

PROJECT REPORT ON

**“A STUDY ON CUSTOMER EXPERIENCE AND SATISFACTION LEVEL TOWARDS
SKODA MOTORS SERVICES.”**

Submitted by

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(1SV21BA027)

Submitted to

VISVESVARAYA TECHNOLOGICAL UNIVERSITY- BELAGAVI

In partial fulfillment of the requirement for the award of the degree of

MASTER OF BUSINESS ADMINISTRATION

Under the Guidance of

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CERTIFICATE

This is to certify that **Mr. H S NITHIN BABU** bearing USN (1SV21BA027) is a bonafide student of Master of Business Administration course of **SHRIDEVI INSTITUTE OF ENGINEERING AND TECNOLOGY (2021-23)** Affiliated to Visvesvaraya Technological University, Belagavi. Project work on "A STUDY ON CUSTOMER EXPERIENCE AND SATISFACTION LEVEL TOWARDS SKODA MOTORS SERVICES", TUMKUR is prepared by him under the guidance of **Prof. PRAVEEN KUMAR T M**, Assistant professor, Department of MBA, in partial fulfillment of the requirement for the award of the degree of "Master of Business Administration" of Visvesvaraya Technological University, Belagavi, Karnataka.

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