



**Department of management studies**  
**KONGU ENGINEERING COLLEGE**  
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**PERUNDURAI ERODE – 638060**  
**APRIL 2021**


**BONAFIDE CERTIFICATE**

This is to certify that this project report entitled “**STUDY ON CUSTOMER SATISFACTION LEVEL AND EXPECTATIONS ON STAYING IN OYO ROOMS**” is the bonafide record of project work done by **RANJITH KUMAR M (Reg No. 19MBR080)** in partial fulfillment of the requirements for the award of the Degree of Master of Business Administration of Anna university Chennai during the year 2019 –2021.

  
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Submitted for the end semester viva-voce examination held on 19.04.2021

  
**INTERNAL EXAMINER**

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