**Title:-**

Providing complete automation in Service Sector and providing a different approach to the working of service sector. Whether it as a electronics device or a automobile provide them service at a call.

**Mission:-**

**Service Guy** aims to offer high-quality repair services with a focus on convenience and rapid service.

Additionally, **Service Guy**  is technologically savvy with computerized monitoring of all parts inventory, to ensure that critical parts are always in stock, while keeping a balanced level of inventory to maximize inventory turnover.

**Service Guy**  is about building a strong professional relationship with all our customers that is grounded in honesty, fairness and integrity of service.

**Keys to Success:-**

**Service Guy** ' keys to success include:

* Exceptional, expedient, and convenient electrical repair services.
* Building a strong professional relationship with the customer base.
* Rapid order and delivery of electrical parts.
* The Basic Key Of Success Stands To Be the Advertisement and promotion

**Working:-**



My Device Is Damaged I want it Repaired



Sir a Engineer will visit you within 2hrs

 

**Services:-**

Service Guy Services are the following:

Service Contracts/Factory Warranty Repairs/Out of Warranty Repairs

* **Washer/Dryer**: Any Company Mobiles within Warranty or Out Of Warranty
* **Refrigerators**: Any Company Mobiles within Warranty or Out Of Warranty
* **Cooking Ranges**: Any Company Mobiles within Warranty or Out Of Warranty
* **Televisions**: Any Company Mobiles within Warranty or Out Of Warranty
* **DVD Players/VCRs**: Any Company Mobiles within Warranty or Out Of Warranty
* **Camcorders**: Any Company Mobiles within Warranty or Out Of Warranty
* **Mobile**: Any Company Mobiles within Warranty or Out Of Warranty
* **Automobiles**: Any Company Mobiles within Warranty or Out Of Warranty
* **AC**: Any Company Mobiles within Warranty or Out Of Warranty
* **Laptops**: Any Company Mobiles within Warranty or Out Of Warranty

**Budget:-**

The Budget Is a Demo for 2 Service centres: The specified Budget is for mobiles + laptops

* Infrastructure **: 2 Lakh per Service Centre**
* Training For Engineers : **1lakh**
* Training For Call Centre guys**: 50000**
* Equipment for Call Centre with headphones and telephones:**60000**
* Equipment for engineers with dresses and repair kit : **80000**

**Total : 5lakh**

**Business Plan:-**

The first step is to contacts with companies for being there official service partners for their devices.Recruting Engineers and call centre guy with each new company

The flow of working we will have different staff for each company that is different call centre and engineers.

Call centre will receive call from the customer about the device and the issue if the device is in warranty customer will be explained engineer will visit there place to repair there device in 2 hours and there device will be repaired later a feedback form to know about the customer satisfaction will be asked to fill

If device isn’t in warranty customer will be given a summary detail of the cost.

We will also be giving service to customer if he is in office we will be repairing his device by going at his office.

**Team:-**

* Shubham Gupta
* Paramjit Gupta(Training Head)
* Aakriti Sharma
* Rohan Gupta