

From: Saurabh Goswami [mailto:saurabh.goswami.jg@renesas.com]

Sent: 30 August 2012 18:09

To: ravibhat@godrej.com

Cc: Maneesh Shrivastava; Arnab Bagchi; Alpana Saraswat; Manu Sharma; Mohd Zubair Saifi; Nitin Bansal; Nitin Verma; Pooja Babbar; Pranjal Verma; Vaibhav Suley

Subject: Mr. Saurabh Goswami, New Delhi 76 : Complaint no - 132591 - Refigerator

Dear Mr Bhatt / Mr Sashi,

Many thanks for your intervention and revert on this.

The issue has been resolved satisfactorily yesterday evening.

I would like to specially mention that Mr G S Kalsi attended to the request very professionally and also kept his commitment on whatever he promised. This was a complete contrast and a refreshing change from my experience with the call centre and other staff.

I am re-assured on the Godrej service mission statement on your website after this experience with you and Mr Kalsi despite the forgettable early part of handling this issue.

Many thanks again.

Thank you & Best Regards,

Saurabh Goswami

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