

DAFTAR PUSTAKA

- 1) Arnaud Durat. (2024). *The industrial pastry production process*. <https://www.hopi-consulting.com/en/the-industrial-pastry-production-process>
- 2) Filimonau, V., C Delysia, A. (2019). Food waste management in hospitality operations: A critical review. *Tourism Management*, 71, 234–245.
- 3) Mordor Intelligence. (2025). *Pastries Market Size & Share Analysis - Growth Trends & Forecasts (2025 -2030)*. <https://www.mordorintelligence.com/industry-reports/pastries-market>
- 4) Oktay, S., C Demir, A. (2024). *Intelligent Systems Applications in Gastronomy*. https://doi.org/10.1007/978-3-031-51521-7_34
- 5) Schwarz, L. (2025). *7 Trends Driving the Hospitality Industry in 2025*. <https://www.netsuite.com/portal/resource/articles/erp/hospitality-industry-trends.shtml>
- 6) Silikomart.(2025).*Pastrytrend,2025*.<https://www.silikomart.com/en/journal/post/pastry-trend-2025>
- 7) Singh,S.(2025).*Global,PastriesMarket*.<https://www.marketresearchfuture.com/reports/pastries-market-26964>
- 8) Wirtz, J., & Lovelock, C. (2016). *Services marketing: People, technology, strategy* (8th ed.). World Scientific Publishing.
- 9) Schwarz, K. (2025). Hospitality trends 2025: Personalized experiences and technology integration. *Journal of Hospitality and Tourism Innovation*, 14(2), 112–125.
- 10) Singh, A. (2025). Global pastry market outlook 2025–2034. *Food Industry Review*, 22(1), 45–60
- 11) (Putri & Mayasari, 2020).Standar Operasional Prosedur (SOP) dalam pengelolaan pastry section yang meliputi pengelolaan bahan baku, pemilihan alat dan kebersihan, penyimpanan bahan, serta penjaminan kualitas produk dari produksi hingga penyajian di hotel berbintang.
- 12) [https://www.google.com/search?q=Teori+Standard+Operating+Procedure+\(SOP\)](https://www.google.com/search?q=Teori+Standard+Operating+Procedure+(SOP))
- 13) Octaviani, E., & Harto, S., 2021. "Strategi dalam Peningkatan Olahan Pastry dan Bakery di Hotel Royal Asnof Pekanbaru." *Jurnal Online Mahasiswa*.
- 14) V. A. Zeithaml, A. Parasuraman, and L. L. Berry, *Delivering Quality Service: Balancing Customer Perceptions and Expectations*. New York, NY, USA: Free Press, 2020. 1) Arnaud Durat. (2024). *The industrial pastry production process*.<https://www.hopi-consulting.com/en/the-industrial-pastry-production-process>
- 15) Srilanka,tourism,alliance.(2022).Kitchen.Department.<https://www.srilankatourismalliance.com/skills-centre/career-paths/kitchen-department>