

## REFERENCES

- Agus Sulastiyono (2006). Manajemen Penyelenggaraan Hotel. Bandung; Alfabeta
- Front Desk - Lobby Manager / Duty Manager Job Description. (2021). Retrieved 8 December 2021, from <https://setupmyhotel.com/job-description-for-hotels/front-office/140-hotel-lobby-manger-or-duty-manager-job-description.html>
- Indonesia Tourism Revenues. (2021). [Image]. Retrieved from <https://tradingeconomics.com/indonesia/tourism-revenues>
- Karina, Y. (2017). Evaluasi Standar Pelayanan Butler Service di Sheraton Bandung Hotel & Towers Pada Tahun 2016. repository.telkomuniversity.ac.id. Retrieved 5 December 2021, from <https://repository.telkomuniversity.ac.id/home/catalog/id/123276/slug/evaluasi-standar-pelayanan-butler-service-di-sheraton-bandung-hotel-towers-pada-tahun-2016.html>.
- Petriella, Y. (2021). Retrieved 6 December 2021, from <https://ekonomi.bisnis.com/read/20210927/47/1447520/pandemi-covid-19-ini-curhat-pengusaha-hotel>
- Pusparisa, Y. (2021). Retrieved 6 December 2021, from <https://databoks.katadata.co.id/datapublish/2021/04/13/pwc-industri-perhotelan-dan-hiburan-paling-terpukul-pandemi>
- Raffles Jakarta. (2021). Retrieved 8 December 2021, from <https://www.raffles.com/jakarta/>
- Rahmania, A. (2021). Retrieved 6 December 2021, from <https://www.anakui.com/selain-menambah-pengalaman-ini-5-manfaat-ikut-magang/>