

CERTIFICATE OF PUBLICATION



CERT-19839/22-23

Prof. Priya Bansal

for authoring and publishing the research paper titled

**A STUDY ON THE EFFECTIVENESS OF RELATIONSHIP MARKETING ON CUSTOMER LOYALTY DURING COVID IN
5-STAR HOTELS IN PUNE**

in

JOURNAL OF ADVANCES IN SCIENCE AND TECHNOLOGY

An Internationally Indexed Peer Reviewed & Refereed Journal

IMPACT FACTOR : 1.0

VOL- 19, ISSUE- 1

ISSN: 2230-9659

Awarded

02-Mar-2022

A handwritten signature in purple ink, appearing to read "U. Bansal", with a horizontal line underneath.

**CHAIR
RESEARCH LAISON DIV.**

