REFERENCES


10. BAŞGÖZE, Asstn Prof Pınar. "DOES THE CONSEQUENCES OF OVERALL SERVICE QUALITY AND TRANSACTION SPECIFIC SERVICE QUALITY DIFFER? Assoc. Prof. Leyla ÖZER


36. Indian Hotel Industry Survey 2012-13., Federation of Hotel & Restaurant Associations of India (FHRAI).


38. JasminaGržinić .Sc 2007, ‘Quality measurement In hotel industry Accepted for publishing’, 03. srpnja 2007. / 03rd.


46. LeylaÖzer & Başgöze 2014, ‘App Does the consequences of overall service quality and transaction specific service quality differ?’.


61. Nelloh, L, Goh, AF & Mulia, 2011, ‘JA Analysis Of The Congruency Between Brand Personality With Self Image And Service Quality To Build Customer Satisfaction And Loyalty In Hotel Sector’.


