

LIST OF TABLES

CHAPTER IV

| Sr. No. | Table No. | Name of The Table | Page No. |
|---------|-----------|--|----------|
| 1 | 4.1 | Occupation of Customer | 33 |
| 2 | 4.2 | Gender of the Customer | 34 |
| 3 | 4.3 | How Customer Knew about Hyundai | 35 |
| 4 | 4.4 | How Customer Contacted to Dealer | 36 |
| 5 | 4.5 | Response of Dealer towards Customer. | 36 |
| 6 | 4.6 | Preference of Customer. | 37 |
| 7 | 4.7 | How did Customer Purchased Car. | 38 |
| 8 | 4.8 | Model Owned by Customer. | 38 |
| 9 | 4.9 | Vehicle Driven By. | 39 |
| 10 | 4.10 | Performance of Vehicle | 39 |
| 11 | 4.11 | Have Customer received any Intimation For Service. | 40 |
| 12 | 4.12 | Were Customer Attented promptly When They came to workshop ? | 41 |
| 13 | 4.13 | Has the advisor given you the estimated repaired cost | 41 |
| 14 | 4.14 | Has the advisor understood the Vehicle Complaints ? | 42 |
| 15 | 4.15 | Was Your Vehicle Ready at Promised Time | 43 |
| 16 | 4.16 | Was Your Vehicle cleaned at the time of Delivery ? | 43 |

| | | | |
|----|------|---|----|
| 17 | 4.17 | Has the Advisor explained Bill to You | 44 |
| 18 | 4.18 | Have You received a call from workshop Asking the Performance | 44 |
| 19 | 4.19 | Are You Satisfied the Overall Service of the Dealer | 45 |
| 20 | 4.20 | Were You Informed regarding 'Value Added Service' during your Service | 46 |
| 21 | 4.21 | Have You been informed regarding the 'Extended Warranty' during your visit to Workshop | 46 |
| 22 | 4.22 | Have You been informed by the Workshop Regarding Free Checkup Camps conducted by Hyundai Time to Time | 47 |
| 23 | 4.23 | Customer Feelings With respect to dealer | 48 |
| 24 | 4.24 | How Does Dealer retains Relationships with You | 49 |
| 25 | 4.25 | Satisfaction of Customers | 49 |

LIST OF GRAPHS

CHAPTER IV

| Sr. No. | Graph No. | Name of the Graph | Page No. |
|---------|-----------|---|----------|
| 1 | 4.1 | Occupation of Customer | 33 |
| 2 | 4.2 | Gender of the Customer | 34 |
| 3 | 4.3 | How Customer Knew about Hyundai | 35 |
| 4 | 4.4 | Preference of Customer. | 37 |
| 5 | 4.5 | Have Customer received any Intimation For Service. | 40 |
| 6 | 4.6 | Are You Satisfied the Overall Service of the Dealer | 45 |
| 7 | 4.7 | Customer Feelings With respect to dealer | 48 |
| 8 | 4.8 | Satisfaction of Customers | 50 |