

REFERENCES

- Atria Hotel GadingSerpong. (n.d.). Parador Hotels & Resorts. <https://parador-hotels.com/atria-hotel-gading-serpong>
- Aurellia, M., & Hermansyah. (2024). The influence of hotel facilities and service quality on guest satisfaction at Fave Hotel Olo Padang. *Journal of Multidimensional Management (JoMM)*, 1(1), 73–77.
- Azzahra, M. S., & Asshofi, I. U. A. (2024). Study of the cooperation relationship between the front office and housekeeping departments through communication at Hotel Tentrem Semarang. *Journal of Gastro Tourism*, 2(2), 75–92. <https://doi.org/10.52465/jogasto.v2i2.457>
- Casado, Matt A. *Housekeeping Management*. 2nd ed. Hoboken: Wiley, 2011
- Jones, R. (2007). *Housekeeping Management* (Edisi ke-3). Goodfellow Publishers Limited
- Miliyani, N. L. S., Kuntariati, U., & Febianti. (n.d.). Analisis penerapan Standard Operating Procedure pada Housekeeping Departement. *Jurnal PARIS (IPB)*
- Morhulets, O., Hryhorchuk, D., & Nyshenko, O. (2024). Hotel business in the context of global trends. *Economics & Business Management*, 15(3)
- Muchlisin, M. S., & Posumah, C. H. (2025). Analisis Penerapan Standar Operasional Prosedur (SOP) Pembersihan Kamar di Aston Bogor Hotel and Resort. *JPIM: Jurnal Penelitian Ilmiah Multidisipliner*, 2(2), 464–473.
- Ojha, U. R. S., Gupta, N., Tiwari, M. K., Srivastava, A., & Singh, R. (2025). Exploring the Impact of Quality Housekeeping Services on Customer Satisfaction and Revisit Intentions: A Study of Luxury Hotels in Uttar Pradesh. *International Review of Management and Marketing*, 15(6)
- Soma Wati, N. L., Arthini, N. N. S., Adnyana, I. M. S., & Iswarini, N. K. (2022). Preferensi Tamu terhadap Pelayanan Room Attendant di Doubletree by

Hilton Johor Bahru pada masa pandemi covid-19. *Journal of Hospitality Accommodation Management*(JHAM), 1(1)

Widiastini, N. M. A., Santiara, I. M., & Rahmawati, P. I. (2024). Analysis operational efficiency strategy and improvement of hotel housekeeping communication system. JMPH: *Jurnal Manajemen Pelayanan Hotel*, 8(2), 338–353. <http://dx.doi.org/10.37484/jmph.080221>