# *Service sectors and the impact of emotional intelligence*

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## Abstract:

The study's goal was to find out how significant and powerful emotional intelligence is in the Indian service industry. In particular, the study aims to examine the relationship between customer happiness, strategic edge, and service quality in Indian restaurants. Every customer has high expectations in today's competitive market. The quantitative methods were utilized to evaluate the study objectives. A survey of 50 customers was undertaken to gain an understanding of the impact of the worker's emotional intelligence. Employee creativity, customer satisfaction, and overall quality of service all improved when emotional intelligence was introduced into Indian restaurants. As a result, Emotional intelligence will raise the Indian service industry to a strategic position.

## Keywords:

Customer Satisfaction, Emotional Intelligence, Indian Service Sector, Service Quality.