SERVICE QUALITY AND CUSTOMER SATISFACTION ISSUES IN FRONT OFFICE BUSINESSES

¹Dr. Muthanna Alobaidi

ABSTRACT—This study is aimed to explore customer satisfaction of the Crystal Grand Hotel Ishtar hotel toward its front office services quality to assist Crystal Grand Hotel Ishtar hoteliers in formulating customized operations and strategies which will enhance their ability to perform the promised service to guests. A survey questionnaire was conducted and an equation of multiple regressions was used. Five hotel service quality dimensions were identified and four of them were important influential factors in determining guests' overall satisfaction levels toward front office services as well as hotel services.

Keywords-- Front office, service quality, Servqual, Customer satisfaction

I. INTRODUCTION

The expected increasing in the numbers of travelers in the coming twenty years and the recent global economic recession which is impose hotels' managements continuously to improve their service in order to meet the expectations of their customers and even goes beyond. As Shishavi (2007) stated, in order to improve service quality, the hotel industry needs to know which service attributes might affect choice intention of customers. Failure to give necessary attention to those attributes might result in a customer's negative evaluation of the hotel services and may ruin the chance of that guest returning to the hotel. Juwaheer (2004) asserted that the major concern of nowadays business is the provision of quality customer, due to the fact that a customer's satisfaction is influenced by the availability of customer services.

In Iraq to day, due to substantial changes which affected most of life's aspects of peoples, life style, culture, and values the hotel guests now looking for excellency to satisfy their needs and the hotels have increased their competition and now instead of having only a nice room to draw customers in, they offer -high quality staff as an amenity as well.

In the botel Industry, staff is ranging from top management staff to front line staff (i.e. housekeepers, receptionists, front cashiers). Front office staff is considered a supporting factor in determining customer satisfaction when deciding to return, to recommend the hotel, or in demonstrating loyalty to a particular hotel. In addition, the front office is an important function because customers deal with front office staff as the center of the hotel. They provide assistance to guests, fulfill their needs, and meet their wants. Thus, front office staff are the nerve center of all hotels, and the front office is essential to keep up with what is happening at all areas of the hotels (Sriyam, 2010). According to what we discussed above this has prompted the importance of service quality

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<u>Customer Satisfaction Towards Service Quality Of Front</u> <u>Office</u>

A. Zainal, S.M. Radzi, R. Hashim, C.T. Chik, R. Abu

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Customer Satisfaction Towards Service Quality of Front Office Staff at the Hotel Alin Sriyam, 2010 **Factor Affecting** Customer Satisfaction Towards Service Quality of Front Office Staff at the Hotel Putra Regency Nurul Alia Hassan, 2018 The purpose of this study was to define the relationship between relationship between reliability assurance and empathy towards customer satisfaction of the front office staff at Hotel Putra Regency This project had two objectives which is to identify the service quality factors toward customer satisfaction of the front office staff at Hotel Putra Regency and to determine relationship between reliability assurance and empathy towards customer satisfaction of the front office staff at Hotel Putra Regency SERVQUAL was used to develop a questionnaire which was later distributed to 100 respondents which is customers at Hotel Putra Regency Descriptive statistics and Regression analysis were used to establish the factors influencing customer satisfaction and bringing out the relationship between service quality and customer satisfaction After statistical analysis the result are assurance and empathy was shown to be the strongest dimension of satisfaction while the reliability was shown to be the weakest dimension of satisfaction Finally based on the research finding this study proposes some recommendation such as research could be broadened to include other hotel in tourist s location Hospitality and Tourism A. Zainal, S.M. Radzi, R. Hashim, C.T. Chik, R. Abu, 2012-08-22 Globally the hospitality and tourism industry is evolving and undergoing radical changes. The past practices are now advancing through the rapid development of knowledge and skills acquired to adapt and create innovations in various ways Hence it is imperative that we have an understanding of the present issues so that we are able to remedy probl Glimpses of Recent Advancements in Social Science Research Dr.K.L.Prasanna Kumar, Dr. B. Sujatha, 2021-04-22 This book is collection of research work of various researchers working across different themes of social science research It provide an overview about the recent social science research in a inclusive approach and contribute to the building of research social science for the future Analysing Factors Influencing Consumer Decision Making Process for Mortgage Services P. Tamizhselvan, A. Sathivel, 2023-09-25 Doctoral Thesis Dissertation from the year 2021 in the subject Business economics Customer Relationship Management CRM grade Commended Bharathiar University Tamil Nadu Institute of Urban Studies course Ph D language English abstract The consumer attitude towards the various financial services products in the past was very passive and attracted less interest But after the advent of technology and new forms of internet based Banking have had a great impact on consumer's attitudes and how they purchase financial products and services. The financial services providers are not certain of retaining their customers and have resorted to the traditional technique of the relationships building and loyalty practices This makes it all the more important for financial services providers to understand the attitudes of customers and influence their decision making and behavioral patterns Consumers tend to search for product information either explicitly or implicitly depend on the attention perception and other environmental cues related to information on the

product In literature the choice of a mortgage is conceptualized as a function of value prepayment points type of mortgage sought etc A prerequisite for consumers to make good decisions is to have all the relevant information therefore Banks must adopt a mandatory disclosure policy to facilitate this information search Managing Service Quality Graham Clark, 1990 Implications of Onshore and Offshore Business Process Outsourcing for Firms and Customers Jonathan William Management of Park and Recreation Agencies Betty Van der Smissen, 2005 Online Fashion Retailing, Retail Banking, and Management Consulting Marvin Mertens, 2015-03-04 Seminar paper from the year 2015 in the subject Business economics Operations Research grade 70 00 100 00 University of Strathclyde Strathclyde Business School course MSc Business Analysis and Consulting language English abstract In this scientific essay the three service operations online fashion retailing retail banking and management consulting are compared against the background of both Silvestro et al s 1992 service classification model and Heskett et al s 1994 service profit chain model At the end a critical analysis as to whether the classification of the service operations according to Silvestro et al s model explains and justifies the findings in the context of Heskett et al s model is conducted **Information Technology in Hospitality** ,2005 Informationweek The African Journal of Finance and Management ,2006 **Activity-based Cost Management in** ,2000 **Government** Gary Cokins, 2002 Everything you need to streamline agency costs and expenditures You ve heard about the enormous savings potential of Activity Based Cost Management ABC M now it s time to put this powerful system to work in your organization This 400 page book guides you through every phase of activity based accounting from setting up a basic system through its organizational implementation In one concise resource you now have everything you need to streamline all aspects of your organization's costs and expenditures Written in easy to understand language and clearly illustrated Gary Cokins s book provides the financial techniques to determine the true and actual costs of services and cost rates implement process improvements departmentally and organization wide evaluate the pros and cons of outsourcing and privatization decisions versus internal delivery and align financial and budgetary activities to the organization s mission and strategic plan As part of the Editor's Choice Series this book is offered as a professional reference for SAS users This title addresses concepts related to using SAS but it is not specific to SAS and does not include SAS examples 2001 **Index to Theses** with Abstracts Accepted for Higher Degrees by the Universities of Great Britain and Ireland and the Council for National Academic Awards, 1997 Theses on any subject submitted by the academic libraries in the UK and Ireland Follow-up Review of Utah's Employment and Training Programs Utah. Legislature. Office of the Legislative Auditor **Executive Housekeeping Today**, 1992 General.2000 Management Services ,2003 **Proceedings** of the National Communications Forum ,1990 Directory of Management Development Programmes in Nigeria, 2000

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web the connection will be made with gusset plates of finnish birch plywood with a thickness of 12 mm the gusset plate has a clear coverage of 250 mm in the rafters and 100 mm in the post figure 1 the face grain is horizontal to the connection figure 1 members to be connected the fasteners that will be used are nails with a tensile strength

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