REFERENCES

- Community Door. (2013). *Strategies for effective communication*. Retrieved from http://etraining.communitydoor.org.au
- Carysforth, C., & Neild, M. (2004). Business. Oxford, UK: Heinemann
- Duffett, D. (2008). *Tourism operation : Level 2*. Cape Town, South Africa: Parson Education.
- Khul, P. (2014). *I will teach you a language*.

 Retrieved from http://www.iwillteachyoualanguage.com
- Langley, M. (2015). *Understanding different English language accents*.

 Retrieved from http://www.cpjobs.com/hk/article/understanding-different-english-language-accents
- Low, E. (2015). Pronunciation for English as an international language: From research to practice. New York, NY: Routledge
- Marraro, E. (2016). What did you say? 4 Tips for understanding accents at work.

 Retrieved from https://www.themuse.com/advice/what-did-you-say-4-tips-for-understanding-accents-at-work

- Mindtools. (2016). *Managing your emotion at works*. Retrieved from https://www.mindtools.com/pages/article/newCDV_41.htm
- Morgan, R. L. (1989). *Why customer get upset*. Retrieved from http://www.rebeccamorgan.com/articles/cs/cs4.html
- Richard, O. (2016). *I will teach you a language*. Retrieved from http://www.iwillteachyoualanguage.com/watching-movies-for-language-learning/
- Smith, J. (2016). *10 ways to be more confident at work*. Retrieved from http://www.forbes.com/sites/jacquelynsmith/2013/03/05/10-ways-to-be-more-confident-at-work/#6b96eef731f8
- Snauwaert, F. (2010). How to learn English. A guide to speaking English like a native speaker.
- Storz, M. L. (1999). Dancing with dragons, chopsticks people revealed for global business. Victoria, UK: Global Business Strategies
- Tharpe, P. (2016). *American pronunciation coach*. Retrieved from http://americanpronunciationcoach.com/what-causes-accents/korean-accents/, http://americanpronunciationcoach.com/what-causes-accents/japanese-accent/
- Trotter, C. (2013). BTEC bussiness asessment guide. Oxon, U.K.: Hodder Education.
- Wells, Ruth Herman, M.S (1991) *Breakthrough strategies to teach and counsel troubled* youth. Retrieved from https://books.google.co.id
- Wisker, G. (2008). The postgraduate research handbook: Succeed with your MA, Mphil, EdD and Phd. New York, NY: Palgrave Macmilan