

## BIBLIOGRAPHY

- Afriani, M., & Pratama, T. (2022). Pengaruh Cita Rasa Dan Variasi Menu Terhadap Tingkat Kepuasan Konsumen Di Rumah Makan Aneka Seblak Sei Panas Kota Batam. *Jurnal Mata Pariwisata*, 1(2), 55-61.
- Ardiansyah, F., & Aprianti, K. (2020). Pengaruh Keragaman Produk Dan Lokasi Penjualan Terhadap Kepuasan Konsumen Pada Kantin Yuank Kota Bima. *BRAND Jurnal Ilmiah Manajemen Pemasaran*, 2(2), 163-169.
- Buana, C., & Maftukhah, I. (2019). The effect of atmosphere Store, customers relationship management on loyalty through customer satisfaction. *Management Analysis Journal*, 8(1), 39-49.
- Chau, S, & Yan, L (2021). Destination hospitality indicators. *Journal of Destination Marketing & Management*, Elsevier, <https://www.sciencedirect.com/science/article/pii/S2212571X20301591>
- Choi, H., & Kandampully, J. (2019). The effect of atmosphere on customer engagement in upscale hotels: An application of SOR paradigm. *International Journal of Hospitality Management*, 77, 40-50.
- Ghozali. (2021). Aplikasi Analisis Multivariate Dengan Program IBM SPSS 26 (Edisi 10). Badan Penerbit Universitas Diponegoro.
- Gibson, Philip, Parkman, Richard. (2019). *Cruise Operations Management: Hospitality Perspectives Third Edition*
- Joudeh, J. M. M., & Dandis, A. O. (2018). Service Quality, Customer Satisfaction and Loyalty in an Internet Service Providers. *International Journal of Business and Management*, 13(8), 108–120. <https://doi.org/10.5539/ijbm.v13n8p108>
- Kapur, Radhika. (2018). *Hospitality Management*, Research Gate
- Konuk, F. A. (2019). The influence of perceived food quality, price fairness, perceived value and satisfaction on customers' revisit and word-of-mouth intentions towards organic food restaurants. *Journal of Retailing and Consumer Services*, 50(March), 103–110. <https://doi.org/10.1016/j.jretconser.2019.05.005>
- Kurniawan. Asep. (2018). *Metode Penelitian Pendidikan*. Bandung: PT Remaja Rosdakarya.
- Lorena, E. Y. M., & Martini, S. (2019). Menilai Pengaruh Citra Merek, Keragaman Menu, Suasana Toko Dan Kualitas Produk Terhadap Kepuasan Konsumen Dan Niat Beli Ulang (Studi Pada Konsumen Society Coffee House Purwokerto). *Jurnal Ekonomi, Bisnis, Dan Akuntansi*, 21(2).

- Mumu, D. N., Tumbuan, W. J., & Poluan, J. G. (2021). PENGARUH KERAGAMAN MENU, HARGA DAN KUALITAS PELAYANAN TERHADAP KEPUASAN PELANGGAN PADA WARUNK BENDITO KAWASAN MEGAMAS MANADO. *Jurnal EMBA: Jurnal Riset Ekonomi, Manajemen, Bisnis dan Akuntansi*, 9(3), 951-959.
- Mustaqim, M., & Amboningtyas, D. (2017). Pengaruh Variasi Makanan, Pelayanan, dan Atmosfer terhadap Kepuasan Pelanggan di RM. Borobudursemarang. *Journal of Management*, 3(3).
- Ndengane, R. M., Mason, R. B., & Mutize, M. (2021). The influence of store atmospherics on customers' satisfaction at selected South African retail outlets. *Innovative Marketing*, 17(1), 26.
- Pizam, A (2020). Hospitality as an organizational culture. *Journal of Hospitality & Tourism Research*, journals.sagepub.com, <<https://doi.org/10.1177/1096348020901806>>
- Puspitarini, J. P., Samari, S., & Ratnanto, S. (2022). Analisis Kepuasan Pelanggan Okui Kopi Ditinjau Dari Suasana Cafe, Harga Dan Variasi Menu. *Simposium Nasional Manajemen Dan Bisnis (SIMANIS) Dan Call for Paper*, 1, 267-275.
- Rafika, N. A. (2020, March). The Effect of Store Atmosphere, Product Quality, Customer Satisfaction and Electronic Word of Mouth on Customer Loyalty in Gubuk Coffee Padang. In *4th Padang International Conference on Education, Economics, Business and Accounting (PICEEBA-2 2019)* (pp. 788-802). Atlantis Press.
- Saputro, R. D., Maryam, S., & Hartono, S. (2021). Kepuasan Pelanggan Ditinjau dari Store Atmosphere, Variasi Menu, dan Pelayanan pada Coffee Shop Kapal Kopi Karanganyar. *Jurnal Ilmiah Edunomika*, 5(02), 1222-1229.
- Sihombing, M. M., Arifin, M. H., & Maryono, M. (2022). Pengaruh Varian Menu, Harga, dan Suasana Cafe, Terhadap Kepuasan Konsumen Cafe Miltie Garden Mulawarman Banjarmasin. *Smart Business Journal*, 1(1), 26-33.
- Simamora, S. (2020). Pengaruh Keragaman Produk, Kualitas, dan Kepuasan Konsumen Terhadap Keputusan Pembelian Pada Shopee Online. *Jurnal Ilmiah Kohesi*, 4(3), 111-122.
- Soebandhi, S., Wahid, A., & Darmawanti, I. (2020). Service quality and store atmosphere on customer satisfaction and repurchase intention. *BISMA (Bisnis Dan Manajemen)*, 13(1), 26-36.
- Sugiyono. (2018). Metode Penelitian Kuantitatif, Kualitatif, dan R&D. Penerbit Alfabeta.

- Sujarweni. (2018). Pengantar Akuntansi. Yogyakarta: Pustaka Baru Press.
- Yulinda, A. T., Febriansyah, E., & Riani, F. S. (2021). Pengaruh Store'S Atmosphere Dan Kualitas Produk Terhadap Keputusan Pembelian Nick Coffee. *Ekombis Review: Jurnal Ilmiah Ekonomi Dan Bisnis*, 9(1), 1-14.
- Zhong, Y., & Moon, H. C. (2020). What Drives Customer Satisfaction, Loyalty, and 124 Happiness in Fast-Food Restaurants in China? Perceived Price, Service Quality, Food Quality, Physical Environment Quality, and the Moderating Role of Gender. *Mdpi*, 9, 1–19.

