

DAFTAR PUSTAKA

- Alonso, A. D., O'Neill, M., Liu, Y., & O'Shea, M. (2013). Factors Driving Consumer Restaurant Choice: An Exploratory Study From the Southeastern. *Journal of Hospitality Marketing & Management*, 1-23.
- Andy. (2021, Desember 15). Wawancara Manajemen Mengenai Model Bisnis. (L. Chandra, Interviewer)
- Banjarnahor, D. (2021, Januari 27). *Demi Ketahanan Energi, Pertamina Jalankan Proyek RDMP Kilang*. Retrieved Maret 18, 2021, from CNBC Indonesia: <https://www.cnbcindonesia.com/news/20210127122200-4-219086/demi-ketahanan-energi-pertamina-jalankan-proyek-rdmp-kilang>
- Barmak, A. (2014, Juni 30). *Does your restaurant have a clear value proposition?* Retrieved Februari 22, 2022, from restaurant-hospitality.com: <https://www.restaurant-hospitality.com/blog/does-your-restaurant-have-clear-value-proposition>
- BPS. (2021). *Berita Resmi Statistik*. Jakarta: Badan Pusat Statistik.
- Casadesus-Masanell, R., & Ricart, J. E. (2010). From Strategy to Business Models and Onto Tactics. *Long Range Planning*, 195-215.
- Gayati, M. D. (2020, September 15). *Gojek sebut transaksi Gofood selama pandemi meningkat 20 persen*. Retrieved Februari 10, 2021, from Antaranews.com: <https://www.antaranews.com/berita/1727922/gojek-sebut-transaksi-gofood-selama-pandemi-meningkat-20-persen>
- Handy. (2021, Desember 21). Wawancara Calon Pelanggan Mengenai Peta Empati. (L. C. Chan, Interviewer)
- Jaya. (2021, Desember 20). Interview Mengenai Peta Empati Calon Pelanggan. (L. Chandra, Interviewer)
- Kasavana, M. L., & Brooks, R. M. (2005). *Managing Front Office Operations* (Vol. Seventh Edition). Michigan: Educational Institute of the American Hotel & Lodging Association.
- Kemenparekraf. (2021, Februari 8). *Statistik Kunjungan Wisatawan Mancanegara 2020*. Retrieved June 30, 2021, from Kementerian Pariwisata dan Ekonomi Kreatif: <https://kemenparekraf.go.id/statistik-wisatawan-mancanegara/Statistik-Kunjungan-Wisatawan-Mancanegara-2020>
- Kemenparekraf. (2021, Februari 02). *Tingkat Penghunian Kamar Hotel Bintang Tahun 2020*. Retrieved June 30, 2021, from Kementerian Pariwisata dan Ekonomi Kreatif / Badan Pariwisata dan Ekonomi Kreatif Republik Indonesia: <https://kemenparekraf.go.id/statistik-akomodasi/Tingkat-Penghunian-Kamar-Hotel-Bintang-Tahun-2020>
- Kementerian Pariwisata Ekonomi Kreatif. (2014, Juli 13). *Peraturan Menteri Pariwisata dan Ekonomi Kreatif Republik Indonesia Nomor 11 Tahun 2014*. Retrieved from Kemeterian Pariwisata dan Ekonomi Kreatif: https://www.kemenparekraf.go.id/asset_admin/assets/uploads/media/old_file/PERMEN%20PAREKRAF%20No_11%20TAHUN%202014%20ttg%20RESTORAN.pdf
- Kencana, M. R. (2019, Juli 30). *1 Juta PNS Bakal Ikut Pindah ke Ibu Kota Baru*. Retrieved Febuari 28, 2021, from Liputan 6:

- <https://www.liputan6.com/bisnis/read/4025309/1-juta-pns-bakal-ikut-pindah-ke-ibu-kota-baru>
- Khairunnisa, S. N. (2021, Februari 12). *PHRI Dukung PPKM Mikro karena Perubahan Operasional Restoran*. Retrieved Februari 28, 2021, from Kompas: <https://travel.kompas.com/read/2021/02/12/124737127/phri-dukung-ppkm-mikro-karena-perubahan-operasional-restoran>
- Kurniawan, Y. (2021, December 15). GM. *Wawancara Manajemen Terkait Model Bisnis*. (L. Chandra, Interviewer)
- Lilicrap, D., & Cousins, J. (2010). *Food and Beverage Service*. London: Copyright Licensing Agency.
- Liu, P., & Tse, E. C.-Y. (2018). Exploring factors on customers' restaurant choice: an analysis of restaurant attributes. *Journal of Foodservice*, 1-16.
- Makki, S. (2021, Juli 14). *Pengusaha Proyeksi Industri Mamin Tumbuh hingga 7 Persen*. Retrieved Juli 30, 2021, from Cnn Indonesia: <https://www.cnnindonesia.com/ekonomi/20210713175845-92-667202/pengusaha-proyeksi-industri-mamin-tumbuh-hingga-7-persen>
- Osterwalder, A., & Pigneur, Y. (2010). *Business Model Generation*. New Jersey: John Wiley & Sons, Inc.
- Parsa, H. G., Shuster, B. K., & Bujisic, M. (2020). New Classification System for the U.S. Restaurant Industry: Application of Utilitarian and Hedonic Continuum Model. *Cornell Hospitality Quarterly*, 1-22.
- Pemerintah Republik Indonesia. (2001). *Peraturan Pemerintah Republik Indonesia No 65 Tahun 2001*.
- Silvanest. (2021, Desember 13). Wawancara Mengenai Peta Empati Calon Pelanggan. (L. Chandra, Interviewer)
- Yan. (2021, Desember 15). Wawancara Manajemen Mengenai Model Bisnis. (L. Chandra, Interviewer)