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Title of Research Work (Calibri 16 font, Bold Centered Aligned First Word Capital)

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Abstract

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Xxxxxxx (Abstract in Calibri 10 Font, Italic, single spacing) ***(Not More Than 250 words)*** *xxxxx xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx*

Key Words: *Five to seven key words (Calibri 10 font Italic)*

Introduction

Introduction (Calibri 12 font Bold)

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Literature Review (Calibri 12 font Bold)

Xxxx (Text in Calibri 10 Font, single spacing) xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx In order to retain customer it is important to satisfied them (Jhon 2013). The study of Sesmi (2013) shows that customer satisfaction is one of the most important factor for consumer retention. For references follow **APA American psychological Association** format xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx xxxxxxxxxxxxxxxxxxxx

Research Questions if any (Calibri 12 font Bold)

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Theoretical Framework (Calibri 12 font Bold)

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Analysis (Calibri 12 font Bold)

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Discussion (Calibri 12 font Bold)

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Conclusion (Calibri 12 font Bold)

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References (Calibri 12 font Bold)

References in Calibri 10 Font, single spacing

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Appendix (if any)