

## DAFTAR RUJUKAN

- Abdulelah, A. 2014. *The Origin of Japanese Excellent Customer Service*. Studies in Business and Accounting Journal. Vol. 8 (23-42).
- Chairunnisa, S., Roosiani, I., & Puspitasari, E. 2022. *Implementasi Budaya Omotenashi Dalam Meningkatkan Wisata Halal di Kota Chiba, Jepang*. IDEA: Jurnal Studi Jepang, 4(2), 80-87.
- Fauziah, S. 2019. *Penerapan Omotenashi Pada Restoran Ala Jepang di Kota Padang*. E-journal Bunghatta. Vol.1, No. 3.
- Fukushima, Noriko. 2015. *A Basic Study of High Context Service Generated From Consideration Behavior (Special Issue on Service Studies Contributing To Industrialization of Tourism: Tokyo Olympics and Regional Revitalization)*. Servisology Journal. Vol. 1, No. 4.
- Goodman Raymod, J.Ir. 2003. *Food and Beverage Service Management*. Jakarta:Erlangga.
- Hattori, Katsuhito. 2008. *Introduction of Hospitality*. Maruzen.
- Kobayashi, Kiyoshi. 2015. *Scientific Approach To Omotenashi*. Quality, Vol. 45, 6-11.
- Mahardika, A. N. Y. M. 2018. *Analysing Target Communicative Needs for English for Food and Beverage Service Course*. Jurnal Bahasa Lingua Scientia, 10(2), 341-356.
- Melasari, B. 2021. *Peranan Banquet dalam Penyelenggaraan Event di Harris Hotel & Convention Malang*. <http://repository.unmuhjember.ac.id/11704/8/jurnal.pdf> (Diakses pada tanggal 18 Maret 2025).
- Morishita, Shunichiro. 2016. *Managing Omotenashi in Onsen Ryokans A Case Study of Kurokawa Onsen in Kyushu, Japan*. Journal of Global Tourism Research, Vol. 1 (2), 157-160.

- Morishita, Shunichiro. 2021. *What is Omotenashi? A Comparative Analysis with Service and Hospitality in The Japanese Lodging Industry*. Journal of Advanced Management Science, Vol. 9, No. 4.
- Morishita, Shunichiro. 2024. *Case Studies on Omoiyari Management in Japanese Hospitality: Service, Hospitality, and Omotenashi Perspectives*. Journal of Advanced Management Science, Vol. 12, No. 1.
- Okura Nikko Hotel Management Co., Ltd. 2010. *Hotel Nikko Alivila/Yomitan Resort Okinawa*. <https://www.okura-nikko.com/japan/yomitan/hotel-nikko-alivilayomitan-resort-okinawa/> (Diakses pada tanggal 18 Maret 2025).
- Ota, Tomoko. 2016. *The Difference in Movement of Experienced and in Experienced Persons in Japanese Bowling*. Energy Procedia, 89, 45-54.
- Prasetya, A. 2023. *Implementasi Omotenashi di Restoran Hana Hana Hotel Nikko Alivila Yomitan Resort Okinawa, Jepang*. Jurnal Pendidikan Bahasa Jepang, Universitas Pendidikan Ganesha.
- Riyadi, Heru, dkk. 2015. *Pengetahuan Layanan Makanan dan Minuman*. Bandung:Alfabeta.
- Setogawa, Reiko. 2013. *The Toughness and Common Features in Omotenashi Styled Managing Companies*. Development Engineering, 33, 23-28.
- Sumbawati, S. 2022. *Penerapan Omotenashi Pada Restoran Golden Geisha Ramen*. Kepariwisata: Jurnal Ilmiah, 16 (3), 154-160.
- Saputro, A. D. 2020. *Penerapan Omotenashi di Hotel Sakura* (Doctoral dissertation, KODEPT043131# SekolahTinggiBahasaAsingJIA).
- Terasaka, Kyoko., & Inaba, Yushi. 2014. *Comparative Analysis of Hospitality and Omotenashi Services: Characteristics and Management of Omotenashi*. Journal of Social Sciences, Vol. 78.
- Trianasari, N., & Arumynathan, P. 2022. *The Yes Moments: Understanding Students' Sense of Achievement During On The Job Training Program*. International Journal of Knowledge Management in Tourism and Hospitality, 2(4), 297-314.

- Trianasari, N., Butcher, K., & Sparks, B. 2018. *Understanding Guest Tolerance and The Role of Cultural Familiarity in Hotel Service Failures*. Journal of Hospitality Marketing & Management, 27(1), 21-40.
- Trianasari, N., & Gede A. Yuniarta. 2015. *An Exploratory Study on The Distributions of Hotels' CSR Funds in Bali*. Journal of Economics, Business and Management, Vol. 3, No. 9, pp. 894-897.
- Trianasari, N., Sparks, B., & Butcher, K. 2014. *Exploring Factors Affecting Customers Zone of Tolerance Towards Service Failure Within A Hospitality Context*. Alliance Journal of Business Research, Vol. 7, No. 1.
- Widiastini, N. M. A., Prayudi, M. A., Wirata, G., Andiani, N. D., & Karta, N. L. P. A. 2019. *Peluang Kerja Perempuan Lulusan Sekolah Menengah Kejuruan Perhotelan di Bali*. Jurnal Kajian Bali, 9(2), 289-314.
- Widiastini, N. M. A., & Prayudi, M. A. 2021. *Women's Significant Roles in Pursuing Hotel Revenue: Case of Bali, Indonesia*. SOSHUM: Jurnal Sosial dan Humaniora, 11(3), 279-292.
- Wijayanti, W. N., & Saifudin, A. 2021. *Implementation of Omotenashi in Japanese Ryokan*. Japanese Research on Linguistics, Literature and Culture, 3(2), 122-132.
- Yamamoto, Shoji. 2016. *An Analysis on The Japanese Omotenashi From The Service-Dominant Logic Perspective*. Kwansei Gakuin University Repository Journal.