

A Detailed Study on 5 Star Hotels in Mumbai

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Abstract: *This study aims to evaluate and compare the services and amenities provided by various 5-star hotels in Mumbai, India. Mumbai, being a bustling metropolis and a major tourist destination, offers a wide range of luxury accommodations. The competition among these hotels is fierce, with each striving to provide exceptional experiences to attract and satisfy discerning guests. Understanding the strengths and weaknesses of these hotels can help visitors make informed decisions while choosing their preferred stay option, while also providing insights to hotel management for enhancing their services and guest satisfaction.*

Keywords: Nariman Point, luxury hotel, services, guest satisfaction, customer service