

CERTIFICATE

THIS IS TO CERTIFY THAT THE THESIS ENTITLED **“CUSTOMER RELATIONSHIP MANAGEMENT PRACTICES IN THE HOTEL INDUSTRY OF GUJARAT” (AN EMPIRICAL STUDY BASED ON SELECTED CONSUMERS’ AND HOTELIERS’ IN THE SELECTED CITIES OF GUJARAT)** SUBMITTED BY MS NEHA R.TIWARI TO THE MAHARAJA SAYAJIRAO UNIVERSITY OF BARODA, VADODARA FOR THE AWARD OF DEGREE OF DOCTOR OF PHILOSOPHY IN COMMERCE AND BUSINESS MANAGEMENT IS TO THE BEST OF MY KNOWLEDGE, THE BONAFIDE WORK DONE BY MS NEHA R.TIWARI UNDER MY SUPERVISION AND GUIDANCE.

THE RESEARCH WORK PRESENTED IN THIS THESIS INCORPORATES THE RESULTS OF THE INDEPENDENT & ORIGINAL INVESTIGATION CARRIED OUT BY THE CANDIDATE HERSELF. THE MATERIAL THAT HAS BEEN OBTAINED AND USED FROM VARIOUS SECONDARY SOURCES HAS BEEN DULY ACKNOWLEDGED IN THE THESIS AS THE CASE MAY BE.

FURTHER, IT IS CERTIFIED THAT MS NEHA R.TIWARI, RESEARCH SCHOLAR, HAS FULFILLED/OBSERVED THE PROVISIONS/REQUIREMENTS, REGARDING ATTENDANCE CONTAINED IN O.P.H.D. 3(I).

PROFESSOR (DR.) PARIMAL H VYAS
[RESEARCH GUIDE]

DATE:
PLACE: VADODARA