BIBLIOGRAPHY
BIBLIOGRAPHY

JOURNALS


World Travel Organization (1985) Identification and Evaluation of those components of tourism Services which have a bearing on tourist satisfaction and which can be regulated, and state measures to ensure adequate quality of tourism services- World Tourism Organization Madrid.


**BOOKS**


REPORTS


THESIS


Sriam, A. (2010). *Customer satisfaction towards service quality front office staff at the hotel: a masters project (Doctoral dissertation, Srinakharinwirst University)*.


**WEBSITE**


http://www.uppalhotels.com/
http://www.ashokcountryresort.com/

www.ahla.com/green.aspx

CONFERENCE PROCEEDINGS


Soonthonsmai, V. (2007). Environmental or green marketing as global competitive edge: Concept, synthesis, and implication. In EABR (Business) and ETLC (Teaching) Conference Proceeding, Venice, Italy.

MAGAZINE

(2013, April). DPCC GUIDELINES. *HRANI Hospitality*, 10(1), 44.
