ISSN: 2320-2882 **IJCRT.ORG**



INTERNATIONAL JOURNAL OF CREATIVE **RESEARCH THOUGHTS (IJCRT)**

An International Open Access, Peer-reviewed, Refereed Journal

Ref No: IJCRT/Vol 9 / Issue 5 / 899

To. Anu B

Subject: Publication of paper at International Journal of Creative Research Thoughts.

Dear Author,

With Greetings we are informing you that your paper has been successfully published in the International Journal of Creative Research Thoughts - IJCRT (ISSN: 2320-2882). Thank you very much for your patience and cooperation during the submission of paper to final publication Process. It gives me immense pleasure to send the certificate of publication in our Journal. Following are the details regarding the published paper.

About IJCRT : Scholarly open access journals, Peer-reviewed, and Refereed Journals, Impact

> factor 7.97 (Calculate by google scholar and Semantic Scholar | AI-Powered Research Tool), Multidisciplinary, Monthly, Indexing in all major database & Metadata, Citation Generator, Digital Object Identifier(DOI) | UGC Approved

Journal No: 49023 (18)

Registration ID: IJCRT_207843 Paper ID : IJCRT2105899

Title of Paper : THE IMPACT OF CRM PRACTICES ON CUSTOMER RETENTION IN

HOTEL INDUSTRY: KERALA

Impact Factor : 7.97 (Calculate by Google Scholar) | License by Creative Common 3.0

Publication Date: 27-May-2021

DOI

Published in : Volume 9 | Issue 5 | May 2021

: i411-i417 Page No

Published URL: http://www.ijcrt.org/viewfull.php?&p_id=IJCRT2105899

Authors : Anu B, Dr A Manorselvi, Anish K K Notification : UGC Approved Journal No: 49023 (18)

Thank you very much for publishing your article in IJCRT.

International Journal of Creative Research Thoughts - IJCRT

(ISSN: 2320-2882)





























Creative Resea