

## Works Cited

- Bagus, Denny. "PengantarPerhotelan: Definisi Hotel, Karakteristik, JenisdanKlasifikasi." [\*Jurnal Manajemen, Bahan Kuliah Manajemen\*](#). 22 July 2009. Web. 10November2014.
- Bardi, James A. *Hotel Front Office Management*. New Jersey. John Wiley & Sons, Inc. 2003. BookZZ. Web. 03 March 2015.
- "Front Office SOP." *Setup My Hotel.com*. Web. 10November2014.
- "Gadjah Mada University Club." *University Club (UC) Hotel & Convention* .Web. 30 Maret 2015.
- Henkin, Shepard. *Opportunities in Hotel And Motel Management Careers*.the United States of America. VGM Career Books. 2001. BookZZ. Web. 03 March 2015.
- Khoirullah, Ravik Hayyyu. "Perbedaan Klasifikasi Hotel (Bintang 1,2,3,4,5 danMelati)." *Advancie Ilmu Yang Bermanfaat*. Advancie. Web. 10 Nov. 2014.
- "Klasifikasi Hotel." *Dinas Pariwisata Pemerintah Kota Denpasar*.23 June 2008. Web. 10November2014.
- Teguh, Suraji. Personal Interview. 09 June 2015.