



Certificate of Publication



This is to confirm that

Abhik Kumar Sen, Dr. Meenakshi Shrivastava

Published following article

**Study of Customer Relationship Management: With
Reference to Hospitality Industry in Kolkata**

Volume 8, Issue 3 pp: 387-399

www.ijaem.net

A Peer Reviewed Journal

**International journal of Advances in Engineering
and Management (IJAEM)**

ISSN: 2395-5252

Publication Head