



Ref:

Date: 18<sup>th</sup> Oct 2023

## NOTICE

Dear all

We are thrilled to announce our upcoming certification program, the "Master Class in Sales and Service Excellence," Certified by Dale Carnegie. This intensive 4-day program is designed to empower marketing students with essential skills and techniques to excel in the fields of sales and service.

**Schedule:**

**Dates:** October 30th, 2023 - November 2nd, 2023

**Duration:** 4 Days

**Venue:** Will be communicated in due course

**For:** MBA II SEM III

**Batch Size:**

To ensure personalized attention and interactive learning, we have limited the batch size to only 40 students.

**Priority Admission:**

Priority will be given to marketing students. Admission will be granted on a first-come, first-served basis(Registrations)

**Course Highlights:**

- Strategies to Create Loyal Customers
- Customer Follow-Through
- Attitudes for Service
- Manage Customer Expectations
- Complaint Resolution
- Service to Sale

**REGISTRATION LINK:**

<https://forms.office.com/r/d7EciZvYr9>

LINK IS OPEN TILL 25TH OCT 2023

Dr. Archana Salve  
HOD-MBA  
ICEM





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## **One Page Report On Master Class in Sales and Service Excellence**

### **Introduction:**

The "Master Class in Sales and Service Excellence," certified by Dale Carnegie, is a comprehensive 4-day program aimed at empowering marketing students with vital skills and techniques essential for excelling in the fields of sales and service. This intensive course is meticulously designed to impart knowledge and practical expertise to MBA II SEM III students.

### **Program Details:**

**Duration:** October 30th, 2023 - November 2nd, 2023 (4 Days)

**Venue:** Conference Hall, Computer Department, ICEM

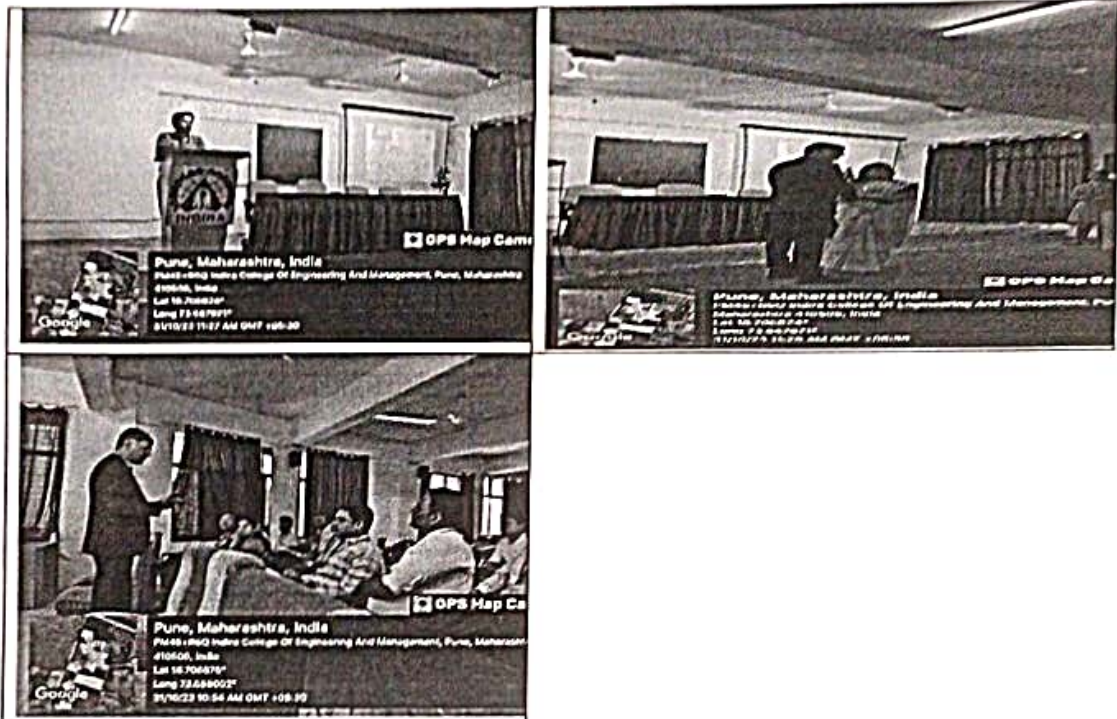
**Target Audience:** MBA II SEM III students


### **Summary:**

The Master Class in Sales and Service Excellence offers an invaluable opportunity for marketing students to enhance their skills and knowledge in sales and service management. With its focus on practical strategies and interactive learning, this program is poised to equip participants with the expertise needed to excel in the competitive business landscape. The



limited batch size ensures personalized attention, enhancing the overall learning experience for all participants. This course promises to be a transformative experience, preparing students to thrive in the dynamic world of sales and service.



  
Dr. Priyanka Pawar  
Faculty Coordinator

  
Dr. Archana Salve  
HoD MBA





INDIRA COLLEGE OF ENGINEERING & MANAGEMENT

DEPARTMENT OF MBA  
ATTENDANCE (AY 2022-23, SEM-III, Second Year)

Dale Carnegie Certification

Session Name: Certification "Master Class in Sales & Service Excellence"

Faculty Coordinator Name: Dr. Priyanka Pawar

Dates: 30th Oct 2023 to 2nd Nov 2023

Time: 9 am to 5 pm

Sr. No.	Roll Number	Name of The Student	Day 1	Day 2	Day 3	Day 4
1	71101	AMBORE KETAN VIJAYRAO	KV	KV	KV	KV
2	71102	ANAND GAURAV	AG	AG	AG	AG
3	71103	AWARE ABHISHEK SUNIL	A	A	A	A
4	71104	BELSARE BHARGAVI PRAVIN	Bh	Bh	Bh	Bh
5	71105	BHAMARE ROSHAN BALU	RB	RB	RB	RB
6	71106	BHANGALE YASH PRAVIN	Y	Y	Y	Y
7	71107	BHARGAV VINODKUMAR MODI	BV	BV	BV	BV
8	71108	CHANDAK HARSH SHYAMSUNDAR	CH	CH	CH	CH
9	71109	CHAMATKAR JANHVI VIKAS	JV	JV	JV	JV
10	71110	CHAVAN GANESH SURESH	CS	CS	CS	CS
11	71111	DEVGUDE SANKET BHARAT	SB	SB	SB	SB
12	71112	DEV PRAKASH	DP	DP	DP	DP
13	71113	GAIDHANE RAJAT CHHAGANLAL	RG	RG	RG	RG
14	71114	GAVIT KIRAN RAMESH	GR	GR	GR	GR
15	71115	GAIKWAD PRASAD RAJENDRA	PR	PR	PR	PR
16	71116	GAWANDE CHAITANYA SUNIL	CS	CS	CS	CS
17	71117	GHORPADE SHUBHAM BALASAHEB	SB	SB	SB	SB
18	71118	GIRADKAR KESHREE BHASKAR	KB	KB	KB	KB
19	71119	JAIN PRITESH PRAFFUL	JP	JP	JP	JP
20	71120	KHARE HARSHIT	H	H	H	H
21	71121	KOTHAWADE GAYTRI RAVINDRA	GR	GR	GR	GR
22	71122	KAMBLE NIKETAN NIRANJAN	N	N	N	N
23	71123	KANDALKAR ISHAN SUDHIRRAO	IS	IS	IS	IS
24	71124	KATOLE OM RAVINDRA	O	O	O	O
25	71125	KAUL SARTHAK RAJAN	RS	RS	RS	RS
26	71126	KAWALE JANHAVI ANIL	JA	JA	JA	JA
27	71127	KETAN KUMAR	K	K	K	K
28	71128	KHEKADE TUSHAR SHALIKRAM	TS	TS	TS	TS
29	71129	KUTE ROHAN DATTATRAY	RD	RD	RD	RD
30	71130	KORDE PREM VASANT	VP	VP	VP	VP

Sr. No.	Roll Number	Name of The Student	Day 1	Day 2	Day 3	Day 4
31	71131	KOUL SOHAM	SPW	SPW	SPW	SPW
32	71132	LAYACHA ABHIJEET YOGESH	ALP	ALP	ALP	ALP
33	71133	LABDHE AMRUTA ANIL	ALP	ALP	ALP	ALP
34	71134	LALWANI OM NANDKISHOR	WUP	WUP	WUP	WUP
35	71135	LOHAKARE MOHIT RAMDAS	AMP	AMP	AMP	AMP
36	71136	MULE AJINKYA SANJAY	ALP	ALP	ALP	ALP
37	71137	MOREY ESHIKA PRASHANT	WUP	WUP	WUP	WUP
38	71138	MALEGAONKAR GANGAPRASAD MAROTI	ALP	ALP	ALP	ALP
39	71139	MANE SURAJ SUBHASH	SPW	SPW	SPW	SPW
40	71140	MIRGE SHYAM PANDURANG	ALP	ALP	ALP	ALP
41	71141	MOHAMMAD ZIYUR RAHMAN MOHAMMAD MUBINUR RAHMAN	ALP	ALP	ALP	ALP
42	71142	MALPOTE SUPRIYA GULAB	ALP	ALP	ALP	ALP
43	71143	NEVAL ABHIJEET BABASAHEB	ALP	ALP	ALP	ALP
44	71144	PALKAR SUYASH SANJAY	SPW	SPW	SPW	SPW
45	71145	PATIL DINESH BHAUSAHEB	DP	DP	DP	DP
46	71146	PATIL SHIVAM KISHOR	ALP	ALP	ALP	ALP
47	71147	PATIL SIDDHI VIJAY	SPW	SPW	SPW	SPW
48	71148	PAWAR RUSHIKESH VIJAY	WUP	WUP	WUP	WUP
49	71149	PAWAR SWAPNIL SUNIL	WUP	WUP	WUP	WUP
50	71150	PANDITA RITIK	SPW	SPW	SPW	SPW
51	71151	RANDALE ASHISH VISHWANATH	WUP	WUP	WUP	WUP
52	71152	REWATKAR SANIKA SURESH	SPW	SPW	SPW	SPW
53	71153	SUKHDEVE NIKHIL AJAY	ALP	ALP	ALP	ALP
54	71154	SAHA MOHIT NITAI	WUP	WUP	WUP	WUP
55	71155	SHARMA NAMRATA RAMKISHOR	WUP	WUP	WUP	WUP
56	71156	SHETTY ASHVITH SURESH	ALP	ALP	ALP	ALP
57	71157	SALUJA TANVEER DEVENDRA	WUP	WUP	WUP	WUP
58	71158	SOLANKE SUPRIYA SUNIL	WUP	WUP	WUP	WUP
59	71159	TALEKAR PRANAV DATTATRAY	WUP	WUP	WUP	WUP
60	71160	WAGH SHUBHAM BHASKAR	WUP	WUP	WUP	WUP
61	71161	WENDOLE MAHESH DEVANAND	WUP	WUP	WUP	WUP
62	71162	ZOPE LOCHAN MANOJ	WUP	WUP	WUP	WUP

*Dr. Priyanka Pawar*  
 Dr. Priyanka Pawar  
 Sign Subject Incharge



*Dr. Archana Salve*  
 Dr. Archana Salve  
 HOD MBA

Academic Year: 2023-24

Roll No.	Exam Seat No.	Name of Student	How would you rate the instructor's knowledge and expertise?	How would you rate the instructor's effectiveness in delivering the content?	How would you rate the overall quality of the certification program?	How would you rate the relevance and quality of the course materials provided?	How would you rate the level of interactivity and engagement during the program?	How would you rate the clarity with which complex concepts were explained?
	71101	AMBORE KETAN VIJAYRAO	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent
	71102	ANAND GAURAV	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent
	71103	AWARE ABHISHEK SUNIL	Excellent	Very Good	Good	Very Good	Good	Very Good
	71104	BELSARE BHARGAVI PRAVIN	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent
	71105	BHAMARE ROSHAN BALU	Excellent	Very Good	Good	Very Good	Good	Very Good
	71106	BHANGALE YASH PRAVIN	Excellent	Very Good	Excellent	Excellent	Very Good	Excellent
	71107	BHARGAV VINODKUMAR MODI	Excellent	Very Good	Good	Very Good	Good	Very Good
	71108	CHANDAK HARSH SHYAMSUNDAR	Excellent	Very Good	Very Good	Excellent	Excellent	Very Good
	71109	CHAMATKAR JANHVI VIKAS	Excellent	Excellent	Excellent	Excellent	Excellent	Very Good
	71110	CHAVAN GANESH SURESH	Excellent	Good	Good	Very Good	Good	Excellent
	71111	DEVGUDE SANKET BHARAT	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent
	71112	DEV PRAKASH	Excellent	Good	Good	Very Good	Good	Very Good
	71113	GAIDHANE RAJAT CHHAGANLAL	Very Good	Excellent	Good	Very Good	Very Good	Good
	71114	GAVIT KIRAN RAMESH	Good	Very Good	Very Good	Excellent	Excellent	Excellent
	71115	GAIKWAD PRASAD RAJENDRA	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent
	71116	GAWANDE CHAITANYA SUNIL	Excellent	Excellent	Good	Very Good	Very Good	Excellent
	71117	GHORPADE SHUBHAM BALASAHEB	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent
	71118	GIRADKAR KESHREE BHASKAR	Excellent	Very Good	Good	Very Good	Good	Very Good
	71119	JAIN PRITESH PRAFUL	Excellent	Excellent	Excellent	Excellent	Excellent	Very Good
	71120	KHARE HARSHIT	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent

71121	KOTHAWADE GAYTRI RAVINDRA	Good	Good	Good	Good	Good	average	Very Good
71122	KAMBLE NIKETAN NIRANJAN	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent
71123	KANDALKAR ISHAN SUDHIRRAO	Excellent	Very Good	Good	Very Good	Good	Good	Very Good
71124	KATOLE OM RAVINDRA	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent
71125	KAUL SARTHAK RAJAN	Excellent	Very Good	Good	Very Good	Good	Good	Very Good
71126	KAWALE JANHAVI ANIL	Very Good	Very Good	Good	Good	Good	Very Good	Good
71127	KETAN KUMAR	Excellent	Very Good	Very Good	Very Good	Very Good	Very Good	Very Good
71128	KHEKADE TUSHAR SHAUKRAM	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent
71129	KUTE ROHAN DATATRAY	Excellent	Very Good	Good	Very Good	Good	Good	Very Good
71130	KORDE PREM VASANT	Excellent	Very Good	Excellent	Very Good	Very Good	Excellent	Excellent
71131	KOUL SOHAM	Excellent	Very Good	Good	Very Good	Good	Good	Very Good
71132	LAYACHA ABHIJEET YOGESH	Very Good	Very Good	Good	Good	Good	Very Good	Good
71133	LABDHE AMRUTA ANIL	Excellent	Very Good	Very Good	Very Good	Very Good	Very Good	Very Good
71134	LALWANI OM NANDKISHOR	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent
71135	LOHAKARE MOHIT RAMDAS	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent
71136	MULE AJINKYA SANJAY	Very Good	Very Good	Good	Excellent	Excellent	Good	Very Good
71137	MOREY ESHIKA PRASHANT	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent
71138	MALEGAONKAR GANGAPRASAD MAROTI	Excellent	Very Good	Good	Very Good	Very Good	Good	Very Good
71139	MAHE SURAJ SUBHASH	Very Good	Very Good	Good	Good	Good	Very Good	Good
71140	MIRGE SHYAM RANDURANG	Excellent	Very Good	Very Good	Very Good	Very Good	Very Good	Very Good
71141	MOHAMMAD ZIYAUR RAHMAN MOHAMMAD MUBINUR RAHMAN	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent
71142	MALPOTE SUPRIYA GULAB	Excellent	Very Good	Good	Very Good	Good	Good	Very Good
71143	NEVAL ABHIJEET BABASAHEB	Very Good	Very Good	Good	Good	Good	Very Good	Good
71144	PAJKAJ SUTYASH SANJAY	Excellent	Very Good	Very Good	Very Good	Very Good	Very Good	Very Good
71145	PATIL DINESH BHANUSAHEB	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent
71146	PATIL SHIVAJI KISHOR	Excellent	Excellent	Excellent	Excellent	Good	Good	Very Good
71147	PATIL SIDDHI VIJAY	Excellent	Good	average	Very Good	Very Good	average	Very Good
71148	PAVIAR RUSHIKESH VIJAY	Excellent	Very Good	Good	Very Good	Very Good	Good	Very Good
71149	PAVIAR SWAPNIL SUNIL	Very Good	Very Good	Good	Good	Good	Very Good	Good

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71150	PANDITA RITIK	Excellent	Very Good	Very Good	Very Good	Very Good	Very Good	Very Good	Very Good
71151	RANDALE ASHISH VISHWANATH	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent
71152	REWATKAR SANIKA SURESH	Excellent	Very Good	Good	Very Good	Good	Good	Very Good	Very Good
71153	SUKHDEVE NIKHIL AJAY	Very Good	Very Good	Good	Good	Good	Very Good	Good	Good
71154	SAHA MOHIT NITAI	Excellent	Very Good	Very Good	Very Good	Very Good	Very Good	Very Good	Very Good
71155	SHARMA NAMRATA RAMKISHOR	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent
71156	SHETTY ASHVITH SURESH	Very Good	Good	Very Good	Very Good	Very Good	Very Good	Very Good	Good
71157	SALUJA TANVEER DEVENDRA	Excellent	Good	Very Good	Very Good	Very Good	Very Good	Very Good	Very Good
71158	SOLANKE SUPRIYA SUNIL	Excellent	Very Good	Good	Very Good	Very Good	Good	Good	Very Good
71159	TALEKAR PRANAV DATTATRAY	Very Good	Very Good	Good	Good	Good	Very Good	Very Good	Good
71160	WAGH SHUBHAM BHASKAR	Excellent	Very Good	Very Good	Very Good	Very Good	Very Good	Very Good	Very Good
71161	WENDOLE MAHESH DEVANAND	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent
71162	ZOPE LOCHAN MANOJ	Excellent	Very Good	Very Good	Very Good	Very Good	Very Good	Very Good	Very Good

*AKS*





# COURSE EXIT SURVEY ANALYSIS

Academic Year: 2023-24

Question	Responses						Average	Level
	Excellent (5)	Very Good (4)	Good (3)	Average (2)	Fair (1)	Neutral (0)		
1	50	10	2	0	0	0	95.48387097	3
2	23	33	6	0	0	0	85.48387097	3
3	50	12	0	0	0	0	96.12903226	3
4	23	12	26	0	0	0	79.01639344	3
5	24	19	17	1	0	0	81.63934426	3
6	23	29	10	0	0	0	84.19354839	3

*[Handwritten Signature]*



# Certificate of Achievement

*This certifies that*

**Janhavi Kawale**

*has met the required standards for completion of the*

**Master Class Certificate**

**in Sales & Service Excellence**

*as set forth by Dale Carnegie & Associates, Inc.*

*Attested by Dale Carnegie & Associates, Inc. In November 2023*

**Dale  
Carnegie®**

President and CEO

