OBJECTIVES

1. To examine customer expectations to get the service quality from Five-stars Hotels.

2. To evaluate the important of service quality towards customers.

3. To assess the different between particular and general significant division and experiences of realistic accommodations.

LITERATURE REVIEW

Five-star Hotels is a resembling high-graded standards of international and the accommodation all along the hotel are grand and indulgence. Moreover, the services have to be full-dressed, well-managed and perfect observation towards the needs of customers without having misconducting (Chopra, 2016).

The general estimation of performance is based on the entire previous experience with a business organization that able defined by satisfaction. Leading to a successful business in a hotel, great service quality and better increased satisfaction of customers are broadly acknowledged as significant elements (Belcher, 2018). According to Al-Ababneh (2017), a productive hotel provides a highest quality services to the customers, and quality if service is well advised as life of the hotel. It can indicate that various people have different expectations from the quality of service performance.

ANTICIPATED FINDINGS

Hotels in Luzern will increase in the future, it will have more creative concepts of service to attract more customers to stay. Consequently the service quality have fulfill the level of customer satisfaction.

REFERENCES