

“A STUDY OF CUSTOMER SATISFATION TOWARDS DINSHAW ICE CREAM”

A Project Report

Submitted in partial fulfilment of the
Requirements for the award of the degree of

BACHELOR OF MANAGEMENT STUDIES

By

Bhavaniprasad Rajan Malawade

Under the esteemed guidance of

Mr. Prof. Hemant Mahadik

Designation



DEPARTMENT OF BACHELOR OF MANAGEMENT STUDY

VIJAYALAKSHMI VISHWANATH DALVIE COLLEGE, TALERE

(RUSA & Govt. of Maharashtra Funded Model College)

TALERE, TAL-KANKAVALI, DIST-SINDHUDURG,

PIN-416801

MAHARASHTRA

2023-2024

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TALERE, TAL-KANKAVALI, DIST-SINDHUDURG,PIN-416801

DEPARTMENT OF BACHELOR OF MANAGEMENT STUDY



CERTIFICATE

This is to certify that the Project entitled, “A STUDY OF CUSTOMER SATISFATION TOWARDS DINSHAW ICE CREAM”, is bonafied work of BHAVANIPRASAD RAJAN MALAWADE submitted in partial fulfilment of the requirements for the award of degree of BACHELOR OF MANAGEMENT STUDIES from University of Mumbai.

Internal Guide

Coordinator

External Examiner

Date:

College Seal

CERTIFICATE

This is to certify that Ms/Mr _____ has worked and duly completed her/his Project Work for the degree of Bachelor of Management Studies under the Faculty of Commerce in the subject of _____ and her/his project is entitled, “ _____ ” Under my supervision.

I further certify that the entire work has been done by the learner under my guidance and that no part of it has been submitted previously for any Degree or Diploma of any University.

It is her/ his own work and facts reported by her/his personal findings and investigations.

ACKNOWLEDGEMENT

To list who all have helped me is difficult because they are so numerous & the depth is so enormous.

I would like to acknowledge the following as being idealistic channels & fresh dimensions in the completion of this project.

I take this opportunity to thank the **University of Mumbai** for giving me chance to do this project.

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I take this opportunity to thank our **Coordinator** for her moral support & guidance.

I would also like to express my sincere gratitude towards my project guide **Prof. Hemant Mahadik** whose guidance & care made the project successful.

I would like to thank my **College Library**, for having provided various reference books & magazines related to my project.

Lastly, I would like to thank each & every person who directly or indirectly helped me in the completion of the project especially **my Parents & Peers** who supported me throughout my project.

DECLARATION

I the undersigned **Mr. Bhavaniprasad Rajan Malawade** hereby, declare that the work embodied in this project work titled “**Customer Satisfaction Towards Dinshaw Ice Cream**” forms my own contribution to the research work carried out under the guidance **Asst. prof. Hemant Mahadik** is a result of my own research work & has not been previously submitted to any other University for any other Degree to this or any other University.

Wherever reference has been made to previous works of others, it has been clearly indicate as & included in the bibliography.

I, hereby further declare that all information of this document has been obtained & presented in accordance with academic rules & ethical conduct.

Place: TALERE

Signature:

Date:

Mr. Bhavaniprasad Rajan Malawade

Guidance:

Asst. Prof. Hemant Mahad

