

REFERENCE

- A. J. C. Trappey, L. Ching-Hung, C. Wen-Pin, and C. V Trappey. 2010. A *Framework of Customer Complaint Handling System*. Service Systems and Service Management (ICSSSM), 2010 7th International Conference. 7: 1-6. Access: <https://ieeexplore.ieee.org/abstract/document/5530119/>
- Astarini, N. M. W. (2021). *The Procedures and Language Expressions Used in Handling Guest's Complaints at Buyan Resort* (Doctoral dissertation, Universitas Pendidikan Ganesha). Access: <https://repo.undiksha.ac.id/id/eprint/7741>
- Damayanti, Weningtyas. (2014). "Peranan Housekeeping Dalam Menangani Komplain Untuk Memberikan Kepuasan Tamu Di Mawar Asri Hotel Jogja." *Khasanah Ilmu-Jurnal Pariwisata Dan Budaya* 5.2.
- Indriyani, S., & Mardiana, S. (2016). Pengaruh Penanganan Keluhan (Complaint Handling) Terhadap Kepercayaan Dan Komitmen Mahasiswa Pada Perguruan Tinggi Swasta Di Bandar Lampung. *Jurnal Bisnis Darmajaya*, 2(1), 1-13.
- Irawan, B. (2018). *Peranan Petugas Reservasi Dalam Meningkatkan Penjualan Kamar Melalui Sistem Up-Selling Pada Front Office Department Di Hotel Vila Ombak* (Doctoral dissertation, Universitas Mataram). Access: <http://eprints.unram.ac.id/id/eprint/8008>
- All Saints sec School. (2020). "JSS 3 Business Studies with Assignment". Access: <https://allsaintssecschool.com/2020/07/17/jss-3-business-studies-with-assignment/mplaint>. Downloaded June 30, 2022.
- Kisti, R. M., & Mayasari, C. U. (2019). Upaya Kantor Depan Dalam Meminimalisir Keluhan Tamu di Hotel Cavinton Yogyakarta. *Jurnal of Tourism and Economic*, 2(2).
- Maharani, M. D. A. (2021). *The Procedure and Language Expressions used in Handling Complaints in the Front Office Department of U Paasha Seminyak Bali* (Doctoral dissertation, Universitas Pendidikan Ganesha). Access: <https://repo.undiksha.ac.id/7754/>
- Mahardika, A. N. Y. M. (2019). Analisis Kebutuhan Fungsi dan Expresi Bahasa untuk Resepsionis di Hotel Berbintang di Bali. *Jurnal Pendidikan dan Pembelajaran*, 8(1), 188-193.
- Megawati, M. (2018). Complaint Handling (Studi Kasus Strategi Penanganan Keluhan Hotel the Rinra Makassar 2018). *Jurnal Ilmu Komunikasi*, 249-255.
- Razali, R., & Jaafar, J. (2016). Classification algorithm for customer complaint using fuzzy approach. *Jurnal Teknologi*, 78(12-2).
- Sambodo, A. (2020). *Kantor Depan Hotel Operasional dan Keterampilan Sosial*. Nas Media Pustaka. <https://books.google.co.id/books?id=vhn9DwAAQBAJ&pg=PR4&dq=A>

GUS+SAMBODO&hl=id&newbks=1&newbks_redir=1&sa=X&ved=2ahUKEwjnmqbiuKH3AhXbRmwGHVmjA8gQ6AF6BAgGEAI.

Setiawan, M. R. (2015). *Keefektifan Penanganan Keluhan (Complaint Handling) di Dinas Kependudukan dan Catatan Sipil Kota Surabaya* (Doctoral dissertation, UNIVERSITAS AIRLANGGA). Access: <https://repository.unair.ac.id/17905/>

Sulasih, D. P. D. (2020). *The Procedures and Languages Expressions Used by Guest Service Center in Handling Complaint Call at Anantara Seminyak Bali Resort* (Doctoral dissertation, Universitas Pendidikan Ganesha). Access: <https://repo.undiksha.ac.id/3342/>

Wachidyah, W. (2017). "Front Office Department dan Peranannya dalam Layanan Tamu Hotel". *Jurnal Bisnis Teknologi*, 4(1), 62-71.

Zellatifanny, C. M., & Mudjiyanto, B. (2018). Tipe penelitian deskripsi dalam ilmu komunikasi. *Jurnal Media Dan Komunikasi*, 1(2), 83-90.

