

Mahindra Powerol conducts its 5th Customer Care Meet 'Dil Se'

September '13: On the 20th & 21st September, Mahindra Powerol successfully conducted its 5th Annual Customer Care Meet in Shimla. This 2 day event was appropriately themed '**Dil Se- Delivering Happiness**' which is the motto the team swears by while conducting its day- day operations. Over 150 people from Powerol's Customer Care Team as well as some selected technicians from MAGIECS attended the event with much enthusiasm and excitement. Powerol also used this platform to celebrate its achievement of delivering happiness to its customers.



Mr. Ashok Sharma addressing the participants



Mr. Ashok Sharma, Mr. Palaniappan, Mr. Jain evaluating the customer care initiatives at the Kiosks

The event opened with an AV which highlighted all the activities and new initiatives conducted by Powerol's Customer Care Team. Mr. Vinesh Jain, Sr. General Manager- Powerol Customer Care then welcomed all the attendees by appreciating all their efforts and motivating the team to continue to push limits in delivering excellent services.

Mr. Ashok Sharma, CE- Agri & Allied Business, addressed the gathering with his vibrancy complimenting Powerol's team for their outstanding efforts.

Mr. Palaniappan, Sr. VP & Business head – Powerol, presented on Crusade and on the role of Customer Care in creating delighted customers.



Participants felicitated for their efforts

The regional teams set up kiosks in which they displayed the customer care activities in innovative ways, drawings and posters. Apart from the knowledge sharing, there were games, skits and other fun activities that were conducted to foster

team building within the team and create a closer relationship. Different members of the customer care team were then felicitated for their fortitude and their relentless commitment to deliver customer excellence.



Open Session addressed by the Customer Care Core Team Members

An interactive Q&A session was conducted with the senior Powerol team members so that all service related queries could be addressed and clarified.

Special thanks to the coordinators who worked tirelessly behind the scenes to make



Group Photograph

sure the event was planned to the last detail and executed seamless manner. Overall the event was a grand success with all the participants understanding their role to achieve Powerol's promise of delivering happiness to the customers, DIL SE, and each one assuring 100% dedication to achieving the goal.