

Challenges and Innovations in Hotels Near International Airport Mumbai: A Case Study

Tanuja Tipnis and Tanmay Sawant

Bunts Sangha's Ramanath Payyade College of Hospitality Management Studies, Mumbai, India

Abstract: *This case study examines the challenges faced by hotels near the Chhatrapati Shivaji International Airport in Mumbai and the measures they have taken to overcome these challenges. The study also highlights the innovations and offerings of hotels in this area. A qualitative approach was used to collect data from the hotels through in-person interviews, document analysis, and participant observation. The findings suggest that the hotels face high competition, maintaining quality standards, and the location as major challenges. To overcome these challenges, the hotels have implemented customized packages, invested in technology, and implemented quality control measures. The study concludes that the hotels near the international airport Mumbai have been successful in offering high-quality services to their guests and maintaining a competitive edge in the market.*

Keywords: Hotels, International Airport, Mumbai, Challenges, Innovations, Quality Control