



SATISFACTION OF TOURIST ON THE SERVICES OF TELANGANA STATE TOURISM DEVELOPMENT CORPORATION

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Abstract

This paper investigates the main elements that can influence customer satisfaction in tourist services, with specific reference to tourism industry in Telangana. Tourist satisfaction depends on various dimensions such as Welcoming, friendly and helpful aspect detailed information about the services, Menu offered by Restaurant with variety of food, quick room service with good quality and further components such as personal, price and situational factors that may arise as the service quality. Tourist satisfaction is the result of the correlation between a customer's assumption and a customer's feelings. By way of explanation, customer satisfaction is identified as the distinction between assumed quality of service and the customer's involvement or feelings after having perceived the service.
