

## LIST OF REFERENCES

- Ahmad, A. (2015). *The Effect of Service and Food Quality on Customer Satisfaction and Hence Customer Retention*. Canadian Center of Science and Education. Vol. 11, No. 23; 2015 ISSN 1911-2017.
- Akhmad, D. (2015). 3 Hal Penting Mengenai Kualitas Menu. Retrieved 10 July 2019 from RestoFocus Web: <https://www.restofocus.com/2015/05/3-hal-penting-mengenai-kualitas-menu.html>
- Allen, I. E. & Seaman, C. A.(2007). *Likert Scales and Data Analyses*. Retrieved April 7, 2019 from Quality Progress Web: <http://asq.org/quality-progress/2007/07/statistics/likert-scales-and-data-analyses.html>
- Almohaimmeed, M.,A,. (2017). *Restaurant Quality and Customer Satisfaction*. *International Review of Management and Marketing*, 2017, 7(3), 42-49. ISSN: 2146-4405
- Arikunto. (2013). *Prosedur Penelitian: Suatu Pendekatan Praktik*. Jakarta: Rineka Cipta.
- Atmoko, T.P.H. (2017). *Peningkatan Higiene Sanitasi Sebagai Upaya Menjaga Kualitas Makanan Dan Kepuasan Pelanggan Di Rumah Makan Dhamar Palembang*. Yogyakarta: Jurnal Khasanah Ilmu – Volume 8 No. 1
- Cherry,K. (2017). *What Is a Sample?*. Retrieved 7 December 2017 from <https://www.verywell.com/what-is-a-sample-2795877>
- Cheusheva, S.(2019, March 12). *Linear regression analysis in Excel*. Retrieved April 7, 2019 from Ablebits.com Web: <https://www.ablebits.com/office-addins-blog/2018/08/01/linear-regression-analysis-excel/>
- Draus, C. (2017, November 15). *Quality Control or Quality Assurance in the Food Industry – X-ray Inspection Equipment Ensures Both*. *Advanced Insights Blog*. Retrieved April 7, 2019 from the Eagle Quality Assured Web: <https://www.eaglepi.com/blog/quality-control-or-quality-assurance-in-the-food-industry/>
- Glen,S. (2016). *Research Methods: Qualitative Research and Quantitative Research*. Retrieved 7 December 2017 from <http://www.statisticshowto.com/research-methods-qualitative-research-and-quantitative-research/>

- Goetsch, D. L., & Davis, S. (2014). *Quality Management for Organizational Excellence: Introduction to Total Quality* (7th ed.). London: Pearson Education Limited.
- Hanaysha, J. (2016). Testing The Effects of Food Quality, Price Fairness, and Physical Environment on Customer Satisfaction in Fast Food Restaurant Industry. *Journal of Asian Business Strategy* DOI: 10.18488/journal.1006/2016.6.2/1006.2.31.40
- Harahap, R.(2017). *Pengaruh Kualitas Produk Terhadap Kepuasan Pelanggan di Restoran Cepat Saji KFC Cabang Asia Mega Mas Medan*. Akademi Sekretari & Manajemen Cendana vol 1 No 1 e-ISSN 2580-9741.
- Kierczak, L. (n.d). *5 Reasons Why Customer Satisfaction Is Important*. Retrieved 20 November 2018 from <https://survicate.com/customer-satisfaction/importance-customer-satisfaction/>
- Kotler, P. & Armstrong, G.(2015). *Principles of Marketing* (16th ed.). USA: Pearson
- Kotler, P. & Keller, K.L. (2016). *A Framework for Marketing Management*. England: Pearson Education Limited
- Kumar, S. & Bhatnagar, D. (2017). EFFECT OF FOOD AND SERVICE QUALITY ON CUSTOMER SATISFACTION A STUDY OF 3 STAR HOTELS IN PUNJAB REGION. *International Journal of Sales & Marketing Management Research and Development (IJSMMRD)* Vol. 7, Issue 4, Aug 2017, 35-48.
- Muijs, D. (2004). *Doing Quantitatives Research in Education with SPSS*. New Delhi: Sage Publications
- Ratnasari, D.,A. & Harti. (2016). *Pengaruh Kualitas Produk, Harga, Lokasi, dan Kualitas Layanan Terhadap Keputusan Pembelian di Djawi Lanbistro Coffee and Resto Surabaya*. *Jurnal Pendidikan Tata Niaga*. Vol 3, No. 3.
- Rezot, K. (2016). *Pengertian Kepuasan Pelanggan, Lengkap!*. Retrieved 10 July 2019 from *Materiku* Web: <https://materiku86.blogspot.com/2016/07/kepuasan-pelanggan.html>
- Rozekhi, A.N, Hussin, S., Siddiqe, R.A, Rashib, A.D.(2016). *The Influence of Food Quality on Customer Satisfaction in Fine Dining Restaurant: Case in Penang*. *International Academic Research Journal of Business and Technology* 2(2) 2016 ISSN: 2289-8433, pp 45-50.

- Sahaja, I. (2014). *Konsep Kepuasan Pelanggan (customer satisfaction)*. Retrieved 8 May 2019 from Blogspot Web: <http://irwansahaja.blogspot.com/2014/08/konsep-kepuasan-pelanggan-customer.html>
- Sekaran, U. (2003). *Research methods for business: a skill building approaches* (4th ed.). New York: John Wiley & Sons.
- Siyoto, S. & Sodik, M.,A. (2015). *Dasar Metodologi Penelitian*. Sleman: Literasi Media Publishing.
- Sugeng, M. (2016). *Pengertian & Indikator Kepuasan Pelanggan Menurut Para Ahli*. Retrieved 8 May 2019 from EtalasePustaka Web: <https://etalasepustaka.blogspot.com/2016/08/pengertian-indikator-kepuasan-pelanggan-menurut-para-ahli.html>
- Sugiyono. (2007). *Statistika Untuk Penelitian*. Bandung: Alfabeta
- Sugiyono. (2017). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. Bandung: Alfabeta
- Sugiyono. (2017). *Metode Penelitian Bisnis: Pendekatan Kuantitatif, Kualitatif, Kombinasi, dan R&D*. Bandung: Alfabeta
- Salsabilah, T. & Sunarti. (2018). Pengaruh Food Quality, Dining Atmosphere dan Kesesuaian Harga Terhadap Kepuasan Pelanggan Cafe Ria Djenaka Shining Batu. Malang: Jurnal Administrasi Bisnis. Vol. 54 No. 1 January
- Taylor, C. (2017). *What is a Population in Statistics?*. Retrieved 7 December 2017 from <https://www.thoughtco.com/what-is-a-population-in-statistics-3126308>
- Tjiptono, F. & Chandra, G. (2016). *Service, Quality dan satisfaction* (4th ed.). Yogyakarta: C.V Andi.
- Unknown. (2018). *Customer Satisfaction & Loyalty Reserach, Sudahkah dan Perlukah untuk Anda Lakukan?*. Retrieved 8 April 2019 from Faspay Web: <https://faspay.co.id/news/2018/customer-satisfaction-loyalty-research-sudahkah-dan-perlukah-untuk-anda-lakukan>
- Varzakas, T. & Tzia, C. (2016). *Handbook of Food Processing: Food Safety, Quality, and Manufacturing Processes*. Retrieved 9 July 2019 from <https://books.google.co.id/books?id=CXq9CgAAQBAJ&pg=PA46&lpg=PA46&dq=potter+hotchkiss+1995&source=bl&ots=qS37rpwLiq&sig=ACfU3U2MjkMnDF41A0TEWnm0hvSIW7Kv7A&hl=en&sa=X&ved=2ahUKEwixrMjrKfjAhUi4nMBHU9DDcY4ChDoATAFegQICRAB#v=snippet&q=hotchkiss&f=false>

Wijaya, W. (2017). *Analisa Pengaruh Kualitas Makanan Terhadap Kepuasan Konsumen Di Yoshinoya Galaxy Mall Surabaya*. Surabaya: Jurnal Hospitality dan Manajemen Jasa. Vol 5 No 2.

Zeithaml, V.A, Bitner, M.J & Gremler, D.D (2017). *Service Marketing* (7th edition). New York: McGraw-Hill Education.

