REFERENCES


Airport Authority of India- Published Report 2006.


Dissertation submitted for the degree of Doctor of Philosophy in Management, Goa University.


OK, Chihyung, (2004). The Effectiveness of Service Recover and its Role in Building Long Term Relationship with Customer In A Restaurant Setting. Ph.D., Dissertation Department of Hotel, Restaurant,
Institution Management and Dietics, Kansas State University, Manhattan, Kansas.


Satisfaction and Dissatisfaction and Complaining Behaviour

Proceedings, Indiana, University, 26-30.


Internet References:
Indiainfoline.com.files, *jet Airways, Indigo, Air India, Timeliness, Go air, 16th July, 2013*.