BIBLIOGRAPHY

Printed Sources

Beaugard, Patris. <u>Effective Communication in the Workplace.</u> New York: Harper, 2005.

Leo, Sutanto. <u>English for Proffesional Accomodation Services</u>. Jakarta: PT Gramedia Pustaka Utama, 2003.

Electronic Sources

Compernolle, Theo. "Trust." Ego Zehnder International. 2005.

The Focus Online. 2008. 13 October 2008.

http://www.ezifocus.com/content/thefocus/issue/article.php/article/>.

"Complaint Policy." Lawlink.com. 30 May 2008. Attorney General's.

11 October 2008. http://www.lawlink.nsw.gov.au.

Formby, Carl." The Important of Communication Skill." Enzinearticle.com.

13 February 2008. Communicationskill.com. 13 October 2008.

< http://www.enzinearticle.com/>.

Reh, John. "New Employee Training." Guide to Management first series.

About .com. 2005. 11 October 2008. < http://www.management.com>.

Vithessonti, Chaporn and Markus Schwaninger." Job Motivation and Self-

confidence for Learning and Development as Predictors of Support for

change." <u>Journal of Organitation Transsformation and Social Change</u>

(2008) 141-158 13 October 2008. http://www.papers.ssn.com.

Yuksel, Atika. "Cross-National Analysis of Hotel Costimer Attitudes Toward

Complaining." <u>Elsevier</u>. 2004. <u>Sciencedirect.com</u>. 13 October 2008. http://www.sciencedirect.com/>.