

## DAFTAR PUSTAKA

- Afsheena, F. (2023, 9 15). *13 Restoran Fine Dining Yang Wajib Di Coba*. Retrieved from hotelier: <https://hotelier.id/fine-dining-surabaya/>
- Berry, E. A. (2007). *The combined effects of the physical environment and employee behavior on customer perception of restaurant service quality*. Retrieved from <https://journals.sagepub.com/doi/10.1177/0010880406297246>
- Campbell, S. (2020). Retrieved from Purposive sampling: complex or simple? Research case examples: <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC7932468/>
- Canny, I. U. (2014). *Measuring the Mediating Role of Dining Experience Attributes on Customer Satisfaction and Its Impact on Behavioral Intentions of Casual Dining Restaurant in Jakarta*. Retrieved from [https://www.researchgate.net/publication/272910855\\_Measuring\\_the\\_Mediating\\_Role\\_of\\_Dining\\_Experience\\_Attributes\\_on\\_Customer\\_Satisfaction\\_and\\_Its\\_Impact\\_on\\_Behavioral\\_Intentions\\_of\\_Casual\\_Dining\\_Restaurant\\_in\\_Jakarta](https://www.researchgate.net/publication/272910855_Measuring_the_Mediating_Role_of_Dining_Experience_Attributes_on_Customer_Satisfaction_and_Its_Impact_on_Behavioral_Intentions_of_Casual_Dining_Restaurant_in_Jakarta)
- Creswell, J. W. (2007). Retrieved from Qualitative Inquiry And Research Design: Choosing Among Five Traditions. London: SAGE Publications: <https://revistapsicologia.org/public/formato/cuali2.pdf>
- E.Stake, R. (1995). *The Art of Case Study Research*. Retrieved from [https://books.google.co.id/books?hl=en&lr=&id=ApGdBx76b9kC&oi=fnd&pg=PR11&ots=KxHMe9Koel&sig=WtmtPn6q7Oh-atGfnLrDb1Zn68Y&redir\\_esc=y#v=onepage&q&f=false](https://books.google.co.id/books?hl=en&lr=&id=ApGdBx76b9kC&oi=fnd&pg=PR11&ots=KxHMe9Koel&sig=WtmtPn6q7Oh-atGfnLrDb1Zn68Y&redir_esc=y#v=onepage&q&f=false)
- Ezgi Erkman, M. H. (2019). *Vol. 31 No. 3, pp. 1469-1487*. Retrieved from International Journal of Contemporary Hospitality Management,: <https://doi.org/10.1108/IJCHM-08-2017-0516>
- Hyo Sun Jung, H. H. (2012). Retrieved from Why do satisfied customers switch? Focus on the restaurant patron variety-seeking orientation and purchase decision involvement: <https://www.sciencedirect.com/science/article/abs/pii/S0278431911001691?via%3Dihub>

- Jalil, N. F. (2016). Retrieved from The Impact of Store Atmospherics, Perceived Value, and Customer Satisfaction on Behavioural Intention: [https://doi.org/10.1016/S2212-5671\(16\)30162-9](https://doi.org/10.1016/S2212-5671(16)30162-9)
- Joung, H. W. (2011). *Service quality, satisfaction, and behavioral intention in home delivered meals program*. Retrieved from <https://doi.org/10.4162/nrp.2011.5.2.163>
- Kotler, P. d. (2008). *Manajemen Pemasaran*, jilid 1.
- Lane, C. (2014). 13. Retrieved from The Cultivation Of Taste: [https://books.google.co.id/books?hl=en&lr=&id=0bnRAgAAQBAJ&oi=fnd&pg=PP1&dq=history+of+french+fine+dining&ots=86bIRHSIyw&sig=R9uYPhjyRM\\_gIYh7MIN7yCSfmg&redir\\_esc=y#v=onepage&q=history%20of%20french%20fine%20dining&f=false](https://books.google.co.id/books?hl=en&lr=&id=0bnRAgAAQBAJ&oi=fnd&pg=PP1&dq=history+of+french+fine+dining&ots=86bIRHSIyw&sig=R9uYPhjyRM_gIYh7MIN7yCSfmg&redir_esc=y#v=onepage&q=history%20of%20french%20fine%20dining&f=false)
- Mennell, S. (1996). 139. Retrieved from All Manners of Food : All Manners of Food (second edition)
- Michelin, G. (2000). Retrieved from Le Guide Rouge France 2000: Michelin
- Rafiq, A. (2020). *Vol. 1, No.18–29*. Retrieved from Dampak Sosial media Terhadap Perubahan Sosial Suatu Masyarakat.: Global komunika
- Schneider, H. (2007). Retrieved from No need to call undertaker yet: <https://www.theage.com.au/lifestyle/no-need-to-call-undertaker-yet-20071127-ge6e88.html>
- The Best Chef. (2024, January 18). *Evolution of fine dining*. Retrieved from The Best Chef: <https://thebestchefawards.com/2024/01/18/evolution-of-fine-dining/>
- Walker, J. R. (1985). Retrieved from the restaurant: from concept to operation, 9th edition: [https://books.google.co.id/books?id=5D55zgEACAAJ&pg=PA92&source=gbs\\_selected\\_pages&cad=1#v=onepage&q&f=false](https://books.google.co.id/books?id=5D55zgEACAAJ&pg=PA92&source=gbs_selected_pages&cad=1#v=onepage&q&f=false)
- Zhang Y, G. J. (2022). Retrieved from Airline service quality, customer satisfaction, and repurchase Intention: Laotian air passengers' perspective: <https://doi.org/10.1016/j.cstp.2022.02.002>