
- Anderson. E., &Weitz B. (1989). Determinants Of Continuity In Conventional Industrial Channel Dyads, *Marketing Science* 8(3), 10-23.
- Ndubisi, N. O.(2007). Relatonship Marketing and Customer Loyalty, Selangor, Malaysia: Monash University Malaysia
- Akbar , M. M., & Parvez, N. (2009). Impact of Service Quality, Trust, and Customer Satisfaction on Customer Loyalty. *ABAC Journal*.
- Angiopora. M.P. (1999). Dasar-Dasar Pemasaran. Jakarta: Raja Grafindo Persada.
- Alex S. Nitisemito, (2000). Manajemen Pemasaran, Ghalia Indonesia, Jakarta.
- Bagozzi, RP., Gopinath, M., Nyer, P., (1999). The role of emotions in marketing. *Journal of the Academy of Marketing Science*, 27 (2), 184-206.
- Liu, C. S., Wu & Tsai, R. I (2005). Integrating Perceived Playfullness Into Expectation-Confirmation model for web Portal Context. *Information & Management*, 42(5), 683-693.
- Choi *et al.* (2004). International studies of prenatal exposure to polycyclic aromatic hydrocarbons and fetal growth. *Environ Health Perspect*, 114, 1744-1750.
- Espejel *et al.* (2008). “*Consumer Satisfaction: A key factor of consumer loyalty and buying intention of a PDO food product*”, *British Food Journal*, 110 (9), 865-881.
- Engel *et al.* (1990). *Consumer Behavior* (6th ed.). Chicago: The Dryden Press.
- Echols, John M. & Hassan Shadilly, (2006), *Kamus Inggris-Indonesia*, Jakarta: Penerbit PT. Gramedia, Cetakan XXVIII.
- Food Ingredients Asia (FIA). Pertumbuhan Penjualan Makanan Dan Minuman (2012, Mei). from the World Wide Web: <http://www.eksekutif.co.id/>.

- Barnes, J. G. (2003). Establishing Meaningful Customer Relationship: Why Some Companies and Brands Mean More to Their Customers Managing Service Quality vol.13(3), 176-178.
- Gaspersz, V. (2005). *Aplikasi Analisis Multivariate dengan program SPSS*. Semarang: Badan Penerbit Universitas di Ponegoro.
- Harun, H. (2006). Analisis Faktor-aktor yang mempengaruhi kepuasan pelanggan untuk meningkatkan loyalitas pelanggan produk Telkom flexi: Studi kasus PT. Telekomunikasi Indonesia Kota Semarang. *Universitas Diponegoro*. Semarang.
- Hansen & Mowen. (2003). Cost Management: Accounting and Control (4th ed.). Ohio: Thomson South Western.
- Parasuraman. A., Zeithaml V. A., & Berry, L. L (1985). A Conceptual Model Of Service Quality and Its Implications For Further Research, *Journal of Marketing*, 49(3), 41-50.
- Hyun, S., (2010). Predictors of relationship quality and loyalty in the chain restaurant industry. *Cornell Hospitality Quarterly*, 51 (2), 251-267.
- Han, H., & Ryu, K. (2009). The roles of the physical environment, price perception, and customer satisfaction in determining customer loyalty in the restaurant industry. *Journal of Hospital and Tourism Research*, 33 (4), 487-510.
- Harun, H. (2006). Analisis Faktor-Faktor Yang Mempengaruhi Keputusan Pelanggan Untuk Meningkatkan Loyalitas Pelanggan Produk Telkom Flexi: Studi Kasus PT. Telekomunikasi Indonesia Kota Semarang.
- Industri Makanan Dan Minuman Indonesia. (2013, Januari). Menganalisis Pertumbuhan Makanan dan Minuman Di Indonesia. from the World Wide Web: www.Mediaindonesia.com/tdi.go/index.pht/2012-2013.
- Irawan, H. (2002). *10 Prinsip Kepuasan Pelanggan*. Jakarta: Elex Media Komputindo.
- Johns, N., Pine, R., (2002). Customer Behavior in the food service industry: a review, *International Journal of Hospitality Management*, 21 (2), 119-134.

- Kotler, P. (2002). *Manajemen Pemasaran : Analisis, Perencanaan, Implementasi dan Kontrol*. Jakarta: PT. Prenhallindo.
- Kotler, Phillip dan Gary Amstrong. (2008). *Prinsip-Prinsip Pemasaran*, jilid 2, edisi ke-8, Penerbit Erlangga, Jakarta.
- Kotler , & Armstrong. (2001). Manajemen Pemasaran di Indonesia. Jakarta: Salemba Empat.
- Kotler, & Armstrong. (2010). *Principles of Marketing* (13rd ed.). New Jersey: Prentice-Hall Inc.
- Kotler, P. (2007). *Manajemen Pemasaran 2*. Jakarta: PT. Indeks. Kelompok Gramedia.
- Kotler, & Killer. (2009). Manajemen Pemasaran (13rd ed.). Jakarta: PT Erlangga.
- Kotler, P. (2001). *Manajemen Pemasaran di Indonesia*. Jakarta: Salemba Empat
- Kim, W.G., Moon, Y.J., (2009). Customers' cognitive, emotional, and actionable response to the services cape: a test of the moderating effect of the restaurant type. *International Journal of Contemporary Hospitality Management*, 28, 144-156.
- Lin, I. Y., (2004). Evaluating a servicescape: the effect of cognition and emotion. *International Journal of Hospitality Management*, 23, 163-178.
- Law, R., To, T., Goh, C., (2008). Haw do Mainland Chinese travelers choose restaurant in Hong kong? An exploratory study of individual visit scheme travelers and packaged travelers. *International Journal of Hospitality Management*, 27 (3), 346-354.
- Lo, A., Lam, T., (2004). Long-haul and short-haul outbound all-indusive package tours, *Asia Pacific Journal of Tourism Research*, 9 (2), 161-176.
- Mandasari, V., & Athitama, B. (2011). Analisis Kepuasan Pelanggan Terhadap Restoran Cepat Saji Melalui Pendekatan Data Mining: Studi Kasus XYZ. *Jurnal Generic* , 1.
- Mattila, AS., Wirtz, J., (2001). Congruency of scent and music as a driver of in store evaluations and behavior. *Journal of Retailing*, 77, 273-289.
- Martinez, CL., Martinez, G,J,A, (2007). Cognitive-affective model of consumer satisfaction: an exploratory study within the frame work of a sporting event. *Journal of Business Research*, 60, 108-114.

- Mowen, John c and Michael Minor (1998). Consumer Behavior, International Edition, 5th Edition. Prentice Hall, Inc. New Jersey, USA.
- Mowen, J. C. (1995). *Perilaku Pelanggan dan Komunikasi Pemasaran*. Jakarta: Karawang Sutisna.
- Mackenzie, & Olshavsky, R. W. (1996). *A. Reexamination of the determinants of Customer*. Jakarta: PT Gramedia Pustaka Utama.
- Morrison, M., Gan, S., Dubelaar, C., Oppewal, H., (2011). In-store music and aroma influences on shopper behavior and satisfaction. *Journal of Business Research*, 64 (6), 558-564.
- Munhurrun, P. R., Bhiwajee, S. D., & Naidoo, P. (2010). Service Quality In The Public Service. *International Journal Of Management And Marketing Research*.
- Namkung, Y., Jang, S., (2008). Are highly satisfied restaurant customers really different? A quality perception perspective. *International Journal of Contemporary Hospitality Management*, 20 (2), 142-155.
- Ndubisi, O.N. & Moi, C.T. (2005). Customer behavioral responses to sales promotion: the role of fear of losing face, *Asian Pacific Journal of Marketing and Logistic*, 17 (1), 32-49.
- Nguyen, N., Leblanc, G., (2002). Contact personnel, physical environment and the perceived corporate image of intangible services by new clients. *International Journal of Service Industry Management*, 13, 242-262.
- Oliver, R. (1993). Cognitive, effective and attribute & bases far the satisfaction response. *Journal of Consumer Research*, 20, 418-430.
- Qin, H., Prybutok, V. R., & Zhao, Q. (2010). Perceived service quality in fast food restaurant: Empirical evidence from china. *International Journal of Quality & Reliability Management*, 27 (4), 424-437.
- Raajpoot, N., (2002). TANGSERV: a multiple item scale for measuring tangible quality in foodservice industry, *Journal of Foodservice Business Research*, 5, 109-127.
- Russell, James A. and Jacalyn Snodgrass (1987), “ Emotion and the Environment,” in *Handbook of Environmental Psychology*, Vol. 1,

- Daniel Stokols and Irwan Altman, eds, New York: John Wiley & Sons, Inc., 245-281.
- Rangkuti, F. (2000). *Measuring Customer Satisfaction; Gaining Customer Relationship Strategy*. Jakarta: Gramedia Pustaka Utama.
- Ryu, K., Lee, H. R., & Kim, W. G. (2012). The influence of the quality of the physical environment, food, and service on restaurant image, customer perceived value, customer satisfaction, and behavior intentions. *International Journal of Contemporary Hospitality Management*, 24 (2), 200-223.
- Rahma, E. S. (2007). Analisis Pengaruh Kualitas Layanan dan Citra Merek Terhadap Minat Beli dan Dampaknya Pada Keputusan Pembelian: Studi Pada Pengguna Telepon Seluler Merek Sony Ericson di Kota Semarang.
- Shugan, Steven and Jinhong Xie, (2000). "Advance Pricing of Services and Other Implications of Separating Purchase and Consumption," *Journal of Service Research*, 2, 227-239.
- Swastha, B. (2000). *Pengantar Bisnis Modern, Pengantar Ekonomi Perusahaan Modern*, Jakarta: Liberty.
- Stanton, William J. (1996). *Prinsip Pemasaran*. Edisi 7, jilid 1. Erlangga. Jakarta.
- Supranto, J. (2006). *Pengukuran Tingkat Kepuasan Pelanggan: Untuk Menaikkan Pangsa Pasar*. Jakarta: Rineka Cipta.
- Company History. (n.d.). Diunduh pada tanggal Juli 16, 2015, dari Starbucks: <http://www.starbucks.co.id/company>
- Tjiptono, F., (2002), Prinsip-Prinsip Total Quality Service, Andi, Yogyakarta.
- Tjiptono, F. (2006). *Manajemen Pelayanan Jasa*. Yogyakarta: CV. Andi Offset.
- Terry, George R. (1988). Principles of Management. Saduran Drs. Suai. Bandung: Penerbit Grafika.
- Widagdo, H. (2009). Analisis pengaruh kualitas layanan dan promosi terhadap keputusan konsumen membeli komputer pada PT. XYZ Palembang. *Jurnal Ilmiah STIE MDP*, 1.
- West, B.B., Wood, L., Hanger, V.F. (1965). Food Service in Institutions. John Wiley & Sons, Inc Fourth Edition: New York.
- Yi, Y., La, S., (2004). "What Influences the Relationship between Customer Satisfaction and Repurchase Intention? Investigation the Effects of

- Adjusted Expectation and Customer Loyalty," Psychology & Marketing,* 21 (5), 351-373.
- Zeithaml, V. A., & Bitner, M. J. (2003). Service Marketing-Integrating Customer Focus Across The Firm (3rd ed). New York: Mc Graw Hill Inc.
- Liu, C. T., Guo, Y. M., & Lee, C. H. (2011).. The effects of relationship quality and switching barriers on customer loyalty. *International Journal of Information Management* 31, 71-79.
- Johanna, M.(2006). Analisis Faktor-Faktor Yang Mempengaruhi Minat Beli Ulang: Studi Kasus Konsumen Pada Mandala Airline Semarang. Universitas Diponegoro. Semarang.
- Pratama, A. F. (2012, Agustus 29). Indonesia Peringkat Tiga Produsen Kopi di Dunia. Diunduh pada tanggal Juni 16, 2015, dari Tribunews.com: <http://www.tribunews.com>
- Ayudea, F. (2012, Mei 10). Konsumsi Kopi Naik 8 Persen Per Tahun. Diunduh pada tanggal Juni 14, 2015, dari suaramerdeka.com: <http://www.suaramerdeka.com/v1/index.php/read/news/2012/05/10/118019/Konsumsi-Kopi-Naik-8-Persen-Per-Tahun>. Shugan, Steven and Jinhong Xie, (2000). "Advance Pricing of Services and Other Implications of Separating Purchase and Consumption," *Journal of Service Research*, 2, 227-239.
- Rahma, T. (2012, Januari 12). Pertumbuhan Industri Makanan dan Minuman Delapan Persen. Diunduh pada tanggal Junii 14, 2015 dari Media Indonesia.com:<http://www.mediaindonesia.com/read/2012/01/12/291021/4/2/Pertumbuhan-Industri-Makanandan-Minuman-Delapan-Persen>.
- Rakhma Sinseria 'Harumkan' Kopi Indonesia (2). (n.d.). Diunduh pada tanggal Juni 18, 2015, dari Wanita Wirausaha: <http://wanitawirausaha.femina.co.id>.
- Wu,P. C., & Wang, Y. (2011). The influence of Electronic Word-of-Mouth Message Source Credibility on Brand Attitude. *Asia Pacific Journal of Marketing and Logistics*,448-472.
- Zeithaml,V.A., Berry,L.L., & Parasuraman, A. (1996). The Behavioral Consequences of Service Quality. *Journal of Marketing*.