

REFERENCES

- Arti, Gusti Ayu Mang Juni (2017). *The Identification of the Language Function and Language Expressions Used in Responding Reservation by Email at Puri Bagus Lovina*. (Unpublished final project). Universitas Pendidikan Ganesha, Indonesia.
- Denzin, N.K., and Lincoln, Y.S. (1994, p. 4). The Discipline and Practice of Qualitative Research. In N.K. Denzin & Y.S. Lincoln (Eds.), *The SAGE Handbook of Qualitative Research* (p. 1-32). New York: SAGE Publications, Inc.
- Dugger, J. (2002). Parts of a Business Letter. In John A. Carey. (Ed.), *Business Letter for Busy People, Fourth Edition: Time saving, ready-to-use letters for any occasion* (p. 3-13). Franklin Lakes, NJ: The Career Press.
- Lougheed, L. (2003). *Business Correspondence: A Guide to Every Writing, Second Edition*. New York: Pearson Education, Inc.
- Murniasih, Luh Putu Elita. (2019). *A Description of Language Function and Language Expressions Used in E-Mails at Resort Call Center in Hotel Indigo Bali Seminyak*. (Unpublished final project). Universitas Pendidikan Ganesha, Indonesia.
- Tillitt, B., and Bruder, M.N. (1985). *Speaking Naturally, Communication Skills in American English*. United Kingdom: Cambridge University Press.