

REFERENCES

- Accor Hotel. (2020). *GUEST WELCOME ALLSAFE MEASURES*.
- Accor Hotel. (2023). *Accor 2023 : Shaping Responsible Hospitality*.
- Armstrong, M. (2020). *Armstrong's handbook of performance management: An evidence-based guide to delivering high performance (6th ed.)*. Kogan Page.
- Bauer, T. (2010). *Onboarding New Employees : Maximizing Success*. SHRM Foundation.
- BTOES. (2020). *Marriott International's 2020 AWARD FINALIST CASE STUDY : Best Achievement in Operational Excellence to deliver an outstanding Customer Experience Excellence*.
<https://insights.btoes.com/2020-award-finalist-spotlight-marriott-international-best-achievement-in-operational-excellence-to-deliver-an-outstanding-customer-experience-excellence>
- Cresswell, J. (2018). *Research Design : Qualitative, Quantitative and Mixed Method Approaches*. SAGE Publications.
- Evans, J. & Lindsay, W. (2020). *Managing for Quality and Performance Excellence*. Cengage.
- Fisk, A. D., Oransky, N. A., Skedsvold, P. R., Carolina, S. & Carolina, S. (1988). *Examination of the Role of " Higher-Order " Consistency in Skill Development*. 30(5), 567–581.
- Gašpar, M. & Aleksić, A. (2023). THE SIGNIFICANCE OF CROSS-CULTURAL BARRIERS IN ORGANIZATIONAL. *Zbornik Veleučilišta u Rijeci*, 11(1), 235–246.
<https://doi.org/https://doi.org/10.31784/zvr.11.1.13>

- Hofstede, G. . & Minkov, M. (2010). *Cultures and organizations: Software of the mind (3rd ed.)*. McGraw Hill.
- Jacobsen, C. & Knies, E. (2021). People management: Integrating insights from strategic human resource management and leadership Jacobsen,. *Utrecht University Repository*.
<https://doi.org/10.1093/oso/9780192893420.003.0003>
- Junjie, M. & Yingxin, M. (2022). *The Discussions of Positivism and Interpretivism*. 2576, 10–14.
<https://doi.org/10.36348/gajhss.2022.v04i01.002>
- Kotler, P. & Armstrong, G. (2018). *Principles of Marketing* (17th ed.). Pearson Education.
- Lestari, I. A., Dwi Cahyo, S. & Patmasari, K. (2024). the Relationship Between Brand Experience and Brand Love To Brand Loyalty: the Role of Brand Attitude As a Mediator. *Jurnal Program Studi Manajemen Universitas Putera Batam*, 12(1), 450–464.
- Lourdes, E. X. De & Hadi, S. (2025). *The Role of the Housekeeping Department in Supporting Cleanliness and Guest Satisfaction at PrimeBiz Hotel Kuta Bali*. 7(3), 1030–1037.
<https://doi.org/10.34007/jehss.v7i3.2541>
- Manoharan, A., Gross, M. J. & Sardeshmukh, S. R. (2021). *Antecedents and Outcomes of A Culturally Diverse Workforce in Hotels*. <https://doi.org/10.1177/1096348020986906>
- Marriot Hotel. (2020). *INTERNATIONAL COMMITMENT TO OUR SERVICE APPROACH*.
- Marriot Hotel. (2026). *Marriot Hotel : Guide*. <https://marriott.gcs-web.com/documents>
- Molina, I. R. R., Sukier, H. B., Monsalve, L. C., David, N. & Raby, L. (2022). People Management model from a sustainable approach : theories and People Management model from a sustainable

- approach : theories and reflections. *Procedia Computer Science*, 198(2021), 596–601. <https://doi.org/10.1016/j.procs.2021.12.292>
- Muckerman, B. (2025). *25th Hospitality Awards*.
<https://www.hospitalityawards.com/edition-precedente/2025-edition>
- Northouse, P. . (2019). *Leadership: Theory and practice (8th ed.)*.
- Nugraha, A. R. & Sjoraida, F. (2025). Brand Positioning Strategy and Consumer Knowledge : Its Impact on Brand Attitude and Purchase Decision. *International Journal of Management Science and Information Technology*, 5(1), 67–75.
<https://doi.org/10.35870/ijmsit.v5i1.3707%0Ahttps://11nq.com/keppemb5>
- Peter, J. P. & Olson, J. C. (2019). *Consumer Behavior and Marketing Strategy*. McGraw-Hill.
- Rajey, U., Ojha, S., Gupta, N., Tiwari, M. K., Srivastava, A. & Singh, R. (2025). Exploring the Impact of Quality Housekeeping Services on Customer Satisfaction and Revisit Intentions : A Study of Luxury Hotels in Uttar Pradesh. *International Review of Management and Marketing*, 15(6), 314–328.
<https://doi.org/10.32479/irmm.20235>
- Rodríguez, F. J. L., Alegría, R. M. L. & Rivero, R. M. (2024). Temporary Employment , Technical Efficiency and Productivity : The Hotel Sector in the Canary Islands Temporalidad , eficiencia técnica y productividad : El sector hotelero en Canarias. *Journal of Tourism*, 28, 200–222.
<https://doi.org/https://doi.org/10.14198/INTURI.25847>
- Slack, N., Jones, B. & Johnston, R. (2019). *Operations management (9th Edition)*. Pearson Education.
- Yin, R. K. (2018). *Case study research and applications: Design and methods (6th ed.)*. Sage Publications.

Yu, J., Zhang, X. & Kim, H. (2023). *Using Online Customer Reviews to Understand Customers ' Experience and Satisfaction with Integrated Resorts.*

Zhuge, J. (2009). *Study of Knowledge-based Dynamic Consistency upon Employee Performance Standards.* 132–135.
<https://doi.org/10.1109/ICIM.2009.35>

