

DAFTAR PUSTAKA

- Cane, P. (2020). Context, context everywhere. *International Journal of Law in Context*, 16(4), 459–463. <https://doi.org/10.1017/S1744552320000208>
- Gabbard, D. (2023). The Impact of Online Reviews on Hotel Performance. *Journal of Modern Hospitality*, 2(1), 26–36. <https://doi.org/10.47941/jmh.1558>
- Iyengar, M. S., & Venkatesh, R. (2024). A brief report on building customer loyalty in luxury hotels: a universal approach. *Management (Montevideo)*, 2. <https://doi.org/10.62486/agma202420>
- Jing, X., & Lewis, M. (2011). Stockouts in online retailing. *Journal of Marketing Research*, 48(2), 342–354. <https://doi.org/10.1509/jmkr.48.2.342>
- Kambli, A., Sinha, A. A., & Srinivas, S. (2020). Improving campus dining operations using capacity and queue management: A simulation-based case study. *Journal of Hospitality and Tourism Management*, 43, 62–70. <https://doi.org/10.1016/j.jhtm.2020.02.008>
- Kau, A. K., & Loh, E. W. Y. (2006). The effects of service recovery on consumer satisfaction: A comparison between complainants and non-complainants. *Journal of Services Marketing*, 20(2), 101–111. <https://doi.org/10.1108/08876040610657039>
- Kumari, S. (2016). Handling Customer Complaints in Hotel Industry. *Journal for Studies in Management and Planning*.
- Kunathikornkit, S., Piriyaikul, I., & Piriyaikul, R. (2023). One-to-one marketing management via customer complaint. *Social Network Analysis and Mining*, 13(1). <https://doi.org/10.1007/s13278-023-01082-z>

- Kurniawan, R., & Hanifah, R. D. (2023). Pengaruh Fasilitas Terhadap Revisit Intention Dengan Kepuasan Tamu Sebagai Variabel Intervening (Studi Kasus: Novotel Jakarta Gajah Mada). *Ultima Management : Jurnal Ilmu Manajemen*, 131–146. <https://doi.org/10.31937/manajemen.v15i1.3200>
- Lajante, M., Prete, M. Del, Sasseville, B., Rouleau, G., Gagnon, M. P., & Pelletier, N. (2023). Empathy training for service employees: A mixed-methods systematic review. *PLoS ONE*, 18(8 August). <https://doi.org/10.1371/journal.pone.0289793>
- Meshack, H. E., & Prusty, S. (2021). Service Quality, Satisfaction and Loyalty of Customers in Hotels: The Case of Northern Tanzania. *African Journal of Hospitality, Tourism and Leisure*, 10(4), 1430–1451. <https://doi.org/10.46222/ajhtl.19770720.171>
- Min, H., Lim, Y., & Magnini, V. P. (2015). Factors Affecting Customer Satisfaction in Responses to Negative Online Hotel Reviews: The Impact of Empathy, Paraphrasing, and Speed. *Cornell Hospitality Quarterly*, 56(2), 223–231. <https://doi.org/10.1177/1938965514560014>
- Musa, M., & Wijoyo, T. A. (2024). An Analysis of Guest Relation Officer Responses to Complaints at Zeus Restaurant, Apsara Beach Front Resort and Villa, Thailand. *Golden Ratio of Marketing and Applied Psychology of Business*, 5(1), 146–152. <https://doi.org/10.52970/grmapb.v5i1.453>
- Naeem, M., Ozuem, W., Howell, K., & Ranfagni, S. (2023). A Step-by-Step Process of Thematic Analysis to Develop a Conceptual Model in Qualitative Research. *International Journal of Qualitative Methods*, 22. <https://doi.org/10.1177/16094069231205789>

- Natalie, O., & Deanna, G.-S. (2021). In-depth interviewing Author. In *Methods in urban analysis*. 105–125.
- Nindiani, A., Sulastri, F., & Suhara, A. (2025). A literature review on the implementation of continuous improvement in the Indonesian manufacturing and service industries. *Operations Excellence: Journal of Applied Industrial Engineering*, 1(1), 12. <https://doi.org/10.22441/oe.2025.v17.i1.127>
- Ranara, E., & Cunanan, G. (2025). Hospital Service, *Stafff* Performance, and Client Satisfaction in a Government Hospital in Camiguin. *Psychology and Education: A Multidisciplinary Journal*, 34(10), 1239–1244. <https://doi.org/10.70838/pemj.341007>
- Safitri, R. H. R., Fadilah, O. A., & Halim, V. (2023). Service skills in solving hotel guest problems in the *Food and Beverage Service* department in the post-COVID-19 pandemic in the hospitality world. *Journal of Gastro Tourism*, 1(1), 21–27. <https://doi.org/10.52465/jogasto.v1i1.125>
- Tohidi, H., & Jabbari, M. M. (2012). The effects of motivation in education. *Procedia - Social and Behavioral Sciences*, 31, 820–824. <https://doi.org/10.1016/j.sbspro.2011.12.148>
- Yoshida, T., Hayakawa, T., Kawadai, T., & Shibasaki, T. (2024). Implementation and Effectiveness of Measures to Prevent Recurrence of Incidents Developed through Root Cause Analysis Using Work Flowchart. *Japanese Journal of Radiological Technology*, 80(3), 304–310. <https://doi.org/10.6009/jjrt.2024-1431>