



V. M. SALGAOCAR INSTITUTE
of
INTERNATIONAL HOSPITALITY EDUCATION

Certificate of completion

This certificate is awarded to

Mr. / Ms. Akashha Chandran,

Mr. / Ms. Yavin Nunes,

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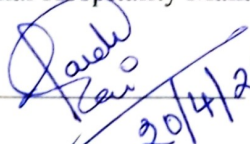
Mr. / Ms. Veekhar Wali, on

successful completion of their dissertation title

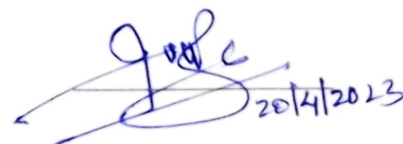
SERVICE FAILURE + CUSTOMER SATISFACTION IN INDIA

as one of the partial requirements for the award of B.Sc. degree in

International Hospitality Management


20/4/23
Internal Examiner




20/4/2023
External Examiner