

MORRIS GARAGE



Dissertation submitted to Goa University



In Partial Fulfilment of the award of the Degree of Masters of Business Administration (IMBA)

By

Valieta Martins

Roll No: 2017

TABLE OF CONTENTS

<u>Chapter</u>	<u>Particulars</u>	<u>Page No.</u>
	Internship Completion Certificate	
	Job Offer Letter	
	Confirmation Letter	
	Appraisals	
	Acknowledgement	
	Executive Summary	
	Sections within the organization	
	Tasks Handled	
	Learnings	
	Challenges	
	Memories	

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 **MS. Valieta Melanie Martins** has undergone her Internship for a tenure of 2 months at MG Motors Taleigao-Goa, From 7th June 2023 to 21ST August 2023 as a **Customer Relationship Executive**.

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

We wish her the very best for her future endeavours

Yours Sincerely,

MG Motors Goa

(Priority Auto Lincs)

(Anish Passi)

(Human Resource)



PRIORITYAUTO LINC'S 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 -ILHAS NORTH GOA- 403110.
EMAIL:goa.servicehead@mgdealer.co.in
CIN : U50100GA2018PTC013786 | GSTIN : 30AAKCP2091D1ZT

OFFER LETTER

APPRAISALS

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

Name of Student: <u>Valiata Maabiy</u>	Term <u>2 months</u>
Name of the Organization: <u>M4 Motel</u>	Duration: _____
Department: <u>F&BS / FP / HK / FO / CRE</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

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 46 / 50Name of Appraiser: TitinSignature: NitayDesignation of Appraiser: Relationship ManagerDate: 18/08/2023Contact Number / email.id: 8379811907

Signature of Student: _____

Date: 18/08/2023

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

Name of Student: <u>Valieta Maebay</u>	Term <u>2 monthy</u>
Name of the Organization: <u>M4 Motors</u>	Duration: _____
Department: F&BS / FP / HK / FO / <u>CRE</u>	From: <u>1st 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

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 41 / 50

Name of Appraiser: MELISSA LOBO

Signature: MLobo

Designation of Appraiser: DEPUTY GENERAL MANAGER

Date: 18/08/2023

Contact Number / email.id: 9022901953

Signature of Student: _____

Date: 18/08/2023

ACKNOWLEDGEMENT

I am profoundly grateful for the incredible opportunity to be a part of the Morris Garage, 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 Mrs. Sarika Naidu. 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 honor 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 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

1. ORGANIZATION / COMPANY

MG is the iconic British motoring brand, famous for building sporty and exciting cars which are always fun to drive. From the original Super Sports car, designed by the legendary Cecil Kimber, to the all-electric MG ZS EV of today, MG has always been innovative, always been radical and always been fun! Today, MG is the fastest growing car brand in the world, fielding a product range from hatchbacks, sedans and SUVs. Designed in Marylebone, London, and manufactured in state-of-the-art factories in several countries, today's MGs are practical, spacious, packed with technology and perfect for modern life.

The story of MG began when Cecil Kimber joined Morris Cars in 1921. He later became the General Manager in 1922 and started producing his own tuned versions of Morris cars to boost sales. These cars took the name from the place they were sold, the Morris Garage. An icon was born with the first MG 14/28 based upon the Morris Oxford followed by the famous "Old Number One" which Kimber himself built to compete in the 1925 Lands End Trial. The Gold Medal Kimber won was the birth of MG's sporting pedigree. With the growing popularity of the company, it soon outgrew its original facilities and eventually moved to a town that became synonymous with the marque, Abingdon on Thames. Abingdon played host to MG's production for the next fifty years. Some amazing headlines were made in this time such as the MG EX120 "The Magic Midget" setting the land speed record and the birth of "MG Live!", the first Silverstone International Race Meeting in 1933.

MG Motors entered the Indian vehicle market in a significant way in 2019. The business is a division of SAIC Motor Corporation Limited, one of China's biggest automakers. MG Motors India gave the Indian automotive sector a fresh viewpoint by merging its strong British legacy with modern technologies and creative methods.

The MG Hector, a mid-size SUV that soon attracted notice for its roomy cabin, cutting-edge technology, and affordable pricing, was introduced to commemorate the company's official entry. With the iSMART infotainment system, which offered a wide range of capabilities like voice commands, navigation, and remote car control through a smartphone app, the MG Hector was introduced alongside a focus on connectivity and technology.

among MG Motors

MG for over 9 decades has brought people together & brought alive shared experiences. In 1930 what started as an excuse to get MG owners together for a few hours, is today a full-fledged MG community with more than 70,000 members across the globe, who come together to form the MG family. The MG owners (vintage, classic, modern MGs) share one thing in common, the love for MG cars. Connected cars, future of mobility, internet cars are not mere buzzwords for us. We know that being future ready means prowess in innovation, autonomous drive, Intelligent AI integrations and digital on smart screens seamlessly connected across for you. We are gearing up for a better future. The core of the world of MG is 'Exciting Experiences'. Unlike other auto players, we are not here to sell cars and transact but to build & create experiences with you, for you which amplify your choices and lifestyle. MG Hector is a testament to do that just like our other global products. With more than 31% women workforce, we invite more women to join the workforce. Diversity for us goes beyond gender, sex, caste, cultures, religion. At MG, you would find different people working in a cohesive environment because we believe diversity does not divide but binds us together.

1.1 Our mission; is “to become the world's 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”.

1.2 MG vision in India; to build an ecosystem where mindfulness and consciousness, are a way of life.

Our uncompromised and heartfelt values;

- Commitment
- Integrity
- Honesty
- Transparency
- Team work
- Diligence
- Perseverance
- Permanence

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 to 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.

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.

1.3 **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 versed with all facts.
- The staff must be warm and professional.
- Same and proper standards to be followed in all MG showrooms.

1.4 **PERSONAL STANDARDS & ETIQUETES:**

- 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.
- Nails should be trimmed short and clean.
- Basic telephone etiquettes

▪ **PRODUCTS AND SERVICES**

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

▪ 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 down-payment, 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.

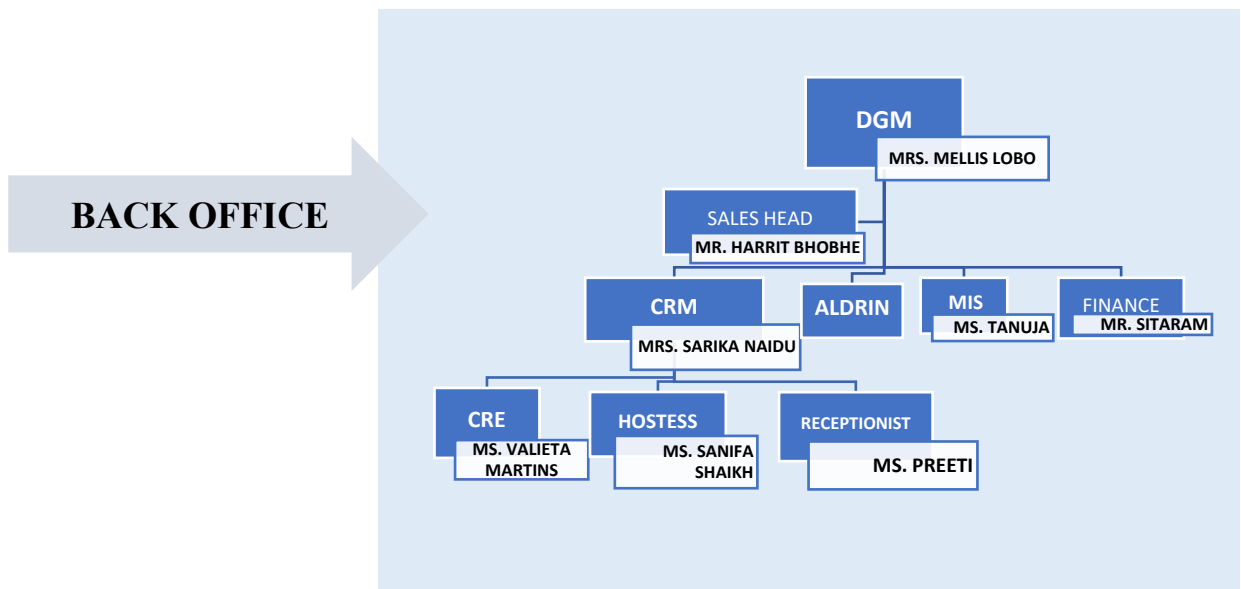
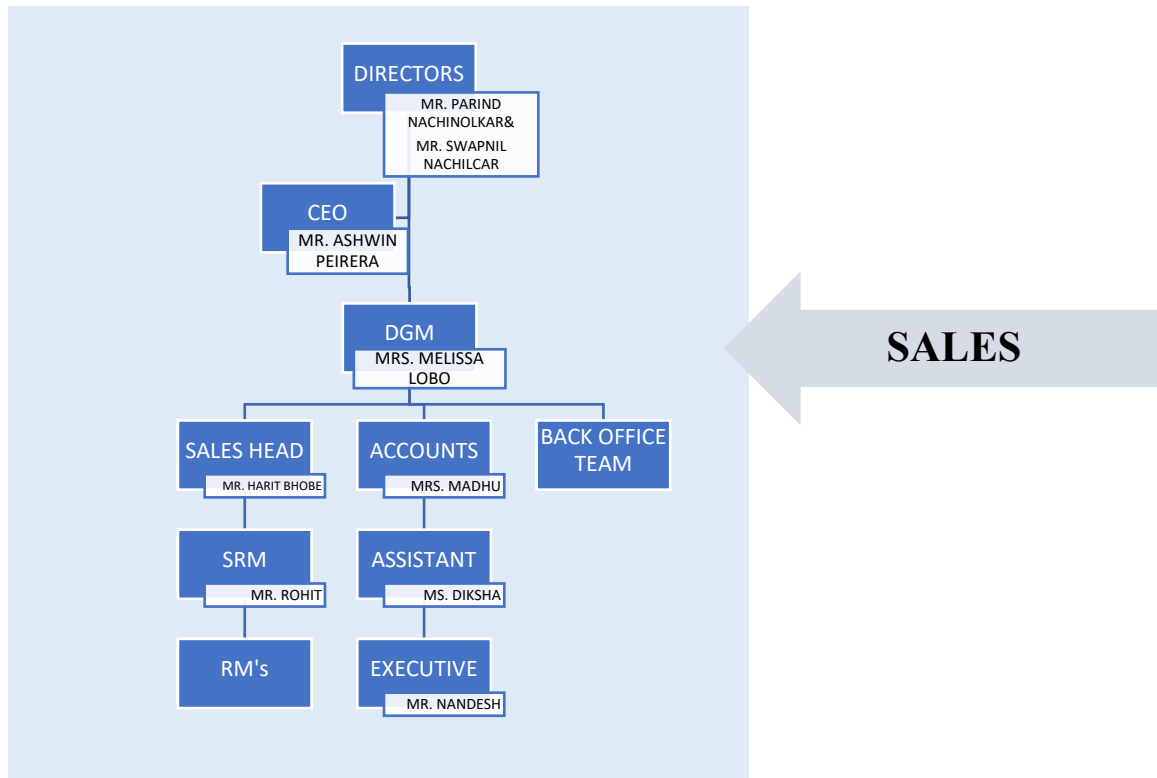
4. Sales Department

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.

ORGANIZATION HIERACHY



TASKS HANDLED

As a customer relationship executive (CRE), I a crucial role in managing and maintaining positive relationships with customers before, during, and after the purchase of vehicles I have handled many of the tasks listed below as well as seized the chance, when presented, to handle responsibilities and tasks above my current role. This has greatly aided me in accomplishing my goals and pushing myself to take risks and complete tasks that are assisting me in building the knowledge, experience, and skills I'll need to be ready for my next job role.

- **Calling Walk-ins:** This is the day's first task. I had to call the customer who had visited the showroom or made an enquiry the day before. In order to find out if they wanted to evaluate their old vehicle, if all the features of the car were clearly described to them, and if a test drive was available, if not given, find out the reason like if car wasn't available or customer was on a tight schedule. Get feedback to find out if things went well and if all of his questions were addressed, find out which competitions is he looking at and when is he planning to book the vehicle.
- **Daily Callings & Allocation:** this is like a daily task based on different purposes like generating inquiries, calling up hot customers to find if were given test drive or under follow-up customers. This is basically done to generated leads and convert it to opportunities. Once that is done I have allocate these leads to respective relationship managers after cross checking it with the DGM or showroom manager.
- **Referral Generation:** this is done on a monthly bases. Here I have to call MG customers (who have already purchased an MG car). This is done to see if they have any refrals who are looking to buy a car in the near future.
- **WWF(Worth Waiting For) Callings:** WWF callings are done only when the car is booked but delivery has been delayed due to some issues, like land slide, pending amount payments, loan issue problems, illness in family, etc. This is basically done to inform customer about current vehicle status or confirm if customer has changed his mind about taking the vehicle. In this I have to inform him about the vehicle status, then

if it has crossed 60 days waiting period, inform the customer what MG does in cases of this, eg. Try introducing customer to WWF programme, SEWA which is a MG community initiative where a contribution from MG has gone to educate more than 27,000 girl children. As MG will be funding education of girl child based on waiting period, eg. If waiting period is past 60 days then fund one child education and number increases per month, on his behalf in cases of cancellation, I have to take bank details and find out the reason.

- **Confirm Lost Callings:** Daily opportunities are converted to leads which are then converted to bookings, where as some are put in lost in cases where the enquiry was a fake, or customer lost interest, etc. In cases of lost, I need to read the lost reason/ comment filled in by the relationship managers and cross check why have the lost interest in the vehicle. If any comment is wrong or customer is interested in a different car then re-assign the inquiry the same relationship manager. If the customer is really not interested or needs more time to make any decision about vehicle then I have to fill a post lost comment and confirm the lost before 24hr.
- **Post-Booking Follow-up:** when booking amount is taken, that's when a post booking follow-up is opened. Here task is to coordinate accounts manager and note down the booking amount taken and re-check if all customer information is entered correctly so there is no trouble caused when getting the docket ready.
- **Pre-Delivery Follow-up:** The customer is contacted to confirm date and time of delivery and ask if he would a showroom ceremonial delivery or home delivery. If there is any celebrations or religious occasions to have any celebrations. And also recheck to see if all customer information is filled correctly.
- **Delivery:** on the delivery day as soon as the car is brought to the showroom from the service centre I need to call the 3M people to clean the car. Also need to supervise and see if the car is clean inside-out and number plate is fitted. Also co-ordinate with the accessories manager in fitting and installation of all available accessories ordered by customer. Once everything is done decorate the car with bows and cover the car. Later, need to get the delivery kit ready which includes items like keychain, air freshener, folder, religious idol, chocolates, tissue box. Along with that get the feedback, and customer consent form ready. Also check if all documents like fast tag, docket, gate-pass

are ready with signatures of CEO & DGM and give it to the relationship manager for signatures. At the time of delivery make sure MG anthem is playing and proper videos and photos are shoot and sent to customer on time. Also get customer feed back if everything was according to their liking and get signatures on consent form to post delivery picture on the MG Instagram page.

- **Post Delivery:** this is also called 3rd day calling, after a vehicle is delivered on the 3rd day a call needs to go from me to check if the customer is facing any issues regarding the car feature, if any issues are faced try solving it or if it's something major like breakage inform relationship manager or SRM and get the issue solved as soon as possible. Also take a feedback on the scale of 01- 10 based on the customers experience from the time he inquired till the car got delivery. And also inform them that they will be getting a feedback call from PULS HUB in 15 days.
- **Handling Social Media Account:** all vehicle delivery pictures are posted on the Instagram page. Also co-ordinating with the marketing team regarding any upcoming events or offers. Also, take shoots of short video clips of customers talking about their experiences for MG PULS HUB CELEBRATION.
- **Solving Tickets:** tickets are generated when a customer raises a complaint which can be service or sales. It is generated when a complain is raised at PULSE HUB through the 15th day feedback call. This has to resolved before 24 hours with an attachment of a solution proof with a detailed comment with proper date and time of action taken.
- **Maintaining a Home Visit Tracker;** in this all customer information is updated like name, VIN number, model, all dates (invoice date, delivery, date of home visit), phone numbers, etc. When a home visit is due I need to inform the RM and fix a time to visit. After the visit is complete note down the comment and fill the satisfaction status (ES, S, ED).
- **Maintain a Daily Sales Report;** daily a report had to updated and sent to the owner, DGM, CEO, SH regarding all daily bookings, deliveries, 3rd & 5th day feedbacks and backorders (stock, allotted, VNA vehicles). This report is needed to be sent at the end of the day to get a clear picture of the current stock and waitlisted vehicles so an order can be placed for VNA vehicles.

LEARNINGS

My journey here at MG began on 5th June 2023. It was scary but also exciting for my first few weeks because it was me entering into a totally new field with very limited knowledge about the product. But my mentor and colleagues helped me through it and taught me a lot, like about the products, services offered, all websites and apps used.

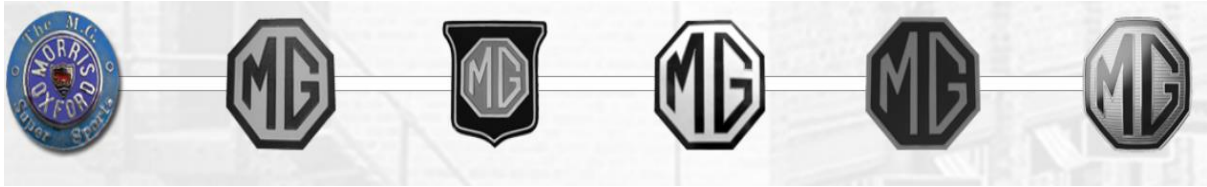
It's a great experience to be working with a team, and learning a lot from them.

- Guidelines and necessary grooming to be maintained
- Learnt how to use the SAAP website for completing daily duties.
- Getting official documents ready.
- Assigning PLUSE HUB & DIGITAL inquiries to relationship managers.
- Learning the Delivery process.
- MG configurator.
- Being one-point contact to customers whenever the any query or complain.
- Quick decision making in a calm mind
- Improved my MS Excel and MS Word skills.
- Dealing with problematic situations and finding solutions to solve them in a calm manner.
- Understanding the guest behaviour and psychology.
- Tuning the guest experience around by solving their problem as soon as possible.

CHALLENGES

Biggest challenge was being exposed to a whole new field; from hospitality industry jumping into the automobile industry. And starting as a complete fresher with very limited knowledge of the automobile industry. It was scary at first as the main challenge faced exposed to different models, techniques, adapting to a new network. It was exciting to start learning and grabbing new skill sets and learning about automobiles in-depth. Main challenge was learning the new system as it was nothing I've used before. The only challenge I faced was not having enough or proper knowledge about SAAP – SAAP is the system which is the dealer Management System at MORRIS GARAGE, but now with all the guidance I'm able to use the system without any difficulty. Being a fresher in the Dealership, a I wasn't quite aware of the brand and its offering for the its customers, but slowly with the training and guidance of my department head, I was able to accomplish that.

At first, it was very challenging for me to think of meeting the deadline, eg. Getting customers approval and coordinating with a team for video shots for the MG excite programme. Another challenge was to solve customer complains in limited time and being able to improve their experiences.



ID	Service Request Type	Customer	Source	TAT Exceeded	Status	Model Line	Dealer Code	Dealer Name	Response
161634	Complaint	Shankar Hemant	Manual		Closed	WS04	MG Goa	07/12/21	
161635	Complaint	ELVIS N.B GONSALES	Manual		Closed	WS04	MG Goa	07/14/21	
161636	Complaint	ZAKIA REBELLO	SMS Feedback		Closed	WS04	MG Goa	10/13/21	
161637	Complaint	Manal Shiroe	Manual		Closed	WS04	MG Goa	10/28/21	
161638	Complaint	Shantanu Pawar	Manual		Closed	WS04	MG Goa	06/24/21	
161639	Complaint	CONSTANTINO LEOLEIC DESOU	Manual		Closed	WS04	MG Goa	10/23/21	
161640	Complaint	FRANCISCO GABRIEL FERNANDES	Phone Call		Closed	WS04	MG Goa	08/10/21	
161641	Complaint	Chaitali Neli	SMS Feedback		Closed	WS04	MG Goa	09/15/21	
161642	Complaint	Sunil Gargava	Manual		Closed	WS04	MG Goa	02/18/21	
161643	Complaint	FRANCISCO GABRIEL FERNANDES	SSR - Survey		Closed	WS04	MG Goa	08/07/21	
161644	Complaint	DELICIA CLINT HENRIQUES	Manual		Closed	WS04	MG Goa	08/19/21	
161645	Complaint	Jose Antonio Nigeli Angelo De So...	Manual		Closed	WS04	MG Goa	08/19/21	
161646	Complaint	Saravanya Patel	Manual		Closed	WS04	MG Goa	08/20/21	
161647	Complaint	Vignesh Sharma	Phone Call		Closed	WS04	MG Goa	07/25/21	
161648	Complaint	Amer Pednekar	Phone Call		Closed	WS04	MG Goa	07/10/21	
161649	Complaint	Serash Shetye	Phone Call		Closed	WS04	MG Goa	07/19/21	
161650	Enquiry	Saim Nalland	Phone Call		Closed	WS04	MG Goa	07/25/21	

ID	Service Request Type	Customer	Source	TAT Exceeded	Status	Model Line	Dealer Code	Dealer Name	Response
161651	Complaint	Kunal Shrivastava	SMS Feedback		Canceled	HECTOR	WS04		
161652	Complaint	ANIT RAMP THADANI	E-Mail		Canceled	HECTOR	WS04		
161653	Complaint	NIBESHO RISHAD DCCUZ	Manual		Resolved				
161654	Complaint	Vincent Sharma	Manual		Under Resolution	101	WS04		
161655	Complaint	Dhruv S Wagle	Manual		Under Resolution	111	WS04		
161656	Complaint	Deepika Umesh Pantar	Manual		Under Resolution	111	WS04		
161657	Complaint	Vignesh Pagi	Manual		Under Resolution	101	WS04		
161658	Complaint	Rajesh Jawaker	Manual		Resolved	HECTOR	WS04		
161659	Complaint	Shirley Rodrigues Dias	Manual		Resolved	HECTOR	WS04		
161660	Complaint	DILIP PURSAGADE	Manual		Resolved	ASTOR	WS04		
161661	Complaint	ANIKET ADVINOD NAIK	Manual		Resolved	HECTOR	WS04		
161662	Complaint	SARAVANANARUNAN (NAPPAN)	Manual		Resolved	GLOSTER	WS04		
161663	Complaint	Diby Rodrigues E Fernandes	Manual		Resolved	MG_ZS_EV	WS04		
161664	Complaint	Amar Galjan Chumakar	Manual		Resolved	HECTOR	WS04		
161665	Complaint	Karuna Soodakar	Manual		Resolved	MG_ZS_EV	WS04		
161666	Complaint	Anurag Laha	Manual		Resolved				
161667	Complaint	HANUMANT SAMBHAR KODAG	Manual		Resolved				

TICKETS

ID	Subject	Account	ClickableMobileApp	Status	End Date/Time	Completion Date
15411384	Follow-up SMS / E-Mail	Jayant Satardekar	+91 8308152355	Completed	03/05/2023 5:54 AM INDIA	03/04/2023 11:42
4408201	Follow-up SMS / E-Mail	Harmeet Juss	9322332739	Completed	03/07/2021 6:59 PM INDIA	03/07/2021 1:12 P
15379077	Follow-up SMS / E-Mail	Jayant Satardekar	+91 8308152355	Completed	03/03/2023 12:52 AM INDIA	03/02/2023 6:33 P
15392749	Follow-up SMS / E-Mail	Jayant Satardekar	+91 8308152355	Completed	03/03/2023 11:52 PM INDIA	03/03/2023 5:54 P
6991905	Follow-up SMS / E-Mail	Vitthal Phatak	+91 9967733587	Completed	09/18/2021 3:07 AM INDIA	09/17/2021 8:35 P
17628115	Follow-up SMS / E-Mail	Ganesh Neha Modanwal	+91 8668626708	Completed	07/06/2023 9:55 PM INDIA	07/06/2023 3:52 P
17637512	Follow-up SMS / E-Mail	Ganesh Neha Modanwal	+91 8668626708	Completed	07/07/2023 7:08 AM INDIA	07/07/2023 12:36 P
17669535	Follow-up SMS / E-Mail	Ganpat Kadam	+91 9022376591	Completed	07/08/2023 10:58 PM INDIA	07/08/2023 5:27 P
17750302	Follow-up SMS / E-Mail	Connie Blazio D'silva	8007290100	Completed	07/13/2023 4:06 AM INDIA	07/12/2023 10:21 P
17752596	Follow-up SMS / E-Mail	Swapnil Asnodkar	+91 9822687401	Completed	07/13/2023 1:57 PM INDIA	07/13/2023 8:00 A
17755059	Follow-up SMS / E-Mail	Swapnil Asnodkar	+91 9822687401	Completed	07/13/2023 5:57 PM INDIA	07/13/2023 11:32 P
4065642	Home Visit	Siddharth Shankar	9632594504	Canceled	03/09/	
4221732	Home Visit	Digvijay Velingkar	8080568949	Canceled	02/24/	
9755949	Home Visit	Dr Amit Kamat	+91 9900676777	Canceled	02/21/	
9486302	Home Visit	Pankaj Naik	+91 9822192424	Canceled	02/19/	
9489840	Home Visit	Srinivas Chilagani	+91 9833108491	Canceled	02/11/	
9601049	Home Visit	Porus Adit	9604964581	Canceled	02/11/	

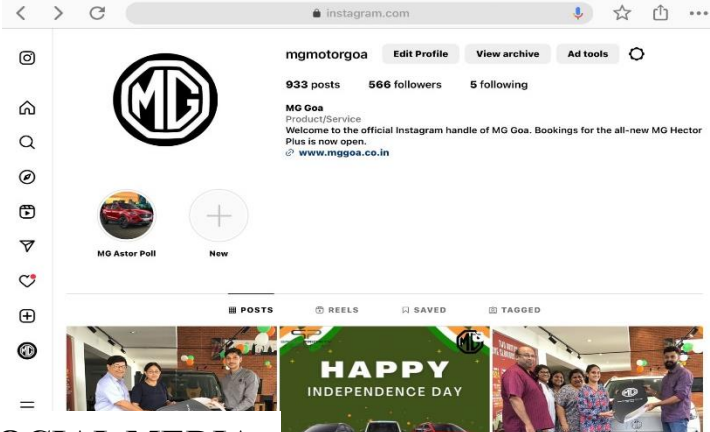
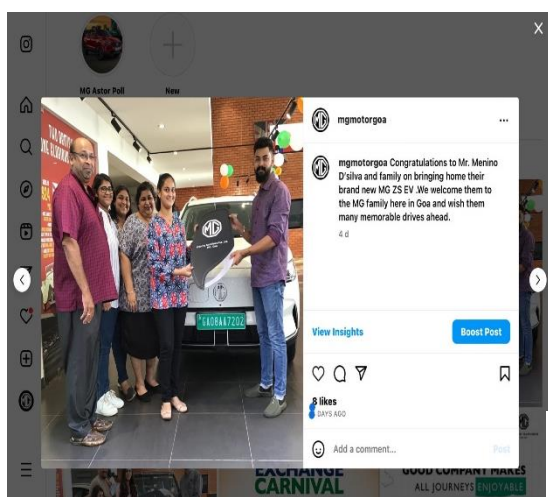
WALK-IN & TESTDRIVE FOLLOWUP

ID	Subject	Category	Status	VIN	Repair Order	Account
7112310	Post Booking follow-up	Post Booking follow-up	Closed			Srinivas Chilagani
7112317	Post Booking follow-up	Post Booking follow-up	Closed			Srinivas Chilagani
7114411	Post Booking follow-up	Post Booking follow-up	Closed			Utkarsh Kulkarni
7115042	Post Booking follow-up	Post Booking follow-up	Closed			William Fernandes
7114458	Post Booking follow-up	Post Booking follow-up	Closed			John Lennon Nunes
7114396	Post Booking follow-up	Post Booking follow-up	Closed			NEERJAN KOLLER MILLS PVT LTD.
7115054	Post Booking follow-up	Post Booking follow-up	Closed			Thirupathi
7228728	Post Booking follow-up	Post Booking follow-up	Closed			Vishal Suresh Desai
6774064	Pre Delivery follow-up	Pre Delivery follow-up	Open			Tishana Athiya
7032120	Pre Delivery follow-up	Pre Delivery follow-up	Open			Victor Hospitals And Medical Services Private Ltd
7031610	Pre Delivery follow-up	Pre Delivery follow-up	Open			Suryajit Uthappa
6990510	Pre Delivery follow-up	Pre Delivery follow-up	Closed			Suryajit Uthappa
7002089	Pre Delivery follow-up	Pre Delivery follow-up	Closed			Mallika Thevaraja
6863706	Pre Delivery follow-up	Pre Delivery follow-up	Closed			Singer Kulkarni
6781283	Pre Delivery follow-up	Pre Delivery follow-up	Closed			Vishwas Shrivastava
6780300	Pre Delivery follow-up	Pre Delivery follow-up	Closed			Shankar Kulkarni
6802623	Pre Delivery follow-up	Pre Delivery follow-up	Cs			
6803654	Pre Delivery follow-up	Pre Delivery follow-up	Cs			

PHONE CALLS

Activity	Status	Start Date/Time	End Date/Time	Duration	Notes
Lost	Canceled	10/07/2021 9:30 AM			
Customer	Amel Singh				
Email	amel_singh@gmail.com				
Mobile No.					
Transaction Type	AUTOMATIC				
Transfer Type	Manual				
Transfer Color	Manual				
Pre-Activity Notes	Third calling not receiving				
Post-Activity Notes	Third calling not receiving				

LOST



SOCIAL MEDIA

