

DAFTAR PUSTAKA

- Bendoly, Elliot & Hur, Daesik. (2005). Bipolarity In Reactions To Operational ‘Constraints’: Om Bugs Under An Ob Lens. *Journal Of Operations Management*, 25, 1–13, Doi:10.1016/J.Jom.2005.08.004
- Bendoly, Elliot, Donohue, Karen., & Schultz, Kenneth L (2005). Behavior In Operations Management: Assessing Recent Findings And Revisiting Old Assumptions. *Journal Of Operations Management*, 25, 737 – 752. Doi:10.1016/J.Jom.2005.10.001
- Cooper, D.R. and Schindler, P.S. (2014) Business Research Methods. 12th Edition, McGraw Hill International Edition, New York.
- Creswell, J. W. (2013). Qualitative Inquiry And Research Design: Choosing Among Five Approaches. Sage Publications
- Cross, R. G. (1997). Revenue Management: Hard-Core Tactics for Market Domination. New York: Broadway Books
- Dickson, D., Ford, R. C., & Laval, B. (2005). Managing real and virtual waits in hos-pitality and service organizations. *Cornell Hotel and Restaurant Administration Quarterly*, 46(1), 52–68.
- Heizer, Jay, Render, Barry, Munson, Chuck. (2020). *Operations Management: sustainability and supply chain management, 13th Ed.* (13). Harlow: Pearson Education Limited.
- Hennink, M., Hutter, I., & Bailey, A. (2020). Qualitative Research Methods. Sage Publication.
- Heo C. Y., Lee S., Mattila A., Hu C. (2013). Restaurant Revenue Management: Do Perceived Capacity Scarcity and Price Differences Matter? *International Journal of Hospitality Management*, 35, 316–326.
- Heo, C. Y. (2016). Exploring group-buying platforms for restaurant revenue management. *International Journal of Hospitality Management*, 52, 154–159. <https://doi.org/10.1016/j.ijhm.2015.07.009>
- Heo, Cindy and Blengini, Isabella. 2020. 3rd Revenue Management & Pricing in Services Conference (2019 Revme Europe) 2–3 December, Ecole Hôtelière De Lausanne, Switzerland. *Journal Of Revenue and Pricing Management* 19(2). doi:10.1057/S41272-020-00233-7
- John Boudreau, Wallace Hopp, John O. McClain, L. Joseph Thomas, (2003). On The Interface Between Operations And Human Resources Management.

Manufacturing & Service Operations Management 5(3):179-202.
<http://dx.doi.org/10.1287/Msom.5.3.179.16032>

Kim K., Kim M. J., Jun J. K. (2020). Small Queuing Restaurant Sustainable Revenue Management. *Sustainability*, 12(8), Article 3477.

Kimes, S. E., & Chase, R. B. (1998). The strategic levers of yield management. *Journal of Service Research*, 1(2), 156-166.

Kimes, Sheryl & Thompson, Gary. (2004). Restaurant Revenue Management at Chevys: Determining The Best Table Mix. *Decision Sciences*. 35. 371 - 392.
10.1111/J.0011-7315.2004.02531.X.

Kimes, Sheryl & Wirtz, Jochen & Noone, Breffni. (2002). How Long Should Dinner Take? Measuring Expected Meal Duration For Restaurant Revenue Management. *Journal Of Revenue & Pricing Management*. 1. 10.1057/Palgrave.Rpm.5170026.

Kimes, Sheryl E. (1999). Implementing Restaurant Revenue Management: A Five-Step Approach. *Cornell Hotel And Restaurant Administration Quarterly* 40 (3): 16–21. Kimes, Sheryl E. 2002. Perceived Fairness Of Yield Management. *Cornell Hotel And Restaurant Administration Quarterly* 43 (1): 21–30.
[https://doi.org/10.1016/S0010-8804\(02\)80005-2](https://doi.org/10.1016/S0010-8804(02)80005-2).

Kimes, Sheryl E. (2004). Restaurant Revenue Management. *Cornell Hotel And Restaurant Administration Quarterly*, 52 – 67.

Kimes, Sheryl E. (2004). Restaurant Revenue Management: Implementation At Chevys Arrowhead. *Cornell Hotel And Restaurant Administration Quarterly* 45 (1): 52–67. <https://doi.org/10.1177/0010880403260107>.

Kimes, Sheryl E. (2005). Restaurant Revenue Management: Could It Work?". *Journal of Revenue And Pricing Management* 4 (1): 95–97.
<https://doi.org/10.1057/Palgrave.Rpm.5170132>.

Kimes, Sheryl E. (2008). The Role Of Technology In Restaurant Revenue Management. *Cornell Hospitality Quarterly* 49 (3): 297–309.
<https://doi.org/10.1177/1938965508322768>.

Kimes, Sheryl E. (2011). Customer Attitudes Towards Restaurant Reservations Policies. *Journal of Revenue And Pricing Management* 10 (3): 244–60.
<https://doi.org/10.1057/Rpm.2009.24>.

Kimes, Sheryl E. (2011). Customer Perceptions Of Electronic Food Ordering. *Cornell Hospitality Report* 11 (10): 6–15.
<https://Scholarship.Sha.Cornell.Edu/Chrpubs>.

- Kimes, Sheryl E. (2011). The Future Of Distribution Management In The Restaurant Industry. *Journal of Revenue And Pricing Management* 10 (2): 189–94. <https://doi.org/10.1057/Rpm.2011.1>.
- Kimes, Sheryl E., And Gary M. Thompson. (2004). Restaurant Revenue Management At Chevys: Determining The Best Table Mix. *Decision Sciences* 35 (3): 371–92. <https://doi.org/10.1111/1/J.0011-7315.2004.02531.X>.
- Kimes, Sheryl E., And Gary M. Thompson. (2005). An Evaluation Of Heuristic Methods For Determining The Best Table Mix In Fullservice Restaurants. *Journal Of Operations Management* 23 (6): 599–617. <https://doi.org/10.1016/J.Jom.2004.07.010>.
- Kimes, Sheryl E., And Jeannette Ho. (2019). Implementing Revenue Management In Your Restaurants: A Case Study With Fairmont Rafes Hotels International. *Cornell Hospitality Report*. Vol. 19.
- Kimes, Sheryl E., And Jochen Wirtz. (2002). Perceived Fairness Of Demand-Based Pricing For Restaurants. *Cornell Hotel And Restaurant Administration Quarterly* 43 (1): 31–37. [https://doi.org/10.1016/S0010-8804\(02\)80006-4](https://doi.org/10.1016/S0010-8804(02)80006-4).
- Kimes, Sheryl E., And Jochen Wirtz. (2003). Has Revenue Management Become Acceptable?: Findings From An International Study On The Perceived Fairness Of Rate Fences. *Journal Of Service Research* 6 (2): 125–35. <https://doi.org/10.1177/1094670503257038>.
- Kimes, Sheryl E., And Jochen Wirtz. (2007). Customer Satisfaction With Seating Policies In Casual-Dining Restaurants. *Cornell Hospitality Report*. Vol. 7. <https://Scholarship.Sha.Cornell.Edu/Chrpubs/63>.
- Kimes, Sheryl E., And Jochen Wirtz. (2016). Revenue Management In Restaurants: Unbundling Pricing For Reservations From The Core Service. *Cornell Hospitality Report*. Vol. 16
- Kimes, Sheryl E., And Jonathan Beard. (2013). The Future Of Restaurant Revenue Management. *Journal Of Revenue And Pricing Management* 12 (5): 464–69. <https://doi.org/10.1057/Rpm.2013.22>.
- Kimes, Sheryl E., And Leo M. Renaghan. (2011). The Role Of Space In Revenue Management. In *Revenue Management*, 17–28. London: Palgrave Macmillan. Kimes, Sheryl E., And Stephani K A. Robson. 2004. The Impact Of Restaurant Table Characteristics On Meal Duration And Spending. *Cornell Hotel And Restaurant Administration Quarterly* 45 (4): 333–46. <https://doi.org/10.1177/0010880404270063>.

- Kimes, Sheryl E., Deborah I. Barrash, And John E. Alexander. (1999). Developing A Restaurant Revenue-Management Strategy. *Cornell Hotel And Restaurant Administration Quarterly* 40 (5): 18–29. <https://doi.org/10.1177/001088049904000505>.
- Kimes, Sheryl E., Richard B. Chase, Sunmee Choi, Philip Y. Lee, And Elizabeth N. Ngonzi. (1998). Restaurant Revenue Management: Applying Yield Management To The Restaurant Industry. *Cornell Hotel And Restaurant Administration Quarterly* 39 (3): 32–39.
- Kimes, Sheryl. (1999). Implementing Restaurant Revenue Management A Five-Step Approach. *Cornell Hotel And Restaurant Administration Quarterly - Cornell Hotel Restaur Admin Q.* 40. 16-21. [10.1177/001088049904000315](https://doi.org/10.1177/001088049904000315).
- Noone, B. M., Kimes, S. E., Mattila, A. S., & Wirtz, J. (2009). Perceived service encounter pace and customer satisfaction: An empirical study of restaurant experiences. *Journal of Service Management*, 20(4), 380-403.
- Miles, M. B., Huberman, A. M. (1994). *Qualitative Data Analysis: An Expanded Sourcebook*. Sage Publications.
- Sheryl E. Kimes And Stephen A. Mutkoski. (1989). The Express Guest Check: Saving Steps with Process Design. *Cornell Hotel And Restaurant Administration Quarterly*. Pp. 21-25.
- Sheryl E. Kimes, Richard B. Chase, Sunmee Choi, Philip Y Lee, And Elizabeth N. Ngonzi. (1998). Restaurant Revenue Management. *Cornell Hotel And Restaurant Administration Quarterly, Cornell Hotel And Restaurant Administration Quarterly*, 32 – 39
- Shostack, G. Lynn. (1984). Designing Services that Deliver. *Harvard Business Review*, vol. 62.
- Silverman, D. (Ed.). (2020). *Qualitative Research*. Sage.
- Sprague , Linda G. (2007). Evolution Of The Field Of Operations Management. *Journal Of Operations Management*, 25, 219–238, [doi:10.1016/J.Jom.2007.01.001](https://doi.org/10.1016/J.Jom.2007.01.001)
- Spraguea, Linda G. (1977), Production/Operations Management Perspective. *Academy Of Management Review*, 504 – 507.
- Susskind, A., Reynolds, D. and Tsuchiya, E. (2004). An Evaluation of Guests' Preferred Incentives to Shift Time-Variable Demand in Restaurants. *Cornell Hotel and Restaurant Administration Quarterly*, 45, 68-84. <https://doi.org/10.1177/0010880403260108>

Tom Fangyun Tan & Serguei Netessine. (2020). At Your Service on the Table: Impact of Tabletop Technology on Restaurant Performance. *Management Science, INFORMS*. vol. 66(10), pages 4496-4515.

Thompson, G. M. (2009). (Mythical) Revenue Benefits of Reducing Dining Duration in Restaurants. *Cornell Hospitality Quarterly*, 50(1), 96–112. <https://doi.org/10.1177/1938965508328422> Watson, G. (2004). The Legacy Of Ishikawa. *Quality Progress* 37(4) , 54-47

Wyckoff D. D. (2001). New Tools For Achieving Service Quality. *Cornell Hotel And Restaurant Administration Quarterly*, Vol. 44, No. 1, Pp. 53-60.