

Internship Report

MORRIS GARAGES



SUBMITTED TO

DEPARTMENT OF MANAGEMENT STUDIES (MBA-INTEGRATED)

GOA BUSINESS SCHOOL

IN PARTIAL FULLFILLMENT OF THE AWARD OF THE DEGREE OF

MASTERS OF BUSINESS ADMINISTRATION (INTEGRATED:

HOSPITALITY, TRAVEL AND TOURISM)

BY

TROY JESUS FURTADO

2016

AUGUST 2023



OFFER LETTER



MORRIS GARAGES
Since 1924



OFFER LETTER

Date: 03.06.2023

To,
Mr. Troy Jesus Furtado,
Furtado's Nest, Plot No 5,
PDA Colony, Alto Porvorim,
Bardez, Goa 403521.

Dear Mr. Troy,

With Reference to our interview earlier this month, we are pleased to offer you a job as "**Trainee Relationship Manager**" We trust that your knowledge, skills and experience will be among our most valuable assets.

Should you accept this job offer, as per company policy you'll be eligible to receive the following compensation.

Compensation Package:

Designation	Trainee Relationship Manager
Gross Salary	Rs. 15,000/-
TOTAL	Rs. 15,000/-

Incentives will be applicable based on your performance and target achievement.

From the Gross Remuneration, the following amounts will be deducted.

P. F. if applicable
ESIC, if applicable
TDS

Probation:

- You will be on a probation period of 6 months from the date of joining.
- Your performance will be reviewed on regular basis.
- During your probation period however, the company reserves the right to terminate your services at any time without giving any notice thereof.

PRIORITYAUTO LINES PVT. LTD.
TALEIGAO SHOWROOM: SURVEY NO. 166/1, NEW TALEIGAO BYPASS ROAD, OPP. TALEIGAO COMMUNITY CENTRE, TALEIGAO GOA 403002.
TEL: 0832- 2451919/2451918. EMAIL: goa.saleshead@mgdealer.co.in
OLD GOA WORKSHOP: SURVEY NO. 132/1, NEAR HEALTHWAY HOSPITAL, VILLAGE ELLA - ILLHAS NORTH, GOA- 403110.
EMAIL: goa.servicehead@mgdealer.co.in
CIN : U50100GA2018PTC013786 | GSTIN : 30AAKCP2091D1ZT



To confirm your acceptance, please sign below along with the present date and return this letter.

Your date of joining should not be after **05.06.2023** - post which this letter will by default stand withdrawn.

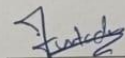
We at **Priority AutoLincs Pvt. Ltd.** hope that you'll accept this job offer and look forward to welcoming you aboard.

Sincerely,

For: **Priority AutoLincs Pvt. Ltd.**


Authorized Signatory

Confirmed & Accepted by:



Mr. Troy Jesus Furtado

Date: 6/06/2023

Place: Taleigao-Goa.

INTERNSHIP COMPLETION CERTIFICATE



MORRIS GARAGES
Since 1924

GP
GROUP PRIORITY
A legacy built on trust

21ST August, 2023

TO WHOM IT MAY CONCERN

This is to certify that **Mr. Troy Jesus Furtado** has undergone his Internship for a tenure of 2 months at MG Motors Taleigao-Goa, From 7th June 2023 to 21st August 2023 as a **Relationship Manager**.

The Training was completed with a 100% attendance and his performance was excellent.

We wish him the very best for his future endeavours

Yours Sincerely,

MG Motors Goa

(Priority Auto Lincs)

(Anish Passi)

(Human Resource)



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ACKNOWLEDGEMENTS

I am profoundly grateful for the incredible opportunity to be a part of the Morris Garages. Priority Auto Lincs family. Working with this esteemed organization from 07th June 2023 has been an enriching and transformative experience that has significantly contributed to my personal and professional growth. I want to extend my deepest appreciation to Mr. Parind Nachinolkar , Mr. Ashwin Peirera, Mrs. Mellisa Lobo and the entire leadership team for their vision, guidance, and unwavering support. And special thanks to team leader Mr. Advait, and mentor Mr. Rohit Mahale. Your dedication to fostering a dynamic and inclusive work environment has empowered me to push my boundaries and strive for excellence. My gratitude extends to each and every colleague at Morris Garage. Your collective expertise, camaraderie, and willingness to collaborate have made this journey not only productive but also enjoyable. The exchange of ideas and knowledge within this talented group has been instrumental in shaping my skills and perspectives. I also want to acknowledge the values and principles that MG upholds. It's commitment to innovation, integrity, and community engagement has left an indelible mark on my professional ethos. It is an honour to be associated with an organization that makes a positive impact on both its employees and society as a whole. I'm grateful to all my superiors and colleagues for their co-operation and interest in my training period, was extremely beneficial to me and made it an illuminating experience which pushed me forward to learn

more and perform better. Lastly, I would like to thank all my professors at Goa University, Prof. K.G Shankaranarayan, Dr. Albino Thomson, Dr. Poonam Sadekar, and finally Dr. Paresh Lingadkar, for not only being teachers but a mentor in helping and preparing me to take such an amazing Job Opportunity. I would also like to thank all the management staff of Goa University for their extended support.

EXECUTIVE SUMMARY

I am an EV Relationship Manager at MG Motors Goa-India and during my 2-month internship tenure I was able to learn a lot and improve my skills and practical knowledge. I was able to utilize my theoretical knowledge and use it to my daily practical work.

Roles and Responsibilities:

In the sales team, my job was to get sales on EV cars, make bookings and retail cars which was tough yet an enjoyable job.

Key Learning Objectives:

At MG I was able to learn about new products, cars, parts of the car, how to convince customers, how to handle complains, and challenges. Hence, I prepared myself for the best of learnings and kept myself open to new opportunities.

Skills Required:

Communicational skills, memory skills to remember the products and its features, driving skills.

Challenges Faced:

Challenges I faced were regarding the sales, MG being a premium and expensive brand it was difficult to achieve targets, and find and convince customers to purchase the product. It was also challenging to remember all the products, its variants and features.

Personal and Professional Development:

During my tenure I was able to develop myself, as I improved on my personal skills, like communication with customers and colleagues, learnt about the various techniques of sales, the process of bookings.

Conclusion:

In conclusion I would like to thank every staff member at MG who helped me achieve my best and perform to my fullest, my 2-month training period I didn't only learn things but also created memories which I will cherish a lifetime. Working at MG Motors has definitely been a fun one.

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1. MORRIS GARAGES

MG Motors is a prominent British automobile business with a long tradition that extends back to the early 20th century. Originally named as Morris Garages, the firm was started in Oxford, England, in the 1920s by Cecil Kimber. MG Motors has a storied history of producing sports cars and iconic vehicles that have left a significant mark on the automotive industry.

Throughout its history, MG Motors has been identified with vintage British sports vehicles that provide a combination of performance, flair, and affordability. The business acquired reputation for developing open-top two-seaters that appealed to driving enthusiasts wanting a lively and exciting driving experience. Many of MG's models became immediate classics, such as the MGB, MGA, and the MG T-series roadsters.

MG Motors has experienced a number of ownership transitions over the years, as well as periods of growth and contraction. The brand was purchased by a number of businesses in the early 2000s, including the Chinese automaker SAIC Motor Corporation Limited. This acquisition led to a new chapter in MG's history as the company pivoted towards creating a range of contemporary vehicles, including SUVs and electric automobiles.

MG Motors has embraced innovation by introducing electric and hybrid technologies into its range, helping to the greater industry transition towards more sustainable mobility alternatives. The company's dedication to electric mobility

is obvious in the launch of electric SUVs like the MG ZS EV and the all-new MG Comet EV, catering to clients who prefer eco-friendliness without sacrificing on elegance and performance.

New Beginning in India

In 2019, MG Motors made a significant foray into the Indian auto industry. The company is a subsidiary of SAIC Motor Corporation Limited, one of the largest automotive manufacturers in China. By fusing its rich British heritage with contemporary technologies and novel approaches, MG Motors India gave the Indian automotive industry a new perspective.

The company's official entry was marked by the launch of the MG Hector, a mid-size SUV that quickly garnered attention for its spacious interior, advanced features, and competitive pricing. MG Hector's introduction was accompanied by an emphasis on connectivity and technology, as it featured the iSMART infotainment system, which offered a wide array of features including voice commands, navigation, and remote vehicle control through a smartphone app.

One of MG Motors India's notable initiatives was the establishment of its manufacturing facility in Halol, Gujarat. The facility not only contributed to the Make in India initiative but also provided local employment opportunities and showcased the brand's commitment to the Indian market.

MG Motors India also ventured into the electric vehicle segment with the launch of the MG ZS EV, an all-electric compact SUV, and the MG Comet EV which is a compact City Car. This move aligned with the growing interest in electric mobility in India and showcased the brand's willingness to bring modern, sustainable transportation solutions to the country.

In addition to introducing new vehicles, MG Motors India also focused on customer engagement and experience. The firm stressed a customer-centric approach by delivering customised services, clear pricing, and numerous ownership perks.

Vision

- **Innovation:** MG Motors incorporates cutting-edge technology and features into their cars in an effort to lead the automotive industry in innovation. This incorporates cutting-edge communication and infotainment technologies to improve the whole driving experience, in addition to the most recent improvements in vehicle performance and safety.
- **Sustainability:** The company recognizes the global shift towards sustainability and is dedicated to playing its part in reducing the environmental impact of transportation. MG Motors seeks to offer a range of electric and

hybrid vehicles, contributing to the transition from traditional internal combustion engines to cleaner and more eco-friendly alternatives.

- **Global Reach:** The goal of MG Motors is to increase its market share internationally and establish itself as a reputable and well-known automaker in numerous markets. This entails adapting their vehicle offerings to the tastes and requirements of various locales while upholding a constant level of innovation and quality.
- **Customer Centric Approach:** MG Motors places a strong emphasis on understanding and meeting the needs of its customers. This involves providing vehicles that align with consumer preferences, offering exceptional customer service, and creating a positive ownership experience.
- **Community Engagement:** In addition to producing and marketing automobiles, MG Motors also wants to interact with the local communities where it conducts business. Initiatives for social responsibility, environmental protection, and bolstering regional economies can all fall under this category.
- **Digital Transformation:** Digital technologies have a significant role in contemporary car experiences, according to MG Motors. Included in this are

cutting-edge digital interfaces, connection options, and online platforms that improve consumer ease and accessibility

OUR MISSION: “to become the worlds most preferred one-stop supplier of multi products and multi services by setting and implementing the highest standards of customer satisfaction on a global scale”.

Brand Ambassadors

- **Benedict Cumberbatch:** The British actor Benedict Cumberbatch, known for his roles in movies like "Sherlock" and "Doctor Strange," was announced as the brand ambassador for MG in India. He represented the brand and its vehicles during promotional activities and events.
- **Cheteshwar Pujara:** Cheteshwar Pujara, an Indian cricketer known for his solid batting skills, also collaborated with MG Motors as a brand ambassador. His association aimed to connect the brand with sports enthusiasts and the cricket-loving audience in India.

- **Daniel Ricciardo:** Internationally renowned Formula One driver Daniel Ricciardo was appointed as a brand ambassador for MG Motors in Australia. His association with the brand helped strengthen its presence in the Australian market, particularly among motorsport enthusiasts.
- **Bimal Gurung:** Political figure Bimal Gurung was selected as the MG Motors brand ambassador in the Indian state of West Bengal. He had to spread awareness of the company and its cars in the area.

MG Initiative

- MG Motors is the first in India to have been able and support a minimum of 30% Female staff in the company.
- During the pandemic, MG had offered MG Hector as ambulances
- They also provided free disinfecting and sanitization of MG customers and did it for MG cars and also other brands for free.
- MG provides funds for girl child schoolings.
- MG also provided Oxygen cylinders during the covid pandemic to patients in need for free.

1.1 SHOWROOM AND TOUCHPOINTS

MG has a total of 203 showrooms across the country and has more than 310 touchpoints in India. These touchpoints are basically service centres where people can get their vehicle serviced.

1.2 GENERAL GUIDELINES

- All staff must strictly follow the grooming and hygiene standards set.
- The staff should have thorough knowledge upcoming offers, various facilities offered, services, etc.
- Staff must be able handle all customer queries and complaints and be well verse with all facts.
- The staff must be warm and professional.
- Same and proper standards to be followed in all MG showrooms.

1.3 GROOMING STANDARDS

- Uniform should be clean and well ironed.
- Shoes should be well polished.
- Hair should be pulled back and tied into a tight bun, hair net to be worn.
- Beard should be well groomed.
- Nails should be trimmed short and clean.
- Basic telephone etiquettes

1.4 PRODUCTS AND SERVICES

There are a total of 5 cars which are currently available for sale in India these include:

1. Hector

This is a first premium SUV to launch in India consisting with internet.

2. Gloster

This is a tough competition for the Fortuner and it is the first in segment to consist of ADAS in India

3. ZS Astor

This is a mid-SUV

4. Comet EV

The first ever City purpose EV car to have Internet, which has a certified range of 231 kms

5. ZS EV

This is a replica of the Astor only difference is that the ZS EV is electric which provides a range of 461 kms

1.5 SECTIONS WITHIN THE ORGANISATION

1. Finance Department

This department is responsible in assisting and providing loans to customers who seek finance. Its their job to explain the loan, the EMI, the downpayment, get the loan approved, etc.

2. Accounts Department

This section is responsible for handling all the financial accounts of the company, they tally it, provide slips for fuel, confirmation on payments received, and handle refunds.

3. RTO Department

This department is responsible for ensuring that all the RTO Formalities are done properly, they look into vehicle transfer, registration and clearance.

4. Sales Department

The sales department is the main head in this field. Its our job to get bookings, make retails. We convert leads into opportunities.

5. Accessories Department

This department looks into all the additional accessories that the customer purchases. They also help in sales of various items like, glovebox, chains, seat cover, etc. they also ensure that all accessories are fitted properly.

HIERARCHY AT MG MOTORS GOA

CEO

(Ashwin Baretto)

DEPUTY GENERAL MANAGER

(Mellissa Lobo)

SALES HEAD

(Harit Bhobe)

TEAM LEADER

(Rohit Mahale)

TEAM

Jaytin

Gajanand

Troy

Pooja

Santosh

Yah

Vishal

Joshua

2. TASK HANDLED

- **Lead Capture**

As a sales person, it's my job to find leads, this can be done through various mean, like doing events, lost callings, asking relatives, friends or whoever u think is a potential client. Sometimes even capturing a lead is a difficult task and we are trained to handle that well.

- **Converting Lead to Opportunity**

Not all leads are opportunities, some leads can directly be transferred to lost if they say they aren't interested at the very beginning. The leads of potential customers need to be converted into opportunities via the SAP software and then only we can do timely follow-ups. Converting to opportunities help to know and keep track of all the customers who are most likely going to purchase a vehicle.

- **Performing Need Analysis**

When a customer visits the showroom, or when we first speak to a customer, we ask them certain questions in-order to know their requirements. This helps us understand what exactly the customer is looking for what features, design, safety, looks, mileage he is looking for in the vehicle, and based on the answers given we suggest him a car.

The questions could include:

- What features are you looking for in the car.
- Will you use the car frequently for out station.
- Where will you charge your vehicle.
- How many people will drive this car.
- What is your average speed.
- How many kilometres will you travel in a day. Etc...

- **Doing Follow-ups**

Follow-ups is a very important stage, we at MG have to enter our leads in the system (SAP), in which we need to do timely follow-ups with our customers. Follow-up is where we call our customers on their registered number and ask them questions like, when they want a test-drive, or ask them any plans on booking, calls for payment, etc. follow ups if not done on time, then it goes to MG Heads who will then call the staff and question us. Sometimes not doing follow-ups or doing fake responses can cause you to lose a potential client or customer.

- **Transfer to Lost**

Sometimes if a customer doesn't respond to calls or next, or even says that he is not interested in purchasing a car from MG due to various reasons, then we transfer the opportunity into lost where we select the CRE

(Customer Relationship Executive) who calls the customer again and ask for any specific reason why he or she doesn't want the vehicle anymore, and tell us on what points we can improve. However, if the customer says he doesn't want calls from MG, then we mention not to call the customer while transferring to lost.

- **Ensuring Pre-Test-drive Readiness**

The test-drive plays a very important role in making the customer decide on his purchase of the car. As a relationship manager I must ensure that the car cleaner staff cleans the car inside-out and does vacuum, wash and dry in order to provide a clean car. The car must also be laced with leg paper mats which look more professional. The tire air pressure should be proper and no unwanted sound must come from the vehicle as the customer will notice it and might affect his purchase decision. Also ensure all documentations should be in the car.

- **Making Gate Pass**

Before we can take the company cars out of the showroom, we must make a gate which must be signed by the Manager, sales head or the senior relationship manager and handed over to the security and then only can we exit the showroom. The gate pass contains details like, name of customer,

purpose of removing car, kms in and out, time in and out, RM signature, etc...without making this we aren't allowed to leave the showroom with a company car.

- **Filling and Maintaining TC (Temporary Certificate) Book**

While using the company car we must fill details in the TC book so that whenever there is an audit there is a valid track on kilometres driven in the car and by whom. It also helps in case of any fine then we can see on the TC book that who drove the car and what time and that RM must pay it as the TC book is proof of using the vehicle. The TC book contains details like, time in and out, kms in and out, name of RM with license number, RM Signature. The gate pass isn't signed by the authority if the TC book is not maintained.

- **Giving Test-drives**

We at MG are supposed to give a test drive to our customers whether they purchase the car or not. Especially for walk-in customer, this is done to give the customer the feel of the product where they can experience a premium brand. Test drives are also important as if this goes well then definitely the customer will purchase the car, so we have to ensure smooth operations. During the test drive we explain the features of the car, the specifications, dimensions etc. we first drive the car ourselves and make

the customer sit on the co passenger seat, then we give the customer to drive the car, then we make the customer sit in the rear seats and we drive the car to give the customer the feel of sitting behind while on the move. However, we must not keep talking about the car as the customer needs some of his own personal time to experience the car and enjoy the drive. However, it is important that the customer has a valid drivers license and a photo is to be taken by us before starting the test drive.

There are 2 types of test-drives:

- Showroom Test-drive

The customer visits the showroom for the test drive

- Customer Location Test-drive

The customer sends us his home office or home address and we go there and give them the test drive.

- **Getting and Entering Evaluations**

Evaluations are done by the outsourced evaluator who does it for free. We earn incentives for that if the customer exchanges their cars, once the car is evaluated, the details must be entered in the software correctly.

- **Declaration and Feedback form**

Before the test drive starts, we must take the signature of the customer on the Declaration form and explain to them the form, its contents and its features and then if it is fine with the customer, he will sign the form. This declaration forms helps the company to claim damage charges from the customer if they damage the car during the test drive. The feedback form is signed post test drive and this contains details like rate the test drive, explanation, car features, missing features etc. in case of test drive at the showroom then we make the customer sign at the showroom but for customer location test drive we carry the declaration and feedback form and make them sign before we give them the test drive.

- **Dealing with Pulse Hub Inquiries**

Pulse hub is where the sales head gets leads from MG which he assigns to the RM's. once the inquiry is allotted then we must call the customer and speak to them and explain basics of the vehicle and insist for a test drive. Pulse hub inquiries come from various sources like Facebook, twitter, google, digital, airport, website, etc. once we speak to the customer, we must update it on the system. Pulse hub is another great way to get potential customers for purchase.

- **Updating Test-drives on the System**

Once a test drive is done, we must upload and update it in the system, once that's done a feedback form is sent to the customers registered mobile number and email id. The company keeps track on the test drives and the percentage of test drives given to the customer. Updating this in the system is a lengthy process and takes about 5 to 10 minutes to do so. It is not necessary to update on the same day of the test drive given but it is better so do so that there is no lag or mis punch in the system.

To update it in the system we must first create a test drive and then enter kms of test drive, time duration and feedback of the test drive.

- **Getting Bookings**

Getting bookings is way different from getting leads. Leads are all included of hot, warm and cold customers and we must get bookings from leads by convincing them about the product. Leads are very easy to get and bookings are very difficult as MG is a premium luxury brand which sells expensive products. From my duration of joining, I have got around 4 bookings in the span of 3 months which is a bad performance but I know I can do better and achieve my targets.

- **Handling Customer Complaints**

Many times, I have had to deal with customer complaints and taunts which I need to handle very carefully without hurting the customers ego, yet making sure to protect the company name and reputation. I have had this one instance where I had a customer who purchased a Comet EV from me and he was not happy with the battery life, he said it drained fast. I heard his side of the story and got to know he was charging the battery regularly to ensure it be above 90% always, this affects the battery life. I explained this to him and made him understand the cause of it, however I also apologised for not informing him about it, and got his battery replaced for him under warranty within a day and the customer went home very happy.

- **Converting Cold or Warm Customers into Hot Customers**

As a sales person my job is to get bookings and then retail them. Customers are classified into 3 types:

- Cold
- Warm
- Hot

Cold customers are just inquired or will purchase next year, warm are interested customers but will purchase in 2 or 3 months, while hot customers will purchase within a month.

As a sales person I must ensure converting my cold and warm customers into hot ones by informing them about various schemes, discounts and offers. For example, a warm customer is looking to purchase in 4 months, but I inform him about a god deal or discount and convince him to purchase it now or else the deal will go and he books the car, this makes him a hot customer.

- **Doing Lost Callings**

Lost callings are where the company gives me a sheet of data which consist of all customers who changed their mind or don't want the car. We call this list and ask them reasons why they don't want it, or if they looking for a car again. I try convincing them and offer them a test drive and try converting that for a booking.

- **Retailing the Vehicles**

Getting booking is not going to help me achieve my targets, retailing a car will. Retailing of a car means making the customer make full payment of the car. This can be done by outright purchase or with finance. Outright purchase is when the customer pays the amount on his own, while finance is when the customer takes a loan, and a car must be retailed with in a month in other to achieve targets, before every month end.

- **Bank Visits and Calling their Data**

Since we deal with finance, our finance team Mr. Sitaram contacts the banks he deals with and makes appointments for us to visit the bank and make callings from their pre-approved automobile loan data. We call these customers and inform them about their pre- approved loans and tell them about the bank tie up with MG Motors and inform them about the company and send brochures if needed.

- **Handling Events**

I have handled various events for MG, such as mall events, bank events, Goan tourism events, rallies. During these events, cars are parked on display and we get customers, to which we explain the product, its features etc. these displays could be done at malls, banks and even for some vehicle events like the electric car rally which was held in Panjim Goa. These events made me understand the pressure of handling several customers at once, and gave me the understanding of the struggle of getting potential clients.

- **Doing Data Callings**

Data calling is different from lost callings. In data calling we call customers from data received from other brands. We at MG are under the dealer of

priority group who has other dealerships like Skoda, Renault, and we get their customer data of 5 to 10 years old and we call them up and inform them about their old car and talk about our exchange offers and deals and try convincing them to purchase their next car from MG Motors.

- **Fuelling and charging the Cars**

It is important to have all cars fuelled and charged for smooth operations. I take a fuel slip from the accounts team and get it signed by the sales head and fuel the car at the gas station. I mentioned fuelled the car by whatever amount on the TC book of that car.

- **Doing Home Visits**

Home visit is when we visit our customer at their residence. Home visits are done when we want to speak to the customer to convince them about the product over a competition. to do this sometimes our senior sales head Mr. Harit comes along with us to speak to the customer.

- **Learning about our competition**

As sales men we must have an updated knowledge about all our competitor's car information as to what features we lag from them and what features we provide that they do not. We can also support our product

by talking about the benefits of our car over the other. This is important so that when we do our sales pitch, we can have valid and correct data to talk from. Example our MG Comet is compared with a Tata Tiago EV. We must know the competitor too in order to support our car against theirs without putting down another brand.

- **Handling Walk-in Customers**

At MG all RM's are given the chance to handle walk in customers. 3 of us handle EV cars and we take turns to handle the same.

Process of Handling Walk-in Customers:

As soon as the customer enters, the receptionist greets them and makes them have a seat, she takes down their details like mobile number, email, address and name, and then calls the RM who is next in turn. We must be well groomed and neat when approaching the customer. Greet the customer and make them comfortable with me by asking basic questions like how are you etc. next we show them around the car and the interiors. We take them for a test drive and explain them features in details. Post tat we share them the quotation and if the customer loved the product they book on the spot.

- **Handling Tele-in Customers**

The receptionist gets the tele-in customers and shares it with the sales head who then allots it to us. Its my duty to call my allotted customer and speak to them max within 2 hours pf being allotted as their RM. We must ask them which variant, and explain basic specifications of the car. Ask them for suitable test drive date and ensure timely follow ups.

- **Doing Car Unloading at the Workshop**

When car stock arrives, we must ensure unloading of the vehicles which is done at the Old Goa bypass road. If it is a fuel vehicle, then we refuel the car and take it to the workshop in Old Goa or Dona Paula and park it there, however it is important to carry tc number plates and tc book for these cars while driving them.

- **Preparing all Documents for Delivery of the car**

All documents must be ensured to be kept ready at least a day before delivery and get it signed by the Managing Director Mr. Parind.

- **Explain Customer the Car on Configurator**

Sometimes the customer wants to see the car and we don't have that model, or maybe wants to see the car with a particular colour or accessories, the

configurator helps us to show the customer the detailed view of the car with all these aspects both interior and exterior.

- **Collect all Documents from Customers**

All documents should be collected from customer after making them booking in order to register the car or process the loan. Address proof like voter id must be taken from them.

- **Ensure Pre-delivery Readiness**

Ensure the car is brought to the showroom at least 2 to 3 days before the delivery date and the car must be cleaned properly and polished and made ready for delivery. All documents must be kept ready and the bows must be put on the car and the car should be covered without the red cover cloth. And the “don’t touch” sign should be placed of the delivery car.

- **Delivery of the Car**

During the delivery of the car, the customer should be made to sign all documents like the car delivery form, gate pass, RTO forms, declarations, fast tag receipt form, etc. all forms must be explained to the customer, the smart app of MG should be installed on their mobile device and explained to them. Next make them unveil the car and give the ceremony key, car key

and sweets as a token of love. Next again explain them the car features properly and bid them goodbye. During all delivery it is important to ensure that the MG anthem is always on.

- **Up-selling, Down-selling and Cross-selling of cars.**

Sometimes we have customers who don't have the car in their budget, so as a salesman its my task to down sell a model or cross sell a car in order to match their needs or demands for the budget. The same can be done in case a customer is very rich and has no restrictions on budget then we upsell the model and give them the top end model in the segment.

For example, if a customer comes for hector top model but has a budget of 19 lakhs but wants a top model car, then I can cross sell him for an Astor top model in Manual which falls for 19 lakhs on road.

- **Doing Day 3 Post delivery Follow-up**

Once the car is delivered, we must ensure calling the customer and asking them about the car and if they need any help. And if they do we visit their residence and explain them their queries. And sometimes if a customer doesn't reply to calls or text then we directly visit the customers home or office and ask them for their feedback on the product and explain to them if they need any help.

- **Selling Customer Accessories and AMC plans**

Apart from selling cars we also achieve incentives for selling accessories and AMC plans. We must upsell this and boost sales in this too but convincing customers about their benefits.

Example; edge guard for the door will protect the car from any damage if the door bangs the wall or another car.

- **Doing Corporate Visits**

I have done many corporate visits for MG. In these visits we visit companies and give them our card. We register them for corporate discounts if they purchase more the 2 cars from us. Corporate visits are same like door-to-door sales.

3. LEARNINGS

- I learnt how to handle difficult customers, by answering all their questions and trying my best to convince them in a matter where I don't put down other brands.
- I learnt the various sales techniques, where I had to upsell, down sell and cross sell.
- I learnt about engines, their makes, their displacements, turbo engines, and how engines function.
- Learning to deal with stress and handle tough multitasking in order to achieve targets and complete my jobs.
- I became proper with the process of sales, how to register a vehicle, transfer of vehicles, documents needed for loans, vehicle registration etc.
- My internship at MG was both insightful and rewarding, over the course of 2 months I had many opportunities to immerse myself in the automobile industry and contribute to various situations in the company.

Working at MG has been an amazing experience, I was able to work on myself and my skills to help the company as well as myself. There were difficult and easy times, where both were fun to deal with. Communicating with customers and helping them make a decision has also been a tough job but a one which brings a smile on my face when achieved.

Being an EV RM was fun as I got to deal with all EV Cars and learn on electric cars and their functions.

Overall I'm thankful to my faculty and MG motors for providing me this amazing opportunity to work at MG and achieve my goals.

4. CHALLENGES

- Challenged I faced were with respect to having a massive change from the hospitality industry to the auto mobile industry so I had to start all new.
- I was having trouble with remembering so many cars and their plenty variants.
- Another challenge was to get bookings, MG being a premium brand and an expensive one it was difficult to achieve targets.
- Travelling daily for home visit test drives is very tiring, especially if the customer doesn't answer calls, or cancels last minute.
- Retailing cars at month end was a tough job as loans wouldn't get approved or customer would send documents on time.
- Was hard to communicate with customers as the customers wouldn't answer calls or wouldn't keep saying they are busy.
- Initially learning about the delivery process was hard and confusing.
- Nervous at the start while explaining the cars and its features as I was scared of forgetting stuff.

APPENDIX – ISAMPLES OF WORK DONECUSTOMER DOCKETDATE: _____ RELATIONSHIP MANAGER: TROY JESUS FURTADO

CUSTOMER DETAILS				ALLOTMENT DETAILS			
Name: <u>TEOTONIO KARL ALEMAO</u>				Chassis No.: <u>MZ7GDS8EB5H004059</u>			
Father's/Husband's Name: <u>FIDELIS ALEMAO</u>				Engine No.:			
Address: <u>HOUSE NO. 58/A, OPP JASMIN HOTEL</u>				Colour: <u>CANDY WHITE</u>			
<u>NAGVADDO, BETALBATIM, SALLETTE -</u>				DMS Invoice No.:			
<u>GOA. 403713</u>				DMS Invoice Date:			
Tel. No.:		Mob.:		Lead No.:			
PAN No.: <u>ARUPAD917B</u>				Opportunity No.:			
Model: <u>ZSEV</u>		Variant: <u>EXCLUSIVE DEMO</u>		Customer Id No.:			
DOB: <u>29/07/1985</u>		Colour: <u>CANDY WHITE</u>		Booking Order No.:			
Corporate: <u>YES/NO</u>		Exchange: <u>YES/NO</u>		DMS Allotment No.:			
REGISTRATION DETAILS				INSURANCE			
Name: <u>TEOTONIO KARL ALEMAO</u>				Insurance Company:			
Address: <u>HOUSE NO. 58/A, OPP JASMIN HOTEL</u>				Date:		Premium: RS:	
<u>NAGVADDO, BETALBATIM, SALLETTE -</u>				Nominee Name:			
<u>GOA, 403713</u>				Nominee Age:			
Registration No.: <u>GA07N3229</u>				Relation with Customer:			
HYPOTHECATION							
DELIVERY DETAILS							
Date:		Time:		Location			
Special Remarks:							
PAYMENT DETAILS							
Sr.	Receipt No.	Date	DD / CHQ. No.	Bank	Cashier Sign	Amount	
1	<u>4095</u>	<u>11/8/23</u>	<u>CARD</u>		<u>[Signature]</u>	Rs. <u>25000.</u>	<u>00</u>
2	<u>4306</u>	<u>14/8/23</u>	<u>RTGS</u>		<u>[Signature]</u>	<u>2175000.</u>	<u>00</u>
3							
4							
5							
6							
7							
8							
						AMOUNT Rs.	<u>2200,000</u>
REFUND DETAILS							
Sr.	Cheque No. / Cash			Date	Amount		
1							
2							
3							

Authorised Signatory

software

EXCHANGE		PAYMENT DETAILS	
DESCRIPTION	AMOUNT		
Value on old vehicle		Ex-showroom Price	22,00,000
Exchange Bonus		TCS @ 1%	
TOTAL VALUE		Registration / RTO	
		MG Secure Insurance	
		Logistics / Handling Charges	
		Essential kit	
		MG Shield (Classic/Premium/Elite)	
		Extended Warranty	
		FASTAG	
		Others	
		Online Reg. Charges	
		On Road Price	22,00,000

FINANCE SCHEME DETAILS	
Finance Done By	INHOUSE <input type="checkbox"/> DIRECT <input type="checkbox"/>
Finance Company	
Finance Amount	
EMI	
No. of Advance EMI's	
Tenure	
Processing Fee	
IRR to Company	

VALUE ADDS	
3M Antirust	
3M Paint Treatment	
Others	
Others	
Others	

DOCUMENTS FOR REGISTRATION	
(Pls. tick mark)	
Photograph	
Voters ID Card	
Passport	
Pin Card	
Aadhaar Card	
Others	

ACCESSORIES DETAILS	OTHERS
MUD FLAPS : 499	Rs. 5000/- is paid separately by cash customer for vehicle transfer
SIDE VENTS AND DOOR EDGE GUARD: 3519	the processing fees as OCI Holder.
SUN SHADES : 3968	Rs. 2500/- to be paid from dealerside for vehicle transfer. <i>R</i>
	18/09/2023
	REMARKS

RM Signature <i>[Signature]</i> 15/09/23	SRM Signature <i>[Signature]</i> 18/09/2023	DMS Signature _____
Accounts Signature _____	Business Manager Signature _____	

PRIORITYAUTO LINCS PVT. LTD.
Survey no. 166/I, New Taleigao-Bypass Road, Taleigao Goa - 403002

TEST DRIVE GATE PASS

No. **7087** Date: **18/5/23**

Please allow the following vehicle to be taken out of the sales premises for **T.D**

Model: **2S EV Pro** Reg No: **GA02C00027C/01**

Customer Name: **Vikas Soman**

Place Visited: **Sansuelim** Contact: **9302986519**

Time Out: **2:45 PM** Time in: _____

Kms Out: **916** Kms in: _____

Relationship Manager **Teon/P. J. B.**

Authorised Signatory

Relationship Manager

Security

Gatepass

FORM 19
[See rule 43]

REGISTER TO BE MAINTAINED BY THE HOLDER OF TRADE CERTIFICATE

Date	Trade certificate number and in case of vehicle registered, the registration number of the vehicle	Description of motor vehicle	Purpose for which vehicle sent out or brought	Driver's name, Licence No. and address and whether he is the employee of the holder of trade certificate	Hours of leaving the premises by the vehicle	Hours of return to premises by the vehicle	Mileage covered between the hours noted in columns (6) and (7)	Signature and designation of the person authorised by the holder
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
4/8/23	TC 359	Comet plush	test drive	Pranil	3:08 PM		$\frac{4405}{4442}$	
5/8/23	TC 359	COMET PLUSH	TD	GAJANAND SHARMA	6:30 PM 5:56 PM	6:30	$\frac{4442}{4456}$	<i>fdst</i>
8/8/23	GAT TC 359	Comet plush	TD	Hanil 2031506	3:30	4:05	$\frac{4450}{4471}$	<i>[Signature]</i>
9/8/23	TC 359	Comet Pro	TD	Teon	11:10	11:28	$\frac{4471}{4482}$	<i>[Signature]</i>
9/8/23	TC 359	Comet Pro	TD	fadh	12:00	3:30	$\frac{4482}{4520}$	
9/8/23	TC 359	Comet	TD	Anish	3:55	6:10	$\frac{4530}{4687}$	<i>[Signature]</i>

TC Book

PRIORITYAUTO LINGS PVT. LTD.
Survey no. 166/I, New Taleigao Bypass Road, Taleigao Goa – 403002

TEST DRIVE GATE PASS

No. **8402** Date: **19/9/2023**

Please allow the following vehicle to be taken out of the sales premises for **delivery**

Model: **25 EV exclusive Demo** Reg No: **GA07N 3229**

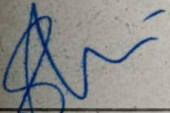
Customer Name: **Teotonia Karl Aleman**

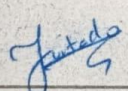
Place Visited: **Betalbatm** Contact: **9607748515**

Time Out: **5:15 PM** Time in: _____

Kms Out: _____ Kms in: _____

Relationship Manager **TPay FURTADO**


Authorized Signatory


Relationship Manager

Security _____

Delivery gatepass

APPENDIX – II

SAMPLES WHILE I WAS AT WORK

Delivery car



RM table

Pre- delivery



Home test drive





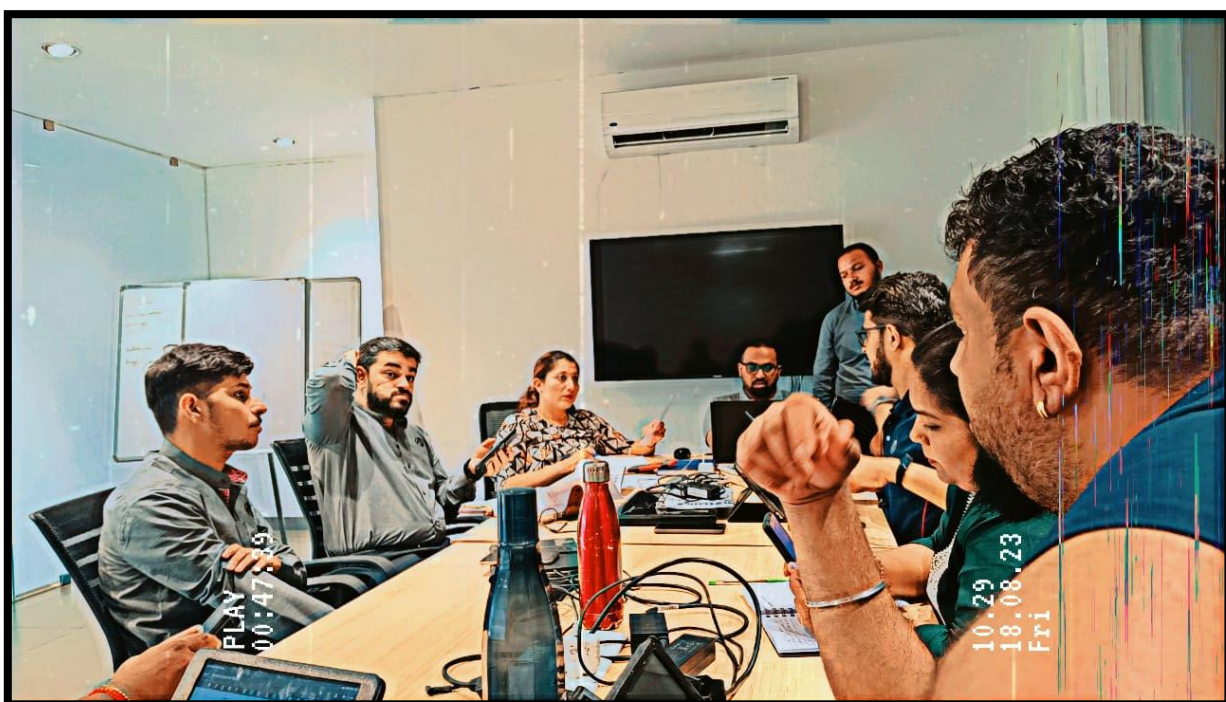






MG showroom and team





Conference room



Home delivery



APPENDIX – III

TABLES AND DIAGRAMS

Pulse Hub assigned Unattended Opportunities 1

Opportunity ID	Creation Date in Local Time Zone	Account	Model	RM	Expected Purchase Date
2430627	08/16/2023	Ajay Raikar	MG_COMET_EV	Troy Furtado	10/15/2023
2430042	08/16/2023	Pramod Patil	ASTOR	Vishal kankonkar	08/31/2023
2431543	08/17/2023	R T Tandel	HECTOR	Santosh Chodankar	09/01/2023
2428591	08/16/2023	Raghubir Singh	ASTOR	KRISHNA TOTEKAR	08/31/2023
2431575	08/17/2023	Ravi C	ASTOR	Anish Passi	09/16/2023
2430440	08/16/2023	Shine Shine	ASTOR	Yash Prabhu	08/31/2023
2431559	08/17/2023	Shivanand Korgaokar	MG_COMET_EV	Jaytin Gadekar	09/16/2023

My Team Overdue Activities

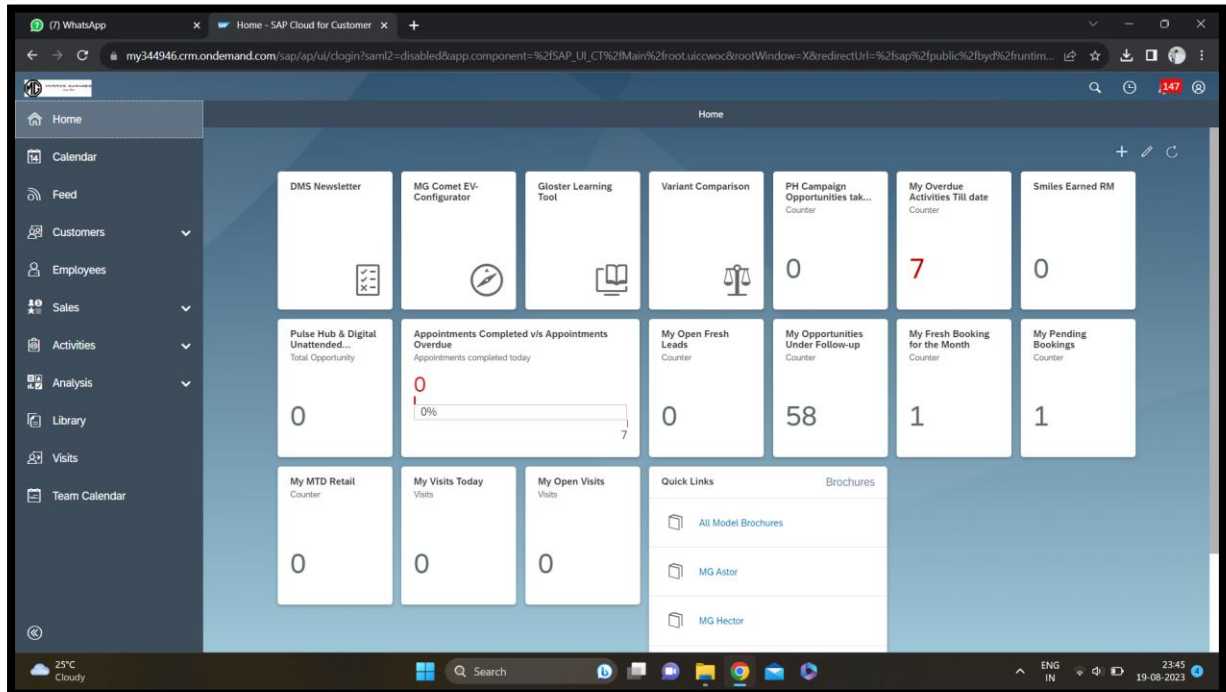
Employee Responsible ID	Total Appointments	Today Appointments	Yesterday Appointments	2 day old Appointments	More than 2 day old Appointments
Result	164	55	36	16	57
Troy Furtado	51	9	5	4	33
Santosh Chodankar	33	6	9	10	8
Anish Passi	22	14	3	1	4
Vishal kankonkar	14	4	9		1
Gajanand Sharma	12	2	4		6
Jaytin Gadekar	12	4	2	1	5
KRISHNA TOTEKAR	9	7	2		0
Yash Prabhu	6	6			0

ASTOR STYLE/SUPER/ SMART										
SR. NO.	RECEIVED DATE	AGEING	MY	STATUS	CHASSIS NO	MODEL/ VARIANT	Colour	Interior Colour	CUSTOMER	RM
1	06-03-2023	163	2023	FREE	MZ7ED1K6H024921	ZS ASTOR VII-TECH MT SUPER 2102GFJ	Candy White	Dual Tone Iconic Ivory	FREE	FREE
2	31-05-2023	77	2023	FREE	MZ7ED1GKC6H026551	ZS ASTOR MT SMART 2203GFO	Candy White	Dual Tone Iconic Ivory	FREE	FREE
ASTOR SHARP										
SR. NO.	RECEIVED DATE	AGEING	MY	STATUS	CHASSIS NO	MODEL/ VARIANT	Colour	Interior Colour	CUSTOMER	RM
1	15-11-2022	274	2022	FREE	MZ7ED1HKSH021514	ZS ASTOR MT SHARP 2114GFO	Candy White	Dual Tone Iconic Ivory	Bessie Fernandes	YASH
4	24-01-2023	204	2022	FREE	MZ7ED1HKSH017932	ZS ASTOR MT SHARP EX 2128GFJ	Spiced Orange	Dual Tone Iconic Ivory	FREE	FREE
ASTOR CVT/AT										
SR. NO.	RECEIVED DATE	AGEING	MY	STATUS	CHASSIS NO	MODEL/ VARIANT	Colour	Interior Colour	CUSTOMER	RM
5	31-05-2023	77	2023	FREE	MZ7ED1HRC6H026771	ZS ASTOR CVT SAVVY 8 2217GFP	Candy White	Dual Tone Sangria Red	FREE	FREE
6	08-08-2023	8	2023	TRANSIT	MZ7ED1HRC6H029450	ZS ASTOR CVT SHARP 2216GFP	Aurora Silver	Dual Tone Iconic Ivory	SURAJ C SADANAH	JAYTIN
HECTOR RIDE										
SR. NO.	RECEIVED DATE	AGEING	MY	STATUS	CHASSIS NO	MODEL/ VARIANT	Colour	Interior Colour	CUSTOMER	RM
7	17-05-2023	91	2023	FREE	MZ7DD1S1D8H111933	HECTORPLUS7 SHARP PRO 1618GCA (MT)	Candy White	Dual Tone Argil Brown & Black	FREE	FREE
8	26-07-2023	21	2023	FREE	MZ7HD3S1G6H120154	HECTOR SHARP PRO 1622GEH (CVT)	Candy White	Dual Tone Oak White & Black	FREE	FREE
9	26-07-2023	21	2023	FREE	MZ7BD3M1G6H120400	HECTORPLUS6 SAVVY PRO 1629GEH (CVT)	Candy White	Dual Tone Argil Brown & Black	FREE	FREE
10	27-07-2023	20	2023	FREE	MZ7BD3S1G6H120653	HECTORPLUS6 SHARP PRO 1623GEH (CVT)	Starry Black	Dual Tone Argil Brown & Black	FREE	FREE
11	27-07-2023	20	2023	FREE	MZ7DD3M1G6H121657	HECTORPLUS7 SAVVY PRO 1639GEH (CVT)	Candy White	Dual Tone Argil Brown & Black	FREE	FREE
12	27-07-2023	20	2023	FREE	MZ7DD3M1G6H121576	HECTORPLUS7 SAVVY PRO 1639GEH (CVT)	Starry Black	Dual Tone Argil Brown & Black	BLOCKED FOR SANTOSH	FREE
13	31-07-2023	16	2023	FREE	MZ7HD3M1F6H119407	HECTOR SAVVY PRO 1628GEH (CVT)	Candy White	Dual Tone Oak White & Black	FREE	FREE
14	31-07-2023	16	2023	FREE	MZ7HD3S1G6H121693	HECTOR SHARP PRO 1622GEH (CVT)	Starry Black	Dual Tone Oak White & Black	FREE	FREE
15	31-07-2023	16	2023	FREE	MZ7HD3S1G6H121272	HECTOR SHARP PRO 1622GEH (CVT)	Aurora Silver	Dual Tone Oak White & Black	FREE	FREE
ZS EV										
SR. NO.	RECEIVED DATE	AGEING	MY	STATUS	CHASSIS NO	MODEL/ VARIANT	Colour	Interior Colour	CUSTOMER	RM
16	15-11-2022	33	2022	FREE	MZ7GDS7EF6H013292	ZS EV EXCITE 2014EAF	Candy White	Dark Grey	FREE	FREE
17	26-07-2023	21	2023	FREE	MZ7GDS7EF6H013705	ZS EV EXCITE 2014EAF	Candy White	Dark Grey	FREE	FREE
18	26-07-2023	21	2023	FREE	MZ7GDS7EF6H013705	ZS EV EXCITE 2014EAF	Starry Black	Dark Grey	FREE	FREE
19	31-07-2023	16	2023	FREE	MZ7GDS7EF6H013705	ZS EV EXCLUSIVE 2016EAF	Aurora Silver	Dark Grey	FREE	FREE
COMET										
SR. NO.	RECEIVED DATE	AGEING	MY	STATUS	CHASSIS NO	MODEL/ VARIANT	Colour	Interior Colour	CUSTOMER	RM
20	08-07-2023	30	2023	FREE	MZ71DA8NG6H003448	COMET EV PLUSH 3003EBR	Candy White	Space Grey	FREE	FREE
21	14-07-2023	33	2023	FREE	MZ71DA8NG6H003578	COMET EV PLUSH 3003EBR	Aurora Silver	Space Grey	Ankit Jain	ANISH
22	14-07-2023	33	2023	FREE	MZ71DA8NG6H003574	COMET EV PLUSH 3003EBR	Aurora Silver	Space Grey	FREE	FREE
23	14-07-2023	33	2023	FREE	MZ71DA8NG6H003580	COMET EV PLUSH 3003EBR	Aurora Silver	Space Grey	FREE	FREE
24	27-07-2023	20	2023	FREE	MZ71DA8NG6H003404	COMET EV PACE 3001EBR	Candy White	Starlight Black	FREE	FREE
25	31-07-2023	16	2023	FREE	MZ71DA8NG6H004185	COMET EV PLUSH 3003EBR	Candy White	Space Grey	FREE	FREE
26	31-07-2023	16	2023	FREE	MZ71DA8NG6H004038	COMET EV PLUSH 3003EBR	Aurora Silver	Space Grey	FREE	FREE
27	31-07-2023	16	2023	FREE	MZ71DA8NG6H004297	COMET EV PLUSH 3003EBR	Candy White	Space Grey	FREE	FREE
28	01-08-2023	15	2023	FREE	MZ71DA8NG6H003538	COMET EV PACE 3001EBR	Candy White	Starlight Black	FREE	FREE
29	09-08-2023	7	2023	FREE	MZ71DA7NE6H001099	COMET EV PLAY 3002EBR	Candy White	Space Grey	FREE	FREE
30	09-08-2023	7	2023	FREE	MZ71DA8NG6H003521	COMET EV PACE 3001EBR	Candy White	Starlight Black	FREE	FREE
GLOSTER										
SR. NO.	RECEIVED DATE	AGEING	MY	STATUS	CHASSIS NO	MODEL/ VARIANT	Colour	Interior Colour	CUSTOMER	RM
31	09-08-2023	68	2023	ALLOTTED	MZ71D64J6H0008266	GLOSTER 4X4 05 BLACK STORM	Metal Black	Black	ISHWAR C	Gajanand sharma

Car stock

APPENDIX – IV

SOFTWARE USED



The screenshot shows the SAP Cloud for Customer (SAP C4C) My Opportunities Under Follow-up view. The view displays a list of opportunities with the following columns: Opportunity ID, First Name, Mobile, E-Mail, Opportunity, Test Drive C..., Last Follow..., Last Follow..., and Post A. The list contains 15 rows of data.

Opportunity ID	First Name	Mobile	E-Mail	Opportunity	Test Drive C...	Last Follow ...	Last Follow ...	Post A
2359162	#####	+91 7769043...	sarveshpedn...	#	#	Phone Call	08/13/2023	Not re
2430627	Ajay	+91 9823206...	digambarraik...	#	#	Phone Call	08/17/2023	custor
2140345	Akash	+91 7378760...	akashgoveka...	#	X	Phone Call	07/26/2023	Not re
2428952	Amit	9822144864	amitgnai@g...	#	X	Test Drive	08/16/2023	td don
2358776	Aspak	+91 8975453...	aspakgaddi0...	#	#	Phone Call	08/18/2023	CORP
2364814	Atish	+91 8108075...	atishdinkark...	#	#	Phone Call	08/18/2023	said w
2387599	Chirag	9820567564	chirag.nt@g...	#	X	Phone Call	08/18/2023	custor
2267986	Damodar	9404455729	damodar.Kor...	#	#	Phone Call	08/18/2023	WANT
2196855	Dayendra	+91 9860230...	ddayendra@...	#	#	Phone Call	08/18/2023	busy i
2307051	Deepak	+91 8806786...	dipakpalyeka...	#	#	Phone Call	08/18/2023	WILL \
2388335	Dhilan	9527566978	yeshwant.de...	#	X	Phone Call	08/18/2023	SPOKI
2339347	Dinesh	+91 8975365...	dineshdham...	#	#	Phone Call	08/18/2023	BLANI
2403260	Dinesh	+91 8975365...	dineshdham...	#	X	Test Drive	08/18/2023	HAPP
2320465	Kasim	+91 9657735...	navaskasimk...	#	#	Phone Call	08/18/2023	no res
2401009	Ganesh	+91 8970696...	ganesh.hiriyu...	#	#	Phone Call	08/16/2023	custor
2396329	Gautam	+91 9657200...	gutamtalauli...	#	#	Phone Call	08/18/2023	BLANI
2279013	Harshal	+91 8888314...	harshalmunj...	#	#	Phone Call	08/18/2023	WANT

WhatsApp x My Overdue Activities Till date x

my344946.crm.ondemand.com/sap/ap/ui/clogin?saml2=disabled&app.component=%2FSAP_UI_CT%2FMain%2Froot.uicwoc&rootWindow=X&redirectUrl=%2Fsap%2Fpublic%2Fbyd%2Fruntime...

Home My Overdue Activities Till date

7 Counter

Actual 7
Target 0

My Overdue Activities My Overdue Activities - List

My Overdue Activities - List

Activity	Appointment	Opportunity ID	Activity End ...	Source	Model	Variant	Account	Last Fol...
Phone Call	18408887	2428955	08/19/2023	TELE-IN	MG_COMET_E	Pace	Siddharth Raut	Test Drive
Phone Call	18020558	2358551	08/19/2023	Pulse Hub	MG_COMET_E	Plush	Suraj Shirodkar	Phone C
Phone Call	18380503	2428952	08/19/2023	WALK-IN	MG_COMET_E	Play	Amit Naik	Test Drive
Phone Call	18343903	2359162	08/19/2023	DIGITAL	MG_ZS_EV	EXCLUSIVE	#####...	Phone C
Phone Call	18380679	2421982	08/19/2023	Airport	MG_COMET_E	Plush	Vikas Bakshi	Phone C
Test Drive	18408414	2430627	08/19/2023	DIGITAL	MG_COMET_E	Plush	Ajay Raikar	Phone C
Test Drive	18430384	2129997	08/19/2023	DIGITAL	MG_COMET_E	Pace	VictorAntonio...	Phone C

25°C Cloudy

Search

ENG IN 23:46 19-08-2023

WhatsApp x My Fresh Booking for the Month x

my344946.crm.ondemand.com/sap/ap/ui/clogin?saml2=disabled&app.component=%2FSAP_UI_CT%2FMain%2Froot.uicwoc&rootWindow=X&redirectUrl=%2Fsap%2Fpublic%2Fbyd%2Fruntime...

Home My Fresh Booking for the Month

1 Counter

My Fresh Booking for the Month - Target Report My Fresh Booking for the Month - Detailed View

My Fresh Booking for the Month - Detailed View

Opportunity ID	Opportunity ...	Booking Date	Customer	Mobile	E-Mail	DBM Order ...	Source	Exterior C
2417124	Booked	08/11/2023	NEVKETAN R...	9049315577	ankitjain77@...	WS04102428	TELE-IN	Aurora S

25°C Cloudy

Search

ENG IN 23:47 19-08-2023

The screenshot displays a web application interface for a user named Akash. The browser address bar shows a URL from my344946.crm.ondemand.com. The application has a dark blue sidebar with navigation options: Home, Calendar, Feed, Customers, Employees, Sales, Activities, Analysis, Library, Visits, and Team Calendar. The main content area is titled 'Akash' and includes a 'Need Analysis Section' and an 'MG Comet Vibe Check' section.

Need Analysis Section

Profession Salaried	Type of Purchase First Time Buyer
What are the Top 3 things/features/functions you would love to see in your New Car Mileage, Comfort, Value for Money, Safety	Mode of Purchase Finance
Competition Car under consideration? No	Age 30<=40

MG Comet Vibe Check

Q1. How much do you travel every day? Less than 50 kms	Q2. What's your average driving speed in the city? 30 km/h-50 km/h
Q3. How many people are a part of your daily travel? Me and my partner (1-2 people)	Q4. What's your go-to travel buddy? Backpack
Q5. Do you intend to use the Comet EV for frequent outstation travel? No	

The bottom of the screen shows a Windows taskbar with a search bar, task icons, and system tray information including temperature (25°C Cloudy), language (ENG IN), and date/time (23:47 19-08-2023).

APPENDIX- V

PRODUCTS







APPENDIX – VI

APPRAISAL FORMS

1

Initiative	
Very effective in analyzing situation and resourceful in solving problems	5
Shows ready appreciation and willingness to tackle problems	4
Usually grasps points correctly.	3
Slow on the uptake.	2
Rarely grasps points correctly.	1

Reliability / Comprehension	
Is totally trust worthy in any working situation?	5
Understands in detail, why and how the job is done.	4
Can be depended upon to identify work requirements and willing to complete them. Readily appreciates, how and why the job is done.	3
Gets on with the job in hand. Comprehends, but doesn't fully understand work in hand	2
Cannot be relied upon to work without supervision.	1
Comprehends only after constant explanation.	
Requires constant supervision. Lacks any comprehension of the application.	

Responsibility	
Actively seeks responsibility at all times.	5
Very willing to accept responsibility.	4
Accepts responsibility as it comes.	3
Inclined to refer matters upwards rather than make own decision.	2
Avoids taking responsibility.	1

Quality of Work	
Exceptionally accurate in work, very thorough usually unaided.	5
Maintains a high standard of quality	4
Generally good quality with some assistance.	3
Performance is uneven.	2
Inaccurate and slow at work.	1

Quantity of work	
Outstanding in output of work.	5
Gets through a great deal.	4
Output satisfactory.	3
Does rather less than expected.	2
Output regularly insufficient	1

Total 43 / 50

Name of Appraiser: Jitin Signature: Nilesh

Designation of Appraiser: Relationship Manager Date: 18th August 2023

Contact Number / email.id: 8379811907

Signature of Student: [Signature] Date: 18th August 2023

Integrated MBA Hospitality Travel & Tourism

Industrial Training
PERFORMANCE APPRAISAL FORM (PAF)
 Integrated MBA (Hospitality, Travel & Tourism)

Name of Student: <u>Troy Furtado</u>	Term <u>2 months</u>
Name of the Organization: <u>MG Motors</u>	Duration: _____
Department: <u>F&BS / FP / HK / FO / SALES</u>	From: <u>7th June</u> To: <u>21st August</u> (specify)

Appearance

Immaculate Appearance, Spotless uniform, Well groomed hair, Clean nails & hands	5
Smart Appearance, Crisp uniform, Acceptable hair, Clean nails and hands	4
Well Presented, Clean Uniform, Acceptable hair, Clean nails & hands	3
Untidy hair, Creased ill kept uniform, Hands not clean at times	2
Dirty / dishevelled, Long / unkempt hair, Dirty hands & long nails	1

Punctuality / Attendance (_____ days present out of _____ days)

On time, Well Prepared, Ready to commence task, Attendance Excellent	100%	5
On time, Lacks some preparation but copes well, Attendance Very good	90%	4
On time, Some disorganized aspects-just copes, Attendance Regular	80%	3
Occasionally late, Disorganized approach, Attendance irregular	60%	2
Frequently late, Not prepared, Frequently absent without excuse	50%	1

Motivation

Demonstrates ambition to achieve progressively.	5
Positively seeks to improve knowledge and performance	4
Shows interest in all work undertaken.	3
Is interested only in areas of work preferred.	2
Lacks drive and commitment.	1

Attitude to Colleagues / Customers

Wins / retains highest regard from colleagues has an outstanding rapport with clients	5
Polite, considerate and firm, well liked.	4
Gets on well with most colleagues, Handles customers well.	3
Slow to mix, weak manners, is distant has insensitive approach to customers	2
Does not mix, relate well with colleagues & customers	1

Attitude to Supervision

Welcomes criticism, Acts on it, very co-operative	5
Readily accepts criticism and is noticeably willing to assist others.	4
Accepts criticism, but does not necessarily act on it.	3
Takes criticism very personally, broods on it.	2
Persistently disregards criticism and goes own way.	1

1

Initiative

Very effective in analyzing situation and resourceful in solving problems	5
Shows ready appreciation and willingness to tackle problems	4
Usually grasps points correctly.	3
Slow on the uptake.	2
Rarely grasps points correctly.	1

Reliability / Comprehension

Is totally trust worthy in any working situation?	5
Understands in detail, why and how the job is done.	
Can be depended upon to identify work requirements and willing to complete them. Readily appreciates, how and why the job is done.	4
Gets on with the job in hand. Comprehends, but doesn't fully understand work in hand	3
Cannot be relied upon to work without supervision.	2
Comprehends only after constant explanation.	
Requires constant supervision. Lacks any comprehension of the application.	1

Responsibility

Actively seeks responsibility at all times.	5
Very willing to accept responsibility.	4
Accepts responsibility as it comes.	3
Inclined to refer matters upwards rather than make own decision.	2
Avoids taking responsibility.	1

Quality of Work

Exceptionally accurate in work, very thorough usually unaided.	5
Maintains a high standard of quality	4
Generally good quality with some assistance.	3
Performance is uneven.	2
Inaccurate and slow at work.	1

Quantity of work

Outstanding in output of work.	5
Gets through a great deal.	4
Output satisfactory.	3
Does rather less than expected.	2
Output regularly insufficient	1

Total 45 / 50

Name of Appraiser: MELISSA LOBOSignature: mloboDesignation of Appraiser: DEPUTY GENERAL MANAGER Date: 18/08/2023Contact Number / email.id: 9022901953

Signature of Student: _____

Date: 18/08/2023

Industrial Training
PERFORMANCE APPRAISAL FORM (PAF)
 Integrated MBA (Hospitality, Travel & Tourism)

Name of Student: <u>TROY FURTADO</u>	Term <u>2 MONTHS</u>
Name of the Organization: <u>MG MOTORS</u>	Duration: _____
Department: <u>F&BS / FP / HK / FO / SALES</u>	From: <u>1TH JUNE</u> To: <u>2ND AUGUST</u> (specify)

Appearance

Immaculate Appearance, Spotless uniform, Well groomed hair, Clean nails & hands	5
Smart Appearance, Crisp uniform, Acceptable hair, Clean nails and hands	4
Well Presented, Clean Uniform, Acceptable hair, Clean nails & hands	3
Untidy hair, Creased ill kept uniform, Hands not clean at times	2
Dirty / dishevelled, Long / unkempt hair, Dirty hands & long nails	1

Punctuality / Attendance (_____ days present out of _____ days)

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