

**A CASE STUDY ON FRONT OFFICE STAFF SERVICE
QUALITY IMPROVEMENT AS NEW TRENDS FOR
BEST CUSTOMER SATISFACTION IN HOTEL
RADISSON BLU KAUSHAMBI, GHAZIABAD**

Project report submitted in partial fulfilled

For the award of the degree of

B. Sc. HOTEL MANAGEMENT

Submitted By

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(19GSOH1010033)

IN

PROJECT WORK

SCHOOL OF HOSPITALITY

Under the Supervision of

Mr. Rohit Jaswal

(Associate Professor)



(Established under Galgotias University Uttar Pradesh Act No. 14 of 2011)

MAY- 2022



School of Hospitality

BONAFIDE CERTIFICATE

Certified that this project report ***“A Case Study On Front Office Staff Service Quality Improvement As New Trends For Best Customer Satisfaction In hotel Radisson Blu Kaushambi, Ghaziabad”*** is the bonafide work of “**Varun Sharma**” who carried out the project work under my supervision.

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This thesis/dissertation/report entitled

***A Case Study On Front Office Staff Service Quality Improvement As
New Trends For Best Customer Satisfaction In hotel Radisson Blu
Kaushambi, Ghaziabad***

by (Varun Sharma) is approved for the degree of Bsc. in Hotel Management
(School of Hospitality).

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Date:

Place: Galgotias University, Greater Noida.

Statement of Project Report Preparation

Thesis Title: -

***A Case Study On Front Office Staff Service Quality Improvement As
New Trends For Best Customer Satisfaction In hotel Radisson Blu
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1. Degree for which the report is submitted: B.Sc. in hotel Management.
2. Project Supervisor was referred to for preparing the report.
3. Specifications regarding thesis format have been closely followed.
4. The contents of the thesis have been organized based on the guidelines.
5. The report has been prepared without resorting to plagiarism.
6. All sources used have been cited appropriately.
7. The report has not been submitted elsewhere for a degree

(Signature of the student)

Name: - Varun Sharma
Admission number: - 19GSOH1010033

CANDIDATE DECLARATION

I hereby declare that the work presented in this TERM PAPER REPORT entitled ***“A Case Study On Front Office Staff Service Quality Improvement As New Trends For Best Customer Satisfaction In hotel Radisson Blu Kaushambi, Ghaziabad”*** towards the partial fulfillment of the requirement for the award for term paper submitted in the School of Hospitality, Galgotias University, Greater Noida, Uttar Pradesh, India is an authentic record of my own work carried out during the period from (Jan. 2022 – May 2022), under the guidance of **Mr. Rohit Jaswal (Associate Professor)**, School of Hospitality, Galgotias University, Greater Noida, Uttar Pradesh.

Date:

Varun Sharma

Place: Greater Noida

Admission number: 19GSOH1010033

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Abstract

Customer satisfaction is defines that how customers are satisfied with a company's products, services, and capabilities. Customer satisfaction information, including surveys that helps the department to findout the actual problem and start working on it overall at the end it increases the overall value of the hotel

The hospitality industry is a broad industry. It includes hotels, tourism agencies, restaurants and bars. You will find hospitality people everywhere that's the beauty of this sector

In this project I got know that how hotel is maintaining guest experience in this pandemic and building the good value in the market.for my research project I also conduct a online survey which shows that how employees of Radisson blu Kaushambi is doing their best to maintain the guest expectations and how much they are satisfied working in this situation

Keywords: - Guest satisfaction, covid-19, front office, guest Feedback, Hospitality

Acknowledgement

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I would also like to acknowledge my all colleagues in the hotel, my seniors,juniors and my batchmates along with front office department of Radisson blu Kaushambi, Mr. Deepak Nain, Mr. Sameer Vali, Who helped me with the innovative ideas along with the proper understanding the new normal for their department and in completing my research project. By this I came across many new things and I learned a lot new things

Introduction

The Indian tourism and hospitality industry are interlinked to each other they worked side by side. India is a country which gives you experiences of multicultural with rich heritage. People travel to india to enjoy this myriad attractions and hospitality enhances the experiences of the travellers. Where people served the rich culture of the india to the travellers

I have done my industrial training from 5-star property i.e., Crowne plaza, Greater Noida, Uttar Pradesh Including the core departments and now I am working in front office department As a GSA at Radisson blu Kaushambi,delhi NCR

I came across many new ideas when I was working in front office department and got know how records is being maintained in excel sheets, monitoring of review websites, handling guest complaints, service recovery for any incidentals these things which I have observed

Objectives

1. To study and analyses the working situation in front office department post covid
2. To findout the loopholes in the department which degrading the guest satisfaction
3. Analyses of the service recovery on any incidentals

Literature Review

- After going through this research from *Worsfold, K., Fisher, R., McPhail, R., Francis, M., & Thomas, A. (2016)*, I got know that According to the Worsfold the job satisfaction is directly proportionate to the guest satisfaction and how we can deal with that situation. If employees are satisfied of an department then and only productivity can be increased.
- In this research *Kim, T. G., Lee, J. H., & Law, R. (2008)*, we got know that how IT department is so helpful to get an extraction of all feedbacks and how IT helps to capture the guest feedbacks. According to the Kim IT connects the every department with each other so we can easily transfer the information through system softwares.
- From this review of *Foo, L. P., Chin, M. Y., Tan, K. L., & Phuah, K. T. (2021)*, we got know that how different sector got affected by the COVID-19 and how they deal with that to survive in the market. Post covid situations are different as compared to pre covid in this they differentiate both the situation and tells us how hospitality sector got affected and what all measures they takes to overcome and now hospitality industry is again starting contributing good amount of GDP.

Methodology

This Paper is based upon the both qualitative and quantitative methods of research, the sample papers and the other information which was gathered through the medium of online media that in the google forms.

For this paper I have personally taken reviews from more than 50 people. I have also met people personally to gather information for the same. The people whom I have taken my reviews from were in age category of 18-50 years that included the permanent employees as well as the trainees that were present in the hotel Radisson Blu Kaushambi, Ghaziabad. Based on my survey some bar charts and some pie charts have been generated after conducting the survey. The information that I gathered through the medium sources of my research are almost the accurate and have been checked by the hotel experts and some other people working in the same industry.

Also, apart from primary data I have done the literature reviews from published research papers, published journals, book chapters along with few articles from magazines, google search and some power point presentations available for reading on digital media as secondary data collection.

GRAPHICAL PRESENTATION

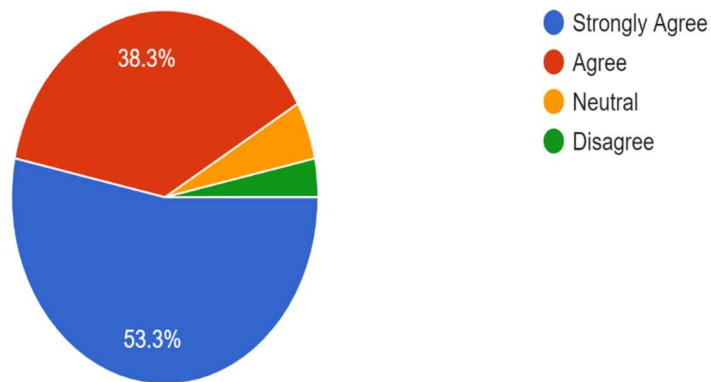
Research analysis data and the screenshots of the responses collected: -

1. Covid-19 Protocols Are Becoming An Issue: -

Post covid there are lot of issue in providing an upscaling in guest service as we can clearly see in this Pie Chart There Are 53% people who strongly agree that protocols such as wearaking masks and using sanitizer are somehow annoying the guest overall satisfaction

1. In your opinion the new Covid-19 protocols are becoming an issue in providing an upscaling in guest experience as compared to pre-Covid situations?

60 responses

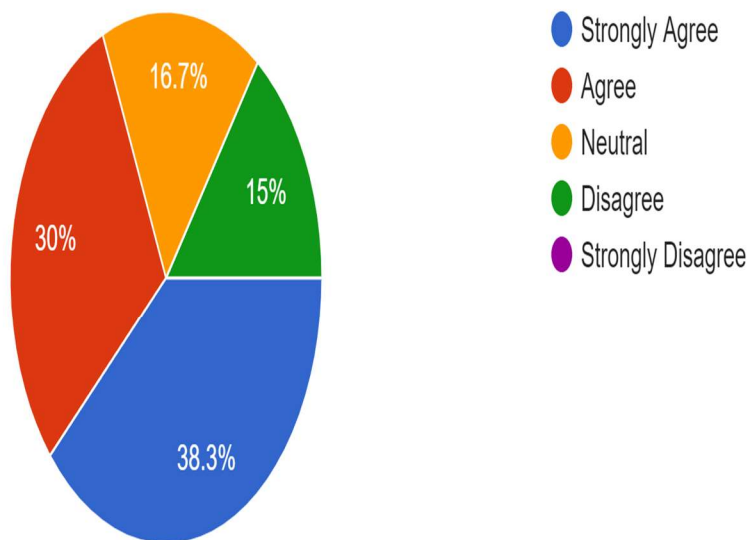


2. Training Of Staff: -

This Pie Chart clearly states that most of the people agree that training is required for the staff on the new norms but if you look at different side there are people who think that training is not required staff can still run the operation smoothly

2. The front office staff needs to be trained as per new trends and techniques to provide the best customer service?

60 responses

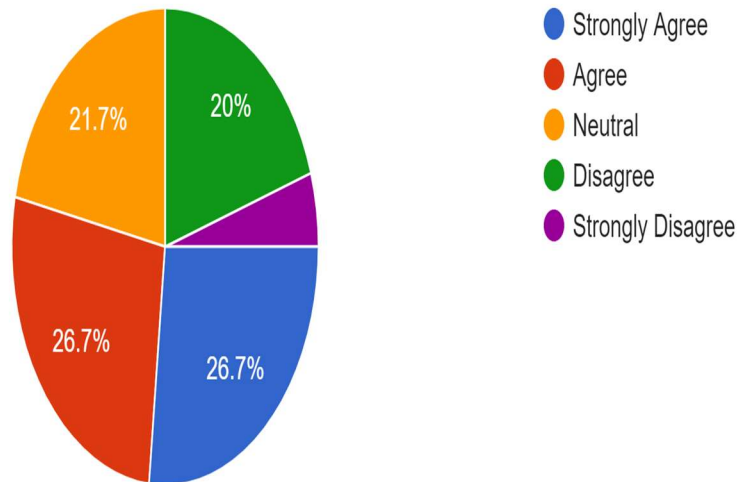


3. Long Working Hour For Staff: -

As we all know that Hospitality Industry is 24 hour Operational industry Which Led the staff to work as per the requirement of the operation so sometimes the working hours got extend which affects the courtesy nature of staff

3. Is continuous long working hours do effect the staff courtesy nature?

60 responses

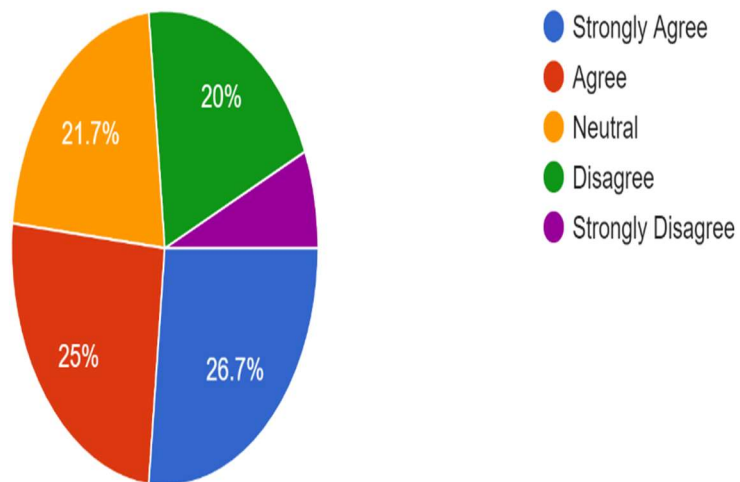


4. Salary of an employee: -

According to the report we got to know that somehow Salary Plays An Important Role In the Behaviour OF the Staff Sometimes They Feel demotivate when they working more as per the requirement of the operation

4. Are salary plays an important part in an overall behaviour of the staff?

60 responses

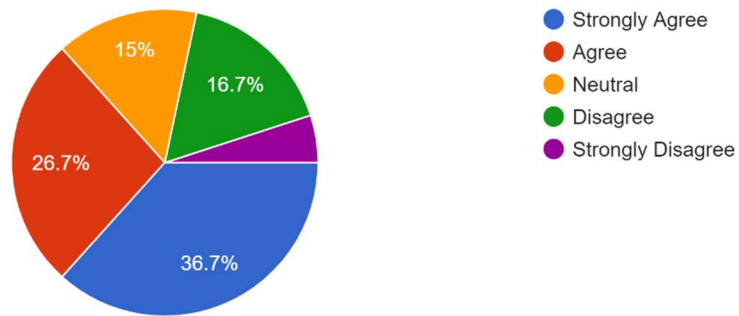


5. Covid-19 Protocols Affecting the guest Satisfaction: -

Wearing a mask is the biggest concern these days, without a mask a person should not be going out of his house. I have researched on this and the results came to be good, rest I have presented this in the form of pie chart

5. In your opinion use of COVID-19 protocols are affecting the overall satisfaction of the guest positively?

60 responses

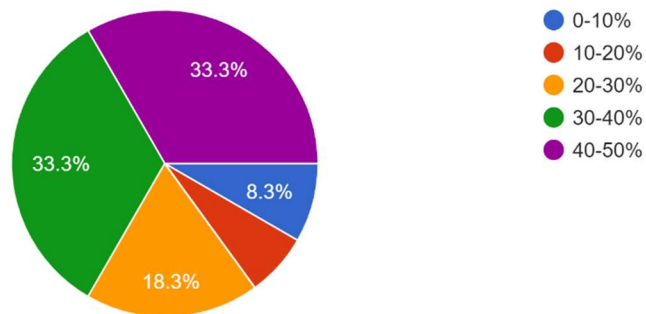


6. Front Office Importance: -

After This Research We Got Know That most of the people Agree that front office is the main department in the guest satisfactions who takes care of overall satisfaction

6. How much you rate the importance of front office for guest satisfaction?

60 responses

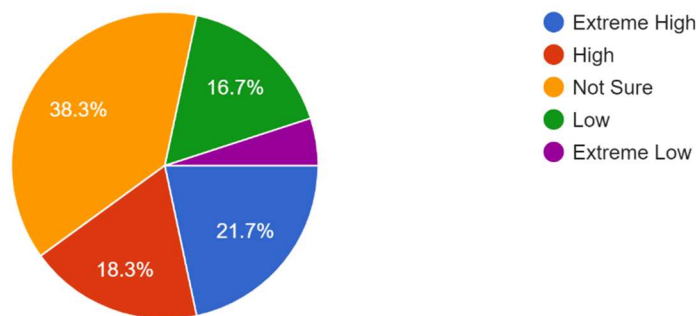


7. New Staff Creates the issues?: -

According to this survey We got now that most the people are not sure about this question but some people agrees that yes new joinees creates the issue in the guest Satisfactions

7. In your opinion, the new staff creates issues in guest satisfaction at what level?

60 responses

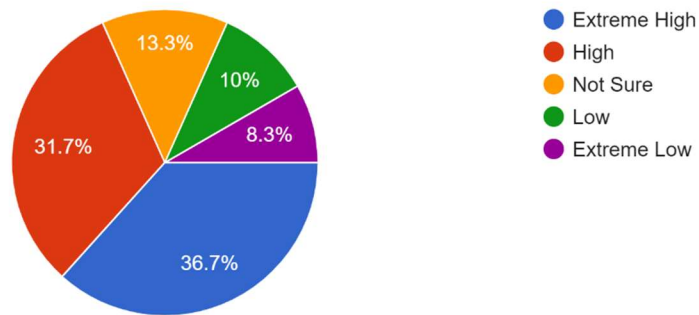


8. Safety Measure In Hotel: -

Most Of the People Feel Safe In Radisson Blu Kaushambi In Terms of Safety Protocols
HR departments is taking Care of safety Measures in the hotel, Guest As well As Staff
Feels Safe in the hotel

8. Do you feel safe at Radisson blu, kaushambi hotel in terms of COVID- 19 hygiene protocols?

60 responses

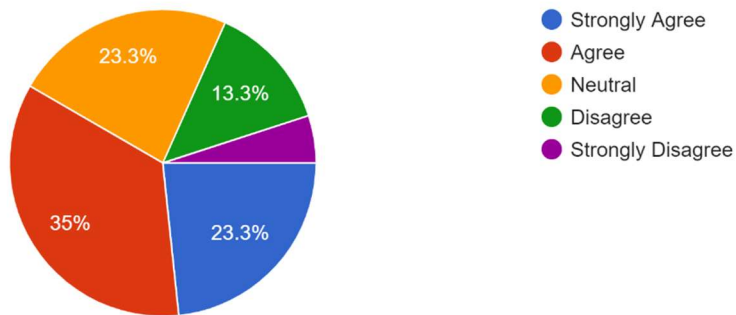


9. Proper Knowledge About The property: -

In Radisson blu kaushambi we took a survey that is the staff providing adequate knowledge During the checkin process and we got some amazing results most of the people just agree not strongly agree that means there is still some issues in providing the proper knowledge to the guest

9. Are our employees providing adequate information at the time of guest check-in as required?

60 responses

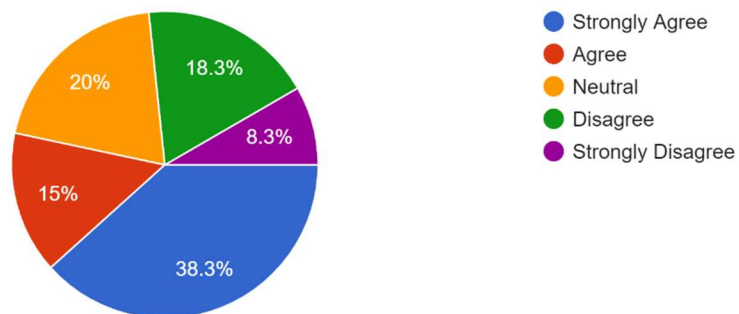


10. Monitoring the Guest Feedback portols

Online feed back portols are main sources where we can find out the exact problem where we are lacking in the guest satisfactions for this hotel need to check these websites on daily basis . we asked from employees that do you think these website are checked properly

10. Do you think that online guest feedback portals are monitored on regular basis?

60 responses

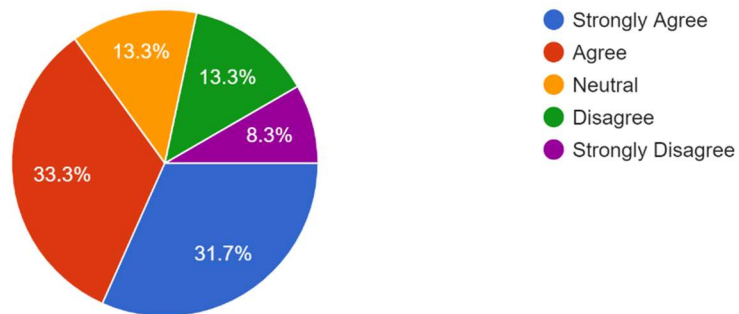


11. Regular Training And Development: -

Training and development of staff is to be done on regular basis to increase the productivity so we asked our reviewers that is it true that providing training on regular basis increases the productivity

Here is the pie chart where we can see clearly that most of the people agree on the same

11. In your opinion, regular training & development of a staff increases their productivity?
60 responses

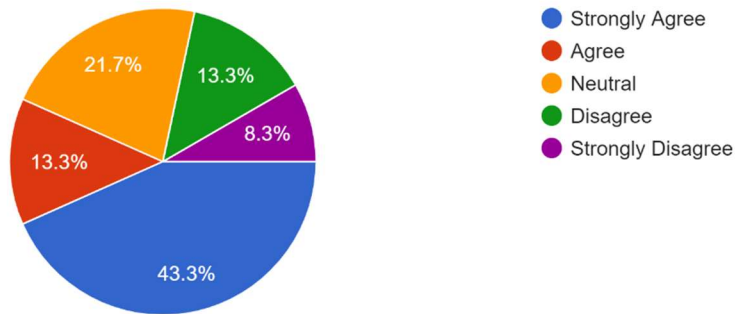


12. Updating the staff about new norms: -

Sometimes employees feel that they missed something when guest approaches the employee and if guest says something which the staff doesn't know about that's the main loop hole where we are lacking behind we need to update our employees on the daily basis about the new technology and new norms of the world

12. In your opinion, the regular updates on new norms, trends and technology helps staff to provide better quality of service?

60 responses

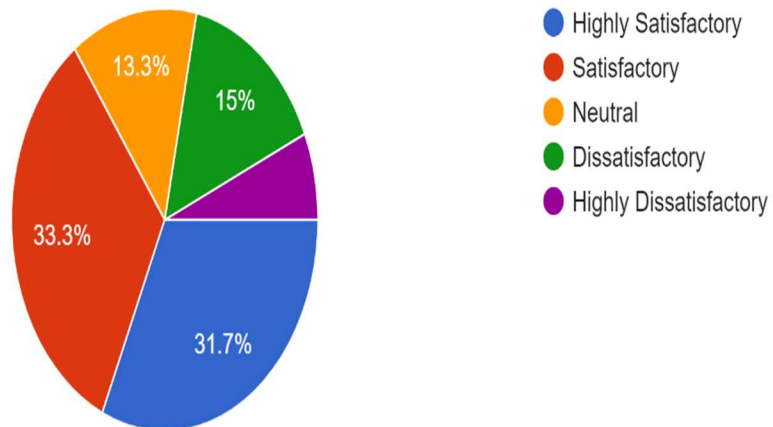


13. Service Recovery on any incidentals: -

Service recovery is the main alternative after any incidentals and how much time we are taking after that incidentals to respond to the guest. Service recovery don't work everytime guest faces the issue because of hotel fault. If anything happening in the hotel premises that should be bearer by the hotel

13. Whether the service recovery on any incidents in a hotel are up to the mark?

60 responses

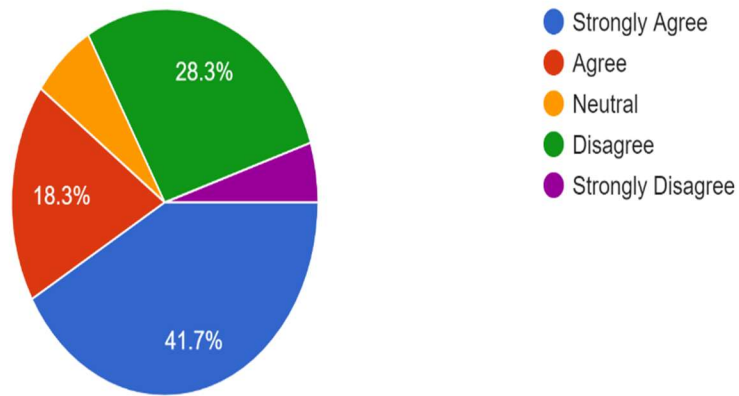


14. All department responsible for Guest feedback: -

Do you think every core department is responsible for guest feedback overall all the complaints lands on the reception so the front office would be the department who takes care of all the complaints. We asked the same questions from different employees of different department

14. Is every core department of hotel equally responsible for the final guest feedback?

60 responses

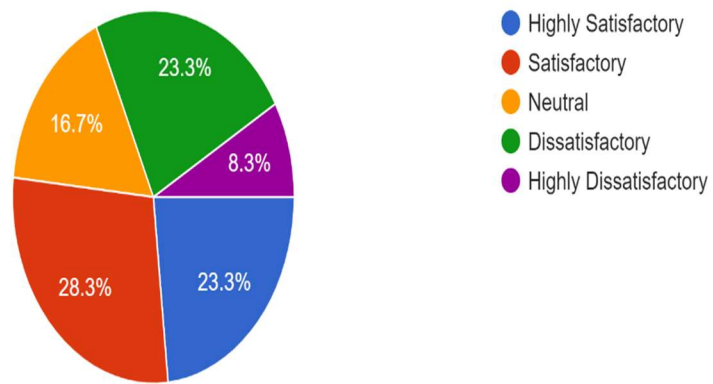


15. Is team working as per the standards: -

Every hotel have some standards for operating operation but we need to check whether the employees of that hotel are working according to that if not they need a training

15. Is front office team of Radisson blu, kaushambi hotel work as per provided Standard Operating Procedures?

60 responses

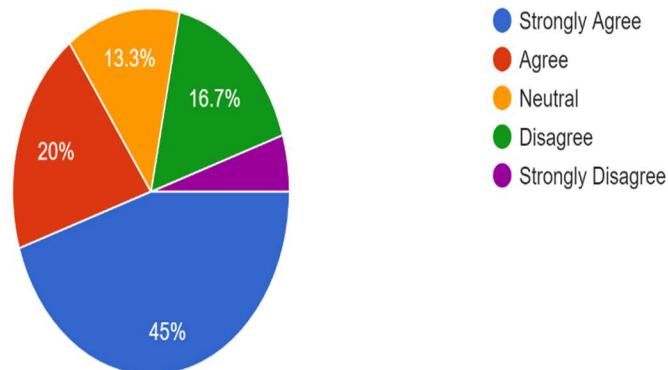


16. Covid-19 Protocols Plays an Important Role In Guest Satisfaction: -

In Today's Era Covid -19 Protocols Are Important Because Covid is not still over no one knows when it gonna be over so better is to keep mask on and use hand sanitizers some of the guest are so conscious about their health so for them protocols are the first priority

16. Do you think full-filling the rules of COVID-19 such as: - wearing mask regular sanitization, social distancing etc. plays an important role on guest satisfaction in today's era?

60 responses



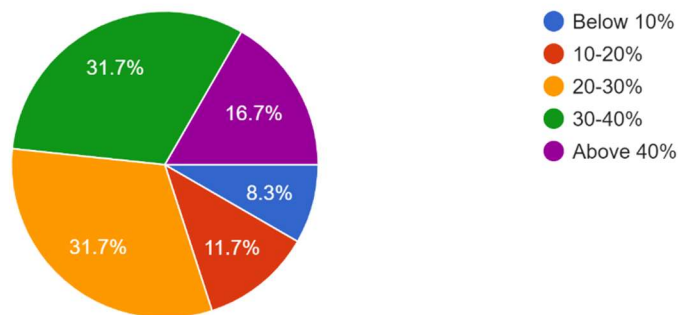
17. High Guest Satisfaction Good or bad?: -

Sometimes High guest expectations kills the guest experience when hotel cant meet the expectaions of the guest . Guest expect something which Is out of the box which kind of beyond the limits but sometimes doing something beyond the limits creates a WOW Factor.

Keeping the points in the mind we asked from people that hou much would you rate

17. How much you rate; the high guest expectations do have adverse effect on staff work as well as the guest final feedback?

60 responses

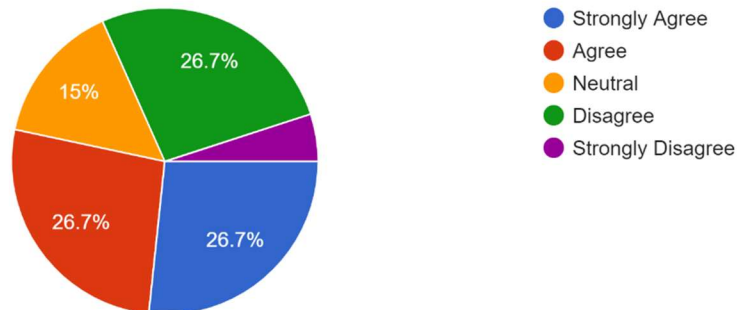


18. Lack Of Product Knowledge: -

Every company these days are either paying less amount or the companies are firing the existing employees keeping in mind the cost cutting point of view. This is an important step for every company to follow these days. Some employees are therefore not feeling very secured bearing all the risks and getting paid on low wages while working in the organization.

18. Is the Lack of product knowledge in Staff can be a loop hole in providing their best service?

60 responses

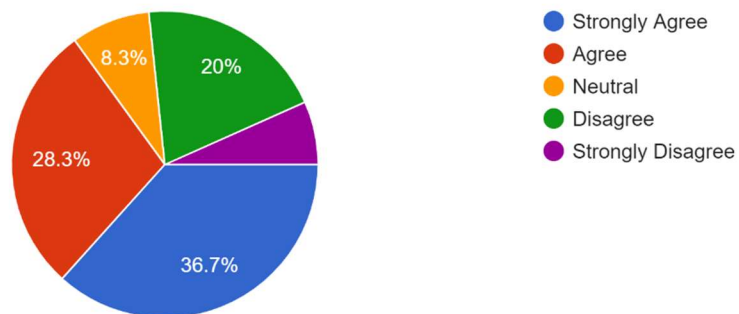


19. Shift Arrangement of an employee: -

According to the research shift arrangement plays an vital role in overall performance of an employee . Asked this question to yourself is the timmings matter in your performance or not, if yes you are also in this group of people who thinks the same but hospitality demands flexible people

19. The shift arrangements, rotations & timings of an employee in any hotel plays a vital role on their performance?

60 responses

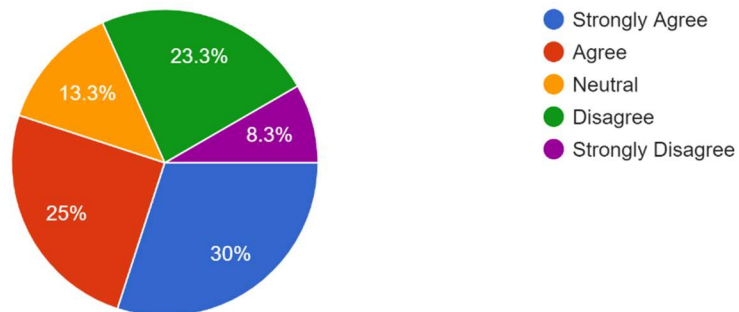


20. Frequent Changes in the department: -

If you are working in an organization where employees are changing frequently would you prefer to work there probably NO because you can't make the bonding or working strategy properly just because the staff is changing

20. Do you think frequent staff change is a wrong practice and do have the negative impact on guest satisfaction?

60 responses

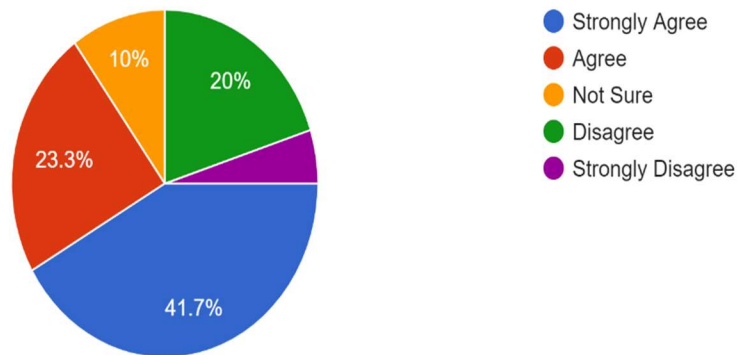


21. Every service in hotel added in final feedback of guest: -

According to the most of people every service which is served to the guest during his/her stay is somehow linked to the final feedback and that is true. Service is the only thing we do in hotels we served hospitality to the guest so each and everything for guest matters

21. Do you think that every service provided during a guest stay plays an important role in final guest feedback?

60 responses

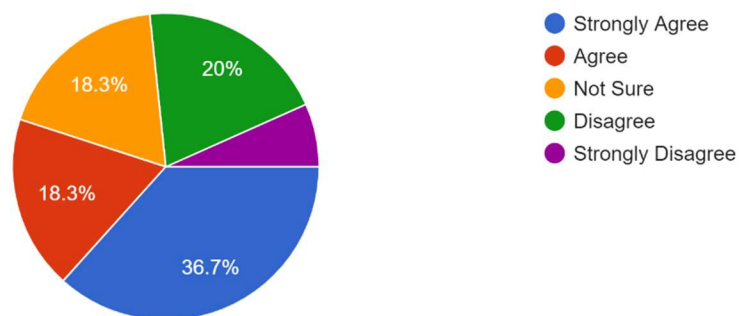


22. Miscommunication between employees: -

The miscommunication is disaster in hospitality industry a small mistake can lead to negative feedback of the guest. He/she is paying for everything and still if they caused any inconvenience just because of silly mistake between employees then guest will not entertain these things during the stay

22. Miscommunication in between the staff in the department can lead us to negative guest feedback?

60 responses

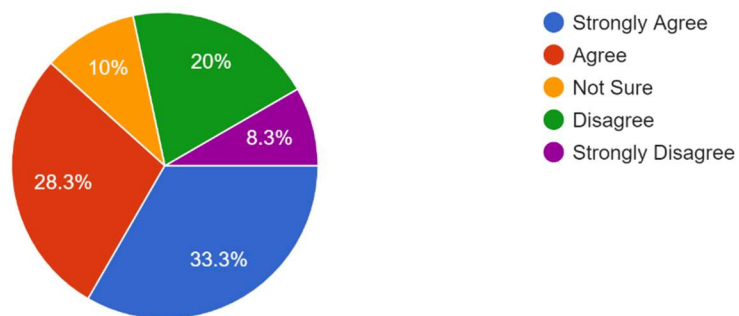


23. Frequent changes in SOP is a Good Practise: -

Somehow it is good but on other hand it is not good enough because staff needs some time to adapt new policy new SOP's. This can disbalance the consistency of the employees ans overall it leads to less productivity and guest feedbacks

23. In your opinion, the continuous shuffling of staff and frequent SOP changes do affect the guest overall experience directly?

60 responses

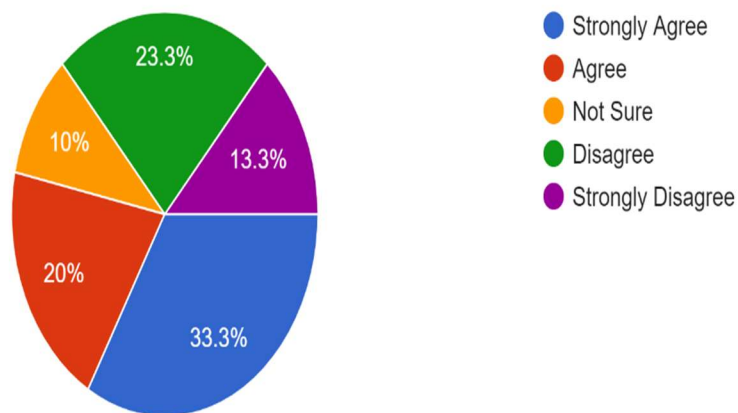


24. Working in hectic situations : -

Working in hectic Situations continuously makes the staff less productive its true humans are not machine they also need some frequent rest to recharge their energy but if they are skipping them that can lead to less productivity

24. Do you think working in hectic situation continuously makes staff less productive?

60 responses

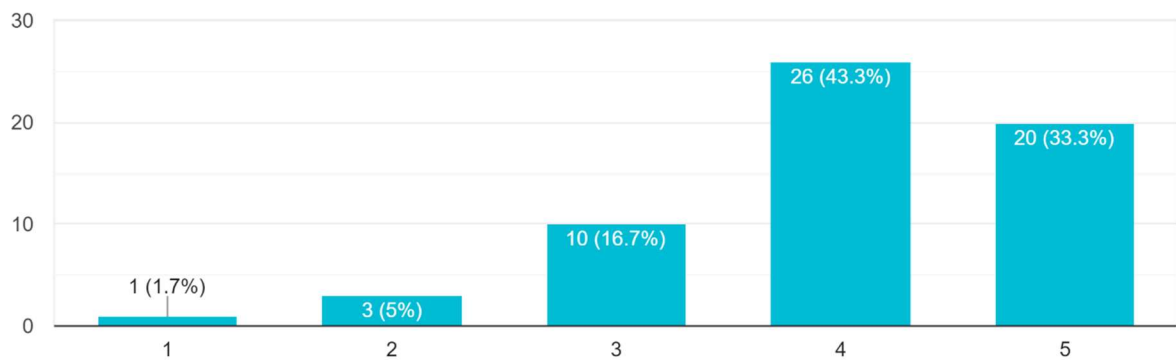


25. Front office staff rating: -

We asked people as per your experience please rate the front office staff service as per the hotel standards we got some amazing results but the improvement is always needed no one can be perfect in this world

25. How much would you rate the front office staff service as per hotel standards?

60 responses



Conclusion: -

After Conducting this research we got know what actually staff needs and where the management is lacking. This research is important because Radisson Blu Kaushambi is not doing well since after this pandemic Breakdown so we need a ground report from staff as well as from guest so we can actually find out that where we are lacking what we need to update in our system. No one asked about the employee how they are working how they are managing themselves in this situation

After Pandemic hospitality industry faces lot of challenges but still they managed to survive in this pandemic and adopted some new plans to overcome this situation. There are lot of new trends and technology which was implanted after this post covid and employees learn lot of new things in this pandemic.

Some of the examples of new trends are contactless checkins and checkouts and chatbots for FAQ's etc.

Hospitality industry is still reviving himself from this outbreaks and getting back on track. This outbreak helps lot of people to learn lot of things and we are hoping that hospitality industry will get evolved with lots of strength, new trends and technology.

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Anneuxre 1 - QUESTIONNAIRE

Demographic Questions: -

1. Name: _____
2. Gender: _____ (Male) _____ (Female) _____ (Others)
3. Age: _____
4. Contact number: _____
5. Email address: _____

Main Questions: -

1. In your opinion the new Covid-19 protocols are becoming an issue in providing an upscaling in guest experience as compared to pre-Covid situations?
 - Strongly agree
 - Agree
 - Not sure
 - Disagree

2. The front office staff needs to be trained as per new trends and technics to provide the best service?
 - Strongly agree
 - Agree
 - Not sure
 - Disagree
 - Strongly disagree

3. Is continued long working hours affect the staff courtesy nature?
 - Strongly agree
 - Agree
 - Not sure

- Disagree
 - Strongly disagree
4. Are salary plays an important part in the behavior of the staff?
- Strongly agree
 - Agree
 - Not sure
 - Disagree
 - Strongly disagree
5. In your opinion COVID-19 Protocols are affecting the overall satisfaction of the guest positively ?
- Strongly agree
 - Agree
 - Not sure
 - Disagree
 - Strongly Disagree
6. How much uh rate the importance of front office for guest satisfaction ?
- 0-10
 - 10-20
 - 20-30
 - 30-40
 - 40-50
7. In your opinion the new staff do creates issues in guest satisfaction?
- Extreme High
 - High
 - Not sure
 - Low
 - Extreme low
8. Do you feel safe at Radisson blu kaushambi hotel in terms of covid 19 hygiene protocols?

- Strongly Agree
- Agree
- Not Sure
- Disagree
- Strongly Disagree

9. Are the employees providing adequate information at the time of guest check-in as required?

- Strongly agree
- Agree
- Not sure
- Disagree
- Strongly disagree

10. Do you think that online guest feedback portals are monitored on regular basis?

- Strongly agree
- Agree
- Not sure
- Disagree
- Strongly disagree

11. In your opinion regular training development of a staff increases their productvitiy?

- Strongly agree
- Agree
- Not sure
- Disagree
- Strongly disagree

12. In your opinion the regular updates on new norms , trends and technology helps staff to provide better quality of service?

- Strongly agree
- Agree

- Not sure
- Disagree
- Strongly disagree

13. Is service recovery on any incidentals in a hotel is up to the mark ?

- Highly satisfactory
- Satisfactory
- Neutral
- Dissatisfactory
- Highly dissatisfactory

14. Is every core department of hotel responsible for the final guest feedback?

- Strongly agree
- Agree
- Not sure
- Disagree
- Strongly disagree

15. Is front office team of Radisson blu kaushambi hotel work as per provided Standard operating procedure?

- Highly Satisfactory
- Satisfactory
- Neutral
- Dissatisfactory
- Highly dissatisfactory

16. Do you think rules of covid -19 such as :- wearing mask regular sanitization, social distancing etc. plays an important role on guest satisfaction in todays era?

- Strongly agree
- Agree
- Not sure
- Disagree
- Strongly disagree

17. How much you rate the high guest expectations effect the staff on their work as well as The Guest Final Feedback?

- Below 10
- 10-20
- 20-30
- 30-40
- Above 40

18. is the Lack of product knowledge in Staff can be a loop hole in providing best service?

- Strongly Agree
- Agree
- Not sure
- Disagree
- Highly Disagree

19. The shift arrangements of employee in any hotel plays a vital role on their performance?

- Strongly Agree
- Agree
- Not sure
- Disagree
- Strongly Disagree

20. Do you think frequently changes in Staff hiring is a wrong practices?

- Strongly Agree
- Agree
- Not sure
- Disagree
- Strongly Disagree

21. Do you think that the entire guest service provided during a guest stay plays an important role in final guest feed back?

- Strongly agree
- Agree
- Not sure
- Disagree
- Strongly disagree

22. miscommunication in between the staff in the department can lead us to negative guest feedback?

- Strongly agree
- Agree
- Not sure
- Disagree
- Strongly disagree

23. In your opinion the continuous shuffling of staff and Frequent SOP change directly effect the guest overall experience?

- Strongly agree
- Agree
- Not sure
- Disagree
- Strongly disagree

24. Do you think working in hectic situation continously makes staff less productive?

- Strongly agree
- Agree
- Not sure
- Disagree
- Strongly disagree



25. How much would uh rate the front office staff service as per hotel standards?

- 1-Star
- 2-Star
- 3-Star
- 4-Star
- 5-Star

Anneuxre 2 - Sample Survey



Sample :-

Questions Responses **60** Settings

60 responses  

Accepting responses

Summary Question **Individual**

< 3 of 60 >  

Responses cannot be edited

A Case Study On Front Office Staff Service Quality Improvement As New Trends For Best Customer Satisfaction In hotel Radisson Blu Kaushambi Ghaziabad

By- Varun Sharma

***Required**

Name *

Shivagya

Age *

19

Gender *

Male

Female

Other: _____

Mobile Number

1. In your opinion the new Covid-19 protocols are becoming an issue in providing an upscaling in guest experience as compared to pre-Covid situations? *

Strongly Agree

Agree

Neutral

Disagree

2. The front office staff needs to be trained as per new trends and technics to provide the best customer service? *

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

3. Is continuous long working hours do effect the staff courtesy nature? *

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

4. Are salary plays an important part in an overall behaviour of the staff? *

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

5. In your opinion use of COVID-19 protocols are affecting the overall satisfaction of the guest positively? *

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

6. How much you rate the importance of front office for guest satisfaction? *

- 0-10%
- 10-20%
- 20-30%
- 30-40%
- 40-50%

7. In your opinion, the new staff creates issues in guest satisfaction at what level? *

- Extreme High
- High
- Not Sure
- Low
- Extreme Low

8. Do you feel safe at Radisson blu, kaushambi hotel in terms of COVID- 19 hygiene protocols? *

- Extreme High
- High
- Not Sure
- Low
- Extreme Low

9. Are our employees providing adequate information at the time of guest check-in as required? *

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

10. Do you think that online guest feedback portals are monitored on regular basis? *

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

11. In your opinion, regular training & development of a staff increases their productivity? *

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

12. In your opinion, the regular updates on new norms, trends and technology helps staff to provide better quality of service? *

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

13. Whether the service recovery on any incidents in a hotel are up to the mark? *

- Highly Satisfactory
- Satisfactory
- Neutral
- Dissatisfactory
- Highly Dissatisfactory

14. Is every core department of hotel equally responsible for the final guest feedback? *

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

15. Is front office team of Radisson blu, kaushambi hotel work as per provided Standard Operating Procedures? *

- Highly Satisfactory
- Satisfactory
- Neutral
- Dissatisfactory
- Highly Dissatisfactory

16. Do you think full-filling the rules of COVID-19 such as: - wearing mask regular sanitization, social distancing etc. plays an important role on guest satisfaction in today's era? *

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

17. How much you rate; the high guest expectations do have adverse effect on staff work as well as the guest final feedback? *

- Below 10%
- 10-20%
- 20-30%
- 30-40%
- Above 40%

18. Is the Lack of product knowledge in Staff can be a loop hole in providing their best service? *

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

19. The shift arrangements, rotations & timings of an employee in any hotel plays a vital role on their performance? *

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

20. Do you think frequent staff change is a wrong practice and do have the negative impact on guest satisfaction? *

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

21. Do you think that every service provided during a guest stay plays an important role in final guest feedback? *

- Strongly Agree
- Agree
- Not Sure
- Disagree
- Strongly Disagree

22. Miscommunication in between the staff in the department can lead us to negative guest feedback? *

- Strongly Agree
- Agree
- Not Sure
- Disagree
- Strongly Disagree

23. In your opinion, the continuous shuffling of staff and frequent SOP changes do affect the guest overall experience directly? *

- Strongly Agree
- Agree
- Not Sure
- Disagree
- Strongly Disagree

24. Do you think working in hectic situation continuously makes staff less productive? *

- Strongly Agree
- Agree
- Not Sure
- Disagree
- Strongly Disagree

25. How much would you rate the front office staff service as per hotel standards? *

- | | | | | |
|-----------------------|-----------------------|-----------------------|----------------------------------|-----------------------|
| 1 | 2 | 3 | 4 | 5 |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> | <input type="radio"/> |

Submitted 15/02/2022, 13:57