



Ref:

Date: 18th 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





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

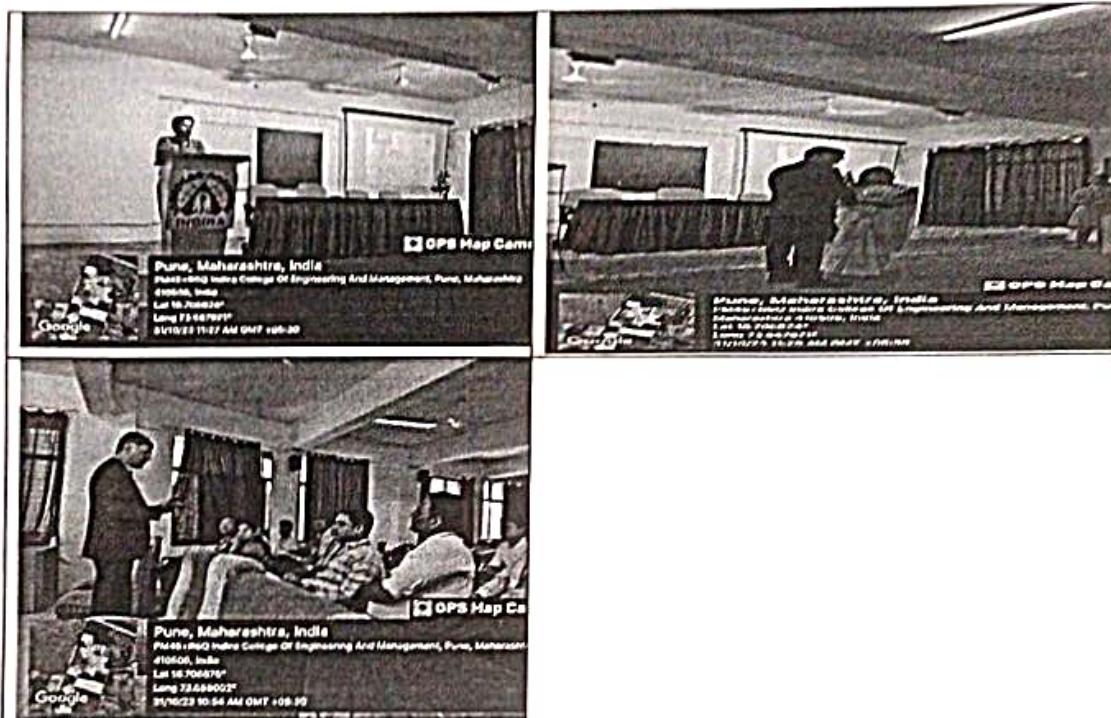
Target Audience: MBA II SEM III students

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
ATTENDACNE (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	KAY	KAY	KAY	KAY
2	71102	ANAND GAURAV	OG	OG	OG	OG
3	71103	AWARE ABHISHEK SUNIL	An	An	An	An
4	71104	BELSARE BHARGAVI PRAVIN	Bhar	Bhar	Bhar	Bhar
5	71105	BHAMARE ROSHAN BALU	BBP	BBP	BBP	BBP
6	71106	BHANGALE YASH PRAVIN	Y	Y	Y	Y
7	71107	BHARGAV VINODKUMAR MODI	an	an	an	an
8	71108	CHANDAK HARSH SHYAMSUNDAR	Han	Han	Han	Han
9	71109	CHAMATKAR JANHVI VIKAS	JV	JV	JV	JV
10	71110	CHAVAN GANESH SURESH	CG	CG	CG	CG
11	71111	DEVGUDE SANKET BHARAT	Dev	Dev	Dev	Dev
12	71112	DEV PRAKASH	Dev	Dev	Dev	Dev
13	71113	GAIDHANE RAJAT CHHAGANLAL	RGA	RGA	RGA	RGA
14	71114	GAVIT KIRAN RAMESH	GR	GR	GR	GR
15	71115	GAIKWAD PRASAD RAJENDRA	PRAS	PRAS	PRAS	PRAS
16	71116	GAWANDE CHAITANYA SUNIL	GC	GC	GC	GC
17	71117	GHORPADE SHUBHAM BALASAHEB	SG	SG	SG	SG
18	71118	GIRADKAR KESHREE BHASKAR	Kesh	Kesh	Kesh	Kesh
19	71119	JAIN PRITESH PRAFFUL	Pri	Pri	Pri	Pri
20	71120	KHARE HARSHIT	Kh	Kh	Kh	Kh
21	71121	KOTHAWADE GAYTRI RAVINDRA	GK	GK	GK	GK
22	71122	KAMBLE NIKETAN NIRANJAN	PN	PN	PN	PN
23	71123	KANDALKAR ISHAN SUDHIRRAO	IP	IP	IP	IP
24	71124	KATOLE OM RAVINDRA	OK	OK	OK	OK
25	71125	KAUL SARTHAK RAJAN	AKS	AKS	AKS	AKS
26	71126	KAWALE JANHAVI ANIL	AKA	AKA	AKA	AKA
27	71127	KETAN KUMAR	K	K	K	K
28	71128	KHEKADE TUSHAR SHALIKRAM	TUS	TUS	TUS	TUS
29	71129	KUTE ROHAN DATTATRAY	Roh	Roh	Roh	Roh
30	71130	KORDE PREM VASANT	Prav	Prav	Prav	Prav

Sr. No.	Roll Number	Name of The Student	Day 1	Day 2	Day 3	Day 4
31	71131	KOUL SOHAM	SPW	FAT	FAT	FAT
32	71132	LAYACHA ABHIJEET YOGESH	ABH	FAT	FAT	FAT
33	71133	LABDHE AMRUTA ANIL	AMR	FAT	FAT	FAT
34	71134	LALWANI OM NANDKISHOR	WLP	WLP	WLP	WLP
35	71135	LOHAKARE MOHIT RAMDAS	RAM	PSC	FAT	FAT
36	71136	MULE AJINKYA SANJAY	MUL	MUL	MUL	MUL
37	71137	MOREY ESHIKA PRASHANT	MOP	MOP	MOP	MOP
38	71138	MALEGAONKAR GANGAPRASAD MAROTI	MAG	GWP	GWP	GWP
39	71139	MANE SURAJ SUBHASH	SMS	FAT	FAT	FAT
40	71140	MIRGE SHYAM PANDURANG	MIS	FAT	FAT	FAT
41	71141	MOHAMMAD ZIYAUR RAHMAN MOHAMMAD MUBINUR RAHMAN	ZIY	FAT	FAT	FAT
42	71142	MALPOTE SUPRIYA GULAB	MSP	FAT	FAT	FAT
43	71143	NEVAL ABHIJEET BABASAHEB	NAB	FAT	FAT	FAT
44	71144	PALKAR SUYASH SANJAY	PSS	SSS	SSS	SSS
45	71145	PATIL DINESH BHUSAHEB	DP	SP	SP	SP
46	71146	PATIL SHIVAM KISHOR	PSK	FAT	FAT	FAT
47	71147	PATIL SIDDHI VIJAY	PSV	SS	SS	SS
48	71148	PAWAR RUSHIKESH VIJAY	PRV	FAT	FAT	FAT
49	71149	PAWAR SWAPNIL SUNIL	PSN	FAT	FAT	FAT
50	71150	PANDITA RITIK	PR	SP	SP	SP
51	71151	RANDALE ASHISH VISHWANATH	RAV	FAT	FAT	FAT
52	71152	REWATKAR SANIKA SURESH	RSK	SSK	SSK	SSK
53	71153	SUKHDEVE NIKHIL AJAY	SN	SP	SP	SP
54	71154	SAHA MOHIT NITAI	SMN	SMN	SMN	SMN
55	71155	SHARMA NAMRATA RAMKISHOR	SNR	WNR	WNR	WNR
56	71156	SHETTY ASHVITH SURESH	ASH	FAT	FAT	FAT
57	71157	SALUJA TANVEER DEVENDRA	TS	DSV	DSV	DSV
58	71158	SOLanke SUPRIYA SUNIL	SUP	SP	SP	SP
59	71159	TALEKAR PRANAV DATATRAY	TPL	TPL	TPL	TPL
60	71160	WAGH SHUBHAM BHASKAR	WSB	JSS	JSS	JSS
61	71161	WENDOLE MAHESH DEVANAND	WMD	FAT	FAT	FAT
62	71162	ZCPE LOCHAN MANOJ	ZLC	WZP	WZP	WZP

Dr.Priyanka Pawar
Sign Subject Incharge

Dr.Archana Salve
HOD MBA



Course Exit Survey Analysis- Dale Carnegie Certification on Master Class in Sales & Service Excellence

Academic Year: 2023-24

Roll No.	Exam Seat No.	Name of Student	Feedback on the Dale Carnegie Certification Program					
			How would you rate the instructor's knowledge and expertise?	How would you rate the overall effectiveness in delivering certification program?	How would you rate the quality of the certification 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	
71102		ANAND GAURAV	Excellent	Excellent	Excellent	Excellent	Excellent	
71103		AWARE ABHISHEK SUNIL	Excellent	Very Good	Good	Very Good	Very Good	
71104		BELSARE BHARGAVI PRAVIN	Excellent	Excellent	Excellent	Excellent	Excellent	
71105		BHAMARE ROSHAN BALU	Excellent	Very Good	Good	Very Good	Very Good	
71106		BHANGALE YASH PRAVIN	Excellent	Very Good	Excellent	Very Good	Excellent	
71107		BHARGAV VINODKUMAR MODI	Excellent	Very Good	Good	Very Good	Very Good	
71108		CHANDAK HARSH SHYAMSUNDAR	Excellent	Very Good	Very Good	Excellent	Very Good	
71109		CHAMATKAR JANHVI VIKAS	Excellent	Excellent	Excellent	Excellent	Very Good	
71110		CHAVAN GANESH SURESH	Excellent	Good	Good	Very Good	Excellent	
71111		DEVGUDE SANKET BHARAT	Excellent	Excellent	Excellent	Excellent	Excellent	
71112		DEV PRAKASH	Excellent	Good	Very Good	Good	Very Good	
71113		GAIDHANE RAJAT CHHAGANLAL	Very Good	Excellent	Good	Very Good	Good	
71114		GAVIT KIRAN RAMESH	Good	Very Good	Very Good	Excellent	Excellent	
71115		GAIKWAD PRASAD RAJENDRA	Excellent	Excellent	Excellent	Excellent	Excellent	
71116		GAWANDE CHAITANYA SUNIL	Excellent	Excellent	Good	Very Good	Excellent	
71117		GHORPADE SHUBHAM BALASAHEB	Excellent	Excellent	Excellent	Excellent	Excellent	
71118		GIRADKAR KESHREE BHASKAR	Excellent	Very Good	Good	Very Good	Very Good	
71119		JAIN PRITESH PRAFFUL	Excellent	Excellent	Excellent	Excellent	Very Good	
71120		KHARE HARSHIT	Excellent	Excellent	Excellent	Excellent	Excellent	

NB

71121	KOTHAWADE GAYTRI RAVINDRA	Good	Good	Good	Good	average	Very Good
71122	KAMBLE NIKETAN NIRANJAN	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent
71123	KANDALKAR ISHAN SUDHIRRAO	Excellent	Very Good	Good	Very Good	Good	Very Good
71124	KATOLE OM RAVINDRA	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent
71125	KAUL SARTHAK RAJAN	Excellent	Very Good	Good	Very Good	Good	Very Good
71126	KAWALE JANHAVI ANIL	Very Good	Very Good	Good	Good	Very Good	Good
71127	KETAN KUMAR	Excellent	Very Good				
71128	KHEKADE TUSHAR SHALIKRAM	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent
71129	KUTE ROHAN DATTATRAY	Excellent	Very Good	Good	Very Good	Good	Very Good
71130	KORDE PREM VASANT	Excellent	Very Good	Excellent	Very Good	Excellent	Excellent
71131	KOUL SOHAM	Excellent	Very Good	Good	Very Good	Good	Very Good
71132	LAYACHA ABHIEET YOGESH	Very Good	Very Good	Good	Good	Very Good	Good
71133	LAJDHE AMRUTA ANIL	Excellent	Very Good				
71134	LALWANI OM HANDKISHOR	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent
71135	LOHAKARE MOHIT RAMDAS	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent
71136	MULE AJINKYA SANJAY	Very Good	Very Good	Good	Excellent	Good	Very Good
71137	MOREY ESHIKA PRASHANT	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent
71138	MALEGAONKAR GANGAPRASAD MAROTI	Excellent	Very Good	Good	Very Good	Good	Very Good
71139	MANE SURAJ SUBHASH	Very Good	Very Good	Good	Good	Very Good	Good
71140	MIRGE SHYAM PANDURANG	Excellent	Very Good				
71141	MOHAMMAD ZIAUR RAHMAN МОHAMMAD MUBINUR RAHMAN	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent
71142	MAJPOTE SUPRIYA GULAB	Excellent	Very Good	Good	Very Good	Good	Very Good
71143	NEVAL ABHIJEET BABASAHEB	Very Good	Very Good	Good	Very Good	Good	Very Good
71144	PALKAR SURYASH SANJAY	Excellent	Very Good				
71145	PATIL DINESH BHUSAHEB	Excellent	Excellent	Excellent	Excellent	Excellent	Excellent
71146	PATIL SHIVAJI KISHOR	Excellent	Excellent	Excellent	Good	Good	Very Good
71147	PATIL SIDDHU VIJAY	Excellent	Good	average	Very Good	average	Very Good
71148	PAWAR RUSHIKESH VIJAY	Excellent	Very Good	Good	Very Good	Good	Very Good
71149	PAWAR SWARNIL SUNIL	Very Good	Very Good	Good	Very Good	Good	Very Good

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



✓
Ans

Course Exit Survey Analysis

Academic Year: 2023-24

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



✓

Certificate of Achievement

This certifies that

Tanbavi 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

President and CEO

Jogn K. Hart

Dale Carnegie®