

REFERENCES

- Abdi Patria Syafei Narim. (2011). Restoran Kiriman, Abdi Patria Syafei Narim, mahasiswa PS. Desain Interior, ISI Denpasar. <http://repo.isi-dps.ac.id/1209/1/Restoran.pdf>
- Arun. (2017). Communication Barrier Encountered by Employees Working in Hotel Industry. *Advances in Social Sciences Research Journal*, 4(14). <https://doi.org/10.14738/assrj.414.3509>
- Clarah, R. I., Angraini, N., & Permana, D. R. (2023). A Survey of English Communication Difficulties Faced by Employees of the Front Office Hotel Department in Hotel Palembang. *Journal of Teaching of English*, 8(3). <https://jte.uho.ac.id/index.php/journal/article/view/386>
- Eppler. (2007a). Knowledge Communication Problems between Experts and Decision Makers: An Overview and Classification. *The Electronic Journal of Knowledge Management*, 5, 291–300. www.ejkm.com
- Eppler, M. J. (2007b). Knowledge Communication Problems between Experts and Decision Makers: An Overview and Classification. *The Electronic Journal of Knowledge Management*, 5, 291–300. www.ejkm.com
- Jhaiyanuntana, A., & Nomnian, S. (2020). Intercultural Communication Challenges and Strategies for the Thai Undergraduate Hotel Interns. <https://files.eric.ed.gov/fulltext/EJ1240001.pdf>
- Kartika, A. (2010). The Job Descriptions of Waiter/Waitress in Food and Beverage Department in Lor in Hotel Submitted as a Partial Requirement in obtaining Degree in English Diploma Program, Faculty of Letters and Fine Arts Sebelas Maret University English Diploma Program Faculty of Letters and Fine Arts Sebelas Maret University Surakarta 2010. <https://digilib.uns.ac.id/dokumen/download/18314/NDQ2Njg=/The-Job-Descriptions-of-WaiterWaitress-in-Food-and-Beverage-Department-in-Lor-In-Hotel-Arif-Kartika-C9307018.pdf>
- Pongganta, M. S. (2020). English Language Oral Communication Needs of Hotel Food and Beverage Staff in Chiang Mai. http://ethesisarchive.library.tu.ac.th/thesis/2019/TU_2019_6121040411_12629_1_2344.pdf
- Pratama. (2019). Problems in Communication While Being in a Staff Food and Beverage Division in Bekizzar Surabaya. English Diploma Program, Faculty Vocational Education, Universitas Airlangga. <https://repository.unair.ac.id/97622/1/1.%20HALAMAN%20JDUL.pdf>

Putra, K. E., Wayan, I., & Mahendra, E. (2024). Identifikasi Penerapan Standar Operasional Prosedur (SOP) Sequence of Service dalam Pelayanan Breakfast Identification of Implementation of Standard Operating Procedures (SOP) Sequence of Service in Breakfast Services. *Jurnal Pariwisata Dan Bisnis*, 03(4), 665–671. <https://doi.org/10.22334/paris.v3i4>

Supanee. (2007). Communication Problems of Foreign Tourists with Travel Services in Thailand. Language Institute, Thammasat University Bangkok, Thailand March 2007.

https://dric.nrct.go.th/direct_download.php?bibid=192546&doc_id=169552&name_dw=01TITLE.pdf

