



DETERMINANTS OF CUSTOMER RETENTION IN HOTEL INDUSTRY

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Abstract

The customer retention is very important for the hotel to maintain the old customer and attract the new customer. This is very difficult job for the hotels and for each company to retain the old customer and for that reason the hotel offers different package for their customers to retain. The main aim of the research is to find out which factor play important role in the customers retention. Research conducted in order to find out which hotels are better in comparing Grand hotel and Park Inn hotel. In this line, study has applied both qualitative and quantitative techniques. The primary data were collected through questionnaire, which was distributed among the customers of these hotels. Furthermore, the secondary data were collected from different journal articles, textbooks, magazines etc. The sample size was 140, out of which 70 were filled up by customers of the Grand hotel, and 70 were filled up from the customers of the Park Inn hotel. The main intention of this research was to investigate that which hotel customers are more retained by respective hotels.

Keywords

Hotels; Retention; Customers; Security; Peshawar Pakistan.

Introduction

Hotel industry is much more dynamic and we may see day by day change in hotel industry. Mostly hotels in Pakistan are targeting their consumers through quality services and by offering different packages regarding per buffet charges and other services as well. Mostly hotels in Peshawar are targeting their customer by different packages and services offering.

We also know that major contribution in GDP is from services side and round about 70% is added by services side each year in our gross domestic product of Pakistan. There for due to high growth in services sector mostly hotel sector in Pakistan trying to retain their customer by offering different packages. Service sector Industries includes education, retailing, tourism hospitality and

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The Determinants of Customer Retention in the Hotel and Resort Industry Choon Ling Kwek,2012 Advances in Hospitality and Leisure Joseph S. Chen,2021-11-26 This seventeenth annual volume of Advances in Hospitality and Leisure includes full papers and research notes Articles involve a quantitative or qualitative approach along with conceptual models

Profitable Hotel Guest Management: The Factors Involved in and the Importance of Following a Guest Relationship Approach in the Irish Luxury Hotel Sector Malte Kempen,2012-07-02 Inhaltsangabe Introduction Most literature on marketing contains an exhaustive discussion on the topic of relationship marketing and this concept is now well understood by every marketer However valuing customer relationships is usually viewed more vaguely as being a general desirable and virtuous factor Like many fields in marketing there has been a failure to justify adopting such an approach based also on its inherent financial control measures In this increasingly globalised marketplace the hospitality sector it can strike as odd that scholars and researchers have overlooked the differences in CRM handling that exist among different cultures The aim of this dissertation is to make a contribution to closing the gap between marketing and management perspectives in terms of customer profitability especially in the luxury hotel sector with regard to their international customer guest base The gap is to identify by the management and accounting which customers are profitable and to translate these insights into marketing activities Companies can control their customer relationships and make sophisticated decisions about which customer relationships should be finished and which are worth retaining a practice known as Customer Equity The objectives of this work include Identify how investment in customer retention create a Return on Investment Allocating marketing spending ratios for long term profitability Identify the methods that managers can use to create customer loyalty Explain the links between customer loyalty customer equity and relationship marketing Estimate the role of quality factors within service delivery and after sales service as above and how they affect customer retention Identify the effect of after sales service as above quality on customers expectations and its impact on customer satisfaction CRM outline is seen by some as an extended database containing useful information about customers that could be used to help extend sales while others see it as a tool specifically designed for use on a one to one basis with each of their customers Peppers and Rogers 1999 To implement CRM successfully the TQM HRM and IT management need to ensure organisational alignment Reinartz et al 2004 Building on this statement Buttle 2004 spells out that CRM needs to be established in three layers companywide factional and customer facing Inhaltsverzeichnis Table of Contents i able *Journal of Travel Research* ,2010-02 *Lodging, Restaurant and Tourism Index* ,2001 **Ri Im V2 Strategic Management** Arthur A. Thompson,Alonzo J. Strickland,2001 **Hospitality Technology** ,2009 *Management Accounting for the Hospitality, Tourism and Retail Sectors* Donncha O'Donoghue,Alice Luby,2006 Customer Service Excellence S. B. Nageswara Rao,2004 Papers presented at the National Seminar on Customer Service Excellence held at Annamalainagar **Annual**

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Global Cases on Hospitality Industry Vinnie Jauhari,2008 This detailed look at the hospitality industry s dynamics uses an international perspective that provides reader understanding by spanning several strategic and functional areas in management practices The contributors offer research based perspectives on real life issues in this competitive industry

Journal of Marketing ,1995 Contemporary Marketing and Human Resource Management in the Hotel Industry
Christoph Müller,2017-02-15 Case Study from the year 2010 in the subject Business economics Business Management Corporate Governance grade A Prifysgol Cymru University of Wales language English abstract This paper aims to make appropriate recommendations corroborated by academic and practical knowledge that should contribute to the turnaround of the ailing Prague Hotel The recommendations are based on the case study information provided in the appendix Given the increasing importance of the internet the paper devotes considerable attention to online marketing activities In particular it focuses on online distribution web design search engine optimisation and online advertising but it will also refer to market segmentation as well as product and pricing strategies The impact of information technology on the hotel industry is highlighted by a separate case study of the hotel chain Omena Hotels In addition an industry analysis using Michael Porter s Five Forces model is provided in the appendix Since employees make a significant contribution to guest satisfaction and eventually business success the paper refers to the key factors that affect employee motivation satisfaction and retention Due to the complexity of the aspects covered in this paper and the need to clarify some of them more comprehensively appendices are provided that include more detailed information and practical examples **Journal** Annamalai University,2008

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Table of Contents Determinants Of Customer Retention In Hotel Industry

1. Understanding the eBook Determinants Of Customer Retention In Hotel Industry
 - The Rise of Digital Reading Determinants Of Customer Retention In Hotel Industry
 - Advantages of eBooks Over Traditional Books
2. Identifying Determinants Of Customer Retention In Hotel Industry
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Determinants Of Customer Retention In Hotel Industry
 - User-Friendly Interface
4. Exploring eBook Recommendations from Determinants Of Customer Retention In Hotel Industry
 - Personalized Recommendations
 - Determinants Of Customer Retention In Hotel Industry User Reviews and Ratings
 - Determinants Of Customer Retention In Hotel Industry and Bestseller Lists

5. Accessing Determinants Of Customer Retention In Hotel Industry Free and Paid eBooks
 - Determinants Of Customer Retention In Hotel Industry Public Domain eBooks
 - Determinants Of Customer Retention In Hotel Industry eBook Subscription Services
 - Determinants Of Customer Retention In Hotel Industry Budget-Friendly Options
6. Navigating Determinants Of Customer Retention In Hotel Industry eBook Formats
 - ePub, PDF, MOBI, and More
 - Determinants Of Customer Retention In Hotel Industry Compatibility with Devices
 - Determinants Of Customer Retention In Hotel Industry Enhanced eBook Features
7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Determinants Of Customer Retention In Hotel Industry
 - Highlighting and Note-Taking Determinants Of Customer Retention In Hotel Industry
 - Interactive Elements Determinants Of Customer Retention In Hotel Industry
8. Staying Engaged with Determinants Of Customer Retention In Hotel Industry
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Determinants Of Customer Retention In Hotel Industry
9. Balancing eBooks and Physical Books Determinants Of Customer Retention In Hotel Industry
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Determinants Of Customer Retention In Hotel Industry
10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
11. Cultivating a Reading Routine Determinants Of Customer Retention In Hotel Industry
 - Setting Reading Goals Determinants Of Customer Retention In Hotel Industry
 - Carving Out Dedicated Reading Time
12. Sourcing Reliable Information of Determinants Of Customer Retention In Hotel Industry
 - Fact-Checking eBook Content of Determinants Of Customer Retention In Hotel Industry
 - Distinguishing Credible Sources
13. Promoting Lifelong Learning

- Utilizing eBooks for Skill Development
- Exploring Educational eBooks

14. Embracing eBook Trends

- Integration of Multimedia Elements
- Interactive and Gamified eBooks

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