

## BIBLIOGRAPHY

### Books

Cyssco, R Dhanny, 1998, *Special Conversation For Hotel And Restaurant*, Jakarta, Gramedia.

Darsono, Agustinus, 2001, *Kantor Depan Hotel (Front Office Hotel)*, Jakarta, Gramedia.

Haryoto, Kunto, 1989, *Savoy Homann Panghegar Heritage Hotel*, Bandung, PT. Panghegar Group.

Wantah, Gabriel, Llie, 1998, *Hospitality Guidelines Series*, Jakarta, Gramedia.

### Website

<http://www.savoyhomann-hotel.com/html/profile.html>. 7 October 2004

<http://www.superak.com/receptionist.htm>

<http://jobguide.thegoodguides.com.au/text/jobdetails.cfm?jobid=869>. 15 October 2004

<http://www.pontianak.go.id/fileperda/doc/Perijinan%20Usaha%20Hotel%20dan%20Penginapan.doc>. 29 October 2004