

March 22, 2013

To  
M/s Godrej Customer Services Cell,  
N Delhi

From  
Mr Shankar Gopal  
37 Anandlok,  
N Delhi-49

Sir

**Sub: Service no..D-2103245037 dt 21 Mar 2013 // CSN..592**

With reference to the above noted subject please note that I write to express my extreme satisfaction towards services rendered by MrPranjalVerma regarding the case bearing CSN number 592. Mr P. Verma handled my case efficiently and swiftly , once I appraised him of my situation.

I retired as a senior officer from Indian Airlines and thus fully understand the importance of able handling of customer requests.While serving for Indian Airlines I learnt two invaluable lessons that efficient handling brings : one permanent customer loyalty for the brand and the other a positive promotion of the brand-name.

MrPranjalVerma by his efficient handling , has scored fully on both these accounts . He is indeed an invaluable resource for the company. I would thus like my appreciation to be placed on records for future reference.

Thanking you  
Yours sincerely  
*Shankar Gopal*