



# ALVA'S INSTITUTE OF ENGINEERING & TECHNOLOGY

(Unit of Alva's Education Foundation (R), Moodbidri)

Affiliated to Visvesvaraya Technological University, Belagavi & Approved by AICTE, New Delhi.

Recognized by Government of Karnataka.

Accredited with A+ by NAAC & NBA (ECE & CSE)

Shobhavana Campus, MIJAR-574225, Moodbidri, D.K., Karnataka

Ph: 08258-262725; Mob:722262724,7026262725,mail:principalaiet08@gmail.com

## PG DEPARTMENT OF BUSINESS ADMINISTRATION

Ref. AIET/MBA/IP/2023-24/59

Date: 02.03.2024

### TO WHOMEVER IT MAY CONCERN

This is to certify that **Ms. SHREYA JAIN, USN 4AL22BA098** is a bonafide student of this institution studying in the third semester of the MBA Programme. The VTU requires all students to compulsorily undergo a Project for 6 weeks as a specialization in Marketing a partial fulfillment of requirement for the award of the degree of Master of Business Administration.

In this regard we would kindly request you to permit her to pursue her Project at your esteemed organization. We also request you to issue a certificate of completion of the Project as per VTU guidelines on completion of the Project.

Yours Truly,

Mrs. Priya Sequeira

**HOD**  
**PG Dept. of Business Administration**  
**Alva's Institute of Engg. & Technology**  
**Mijar - 574225**



# MANDOVI MOTORS PRIVATE LIMITED

(AUTHORISED MARUTI SUZUKI DEALER)

Arvind Bldg., Balmatta Road, Hampankatta, Mangalore - 575 001

Service: 0824-2410123, 9845 7 12 365

Fax: 0824-2422877 E-mail: service@mandovi.net Website: www.mandovimotors.in

GSTIN No.: 29AACCM4309H1ZI C.S.T.: 30167840 dt. 22-02-1999, STC No.: AACC M 4309 H ST001



Ref: MANG/HR/ 5139/2024-25

Date: 31/08/2024

## TO WHOM SO EVER IT MAY CONCERN

This is to certify that, **Ms. Shreya Jain (Reg. 4AL22BA098)** studying 2<sup>nd</sup> year MBA in ALVA'S Institute of Engineering & Technology, Mijar, Moodbidri, D K - 574242 has undergone Project work on "A Study on service quality and its impact of customer retention" with reference to Mandovi Motors Pvt Ltd Mangalore from 23<sup>rd</sup> April, 2024 to 8<sup>th</sup> June 2024.

During the tenure we found her to be sincere, hardworking, and efficient with good Conduct and aptitude to gain knowledge.

We wish her all the success in her future career.

For Mandovi Motors Private Ltd

Shivaprasad A  
Manager- HR



SERVICE ABOVE SELF

Balmatta : 96864 72113 Nexa: 99729 20362 MOS: 99000 12365 Yeyyadi (Body Shop) / Yeyyadi (Airport Road): 72042 07377

Surathkal: 97417 52363 Adyar: 81970 77111 B C Road: 80889 36068 Uppinangady: 91081 53957

Kadaba: 96069 64318 Sullia: 77607 09999 Vittala: 63607 51907 Naravi: 97403 92005