

DAFTAR PUSTAKA

- Andrews, Sudhir (2008). *Textbook of Front Office Management and Operations*. New Delhi: Tata McGraw-Hill Publishing Company
- Baker, S., Huyton, J., & Bradley, P. (2000). *Principles of Front Office Operations* (second). London: Continuum The Tower Building.
- Bardi, James A. (2011). *Hotel Front Office Management* (Fifth Edition). New Jersey: John Wiley & Sons.
- Bagyono (2017). *Teori dan praktik hotel front office*. Bandung: Alfabeta.
- Darsono, Agustinus (2011). *Front Office Hotel*. Indonesia, PTGramedia Pustaka Utama
- Irwanto, Guswiani, (2019). Efektivitas Penggunaan Video Pembelajaran Literasi.
- Foster, Dennis L. (1992). *The Business of Hospitality: Back Office Operations and Administration*. Ohio, Macmillan/McGraw-Hill School Publishing Company
- Kasavana, Michael A., Brooks Richard M. (2017). *Managing Front Office Operations* (Third Edition). East Lansing: EDUCATIONAL INSTITUTE of the AMERICAN HOTEL & MOTEL ASSOCIATION
- Nguyen D.L., Klunghanaboon, Wachiraporn (2017). Needs of Front Office Staff's English Communication Skills. *Journal of Thai Hospitality & Tourism* (2021)
- Prakoso, Prasetyo Aji (2017). *Front Office Praktis Administrasi dan Prosedur Kerja*. Yogyakarta: Gava Media
- Santiago, Melián-González, Jacquez, Bulchand-Gidumal (2017). Information technology and front office employees' performance. *International Journal of Contemporary Hospitality Management* (2017)
- Sayin Ö. G. K.Karaman A. (2019). Communication and Productivity with Guests at Front Office; A Qualitative Study on Hotels. *Journal of International Management and Social Researches*.
- Sujatno, A.Bambang (2008). *Front Office Operations Secret Skills for Five Stars Hotels*. Yogyakarta: Andi

Sutanto (2016). *Modul Diklat Paket Keahlian Akomodasi Perhotelan Sekolah Menengah Kejuruan*. Jakarta: Pusat Pengembangan dan Pemberdayaan Pendidikan dan Tenaga Kependidikan Bisnis dan Pariwisata

Suwithi Ni Wayan. 2008. *BSE Akomodasi Perhotelan Jilid III* . Jakarta: Direktorat Pembinaan Sekolah Menengah Kejuruan

Wachidiyah, Wiwin (2017). *Front Office Department Dan Peranannya*.

Wirya, I. M. S., Susila, I. M. G. D., Prayogi, P. A., & Jokosaharjo, S. (2018). *MANAJEMEN KANTOR DEPAN HOTEL FRONT OFFICE MANAGEMENT*. Bali: Untrim Press

Woods, Robert. H., Ninemeier, Jack D., Hayes, David K., & Austin, Michelle A. (2007). *Profesional Front Office Management*. United States: Pearso Prentice Hall.

