

BIBLIOGRAPHY

- Bell, Judith (1999) Doing Your Research Project, A Guide For First Researches in Education and Social Science, USA : Open University Press.
- Cyscco, R, Dhanny (1998) Special Conversation For Hotel and Restaurant Jakarta, Jakarta : Gramedia Pustaka Utama.
- Darsono, Agustinus (2001) Kantor Depan Hotel (Front Office Hotel), Jakarta : Gramedia Pustaka Utama.
- Sadrina Project (1999) Bahasa Inggris Praktis Untuk Pariwisata, Jakarta : Gramedia Pustaka Utama.
- Senduk, A (1997) English For Hotel Services, Jakarta : Gramedia Pustaka Utama.
- Wantah, Gabriel, Llie (1998) Hospitality Guidelines Series, Jakarta : Gramedia Pustaka Utama.
- Harian Umun Kompas. Senin, 5 September 2005.