

A Study on Hotel Front Office Practices and its Impact on Guest Satisfaction with Reference to the Vivanta by Taj Blue Diamond, Pune

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Abstract: *The Vivanta case study from Taj Blue Diamond in Pune focuses on identifying the creative methods used by the front office division and calculating their influence on how satisfied guests are. According to the results, it was noted that inventive thinking had a favourable effect procedures, level of service, politeness, competence, and Staff responsiveness (CCR) to visitor satisfaction the hotel's level.*

Keywords: Creative Methods, Contented Visitors, Service Quality

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