

DEPARTMENT OF MANAGEMENT STUDIES

KONGU ENGINEERING COLLEGE

(Autonomous)

PERUNDURAI ERODE – 638060

MAY 2010

BONAFIDE CERTIFICATE

This is to certify that the Project report entitled “**A STUDY ON IMPACT OF HOTEL SERVICE QUALITY ON GUEST LOYALTY**” is the bonafide record of project work done by **SIVARAJ N (Reg no: 19MBR101)** in partial fulfilment of the requirements for the award of the Degree of Master of Business Administration of Anna university Chennai during the year 2019 – 2021.



SUPERVISOR



HEAD OF THE DEPARTMENT

(Signature with seal)

Date: 19/4/21

Submitted for the end semester viva voce examination held on 20.04.2021



INTERNAL EXAMINER

EXTERNAL EXAMINER