



SHOOTING STARS FOR THE MONTH OF MAR 2010

BEST TEAM LEADER



ANKIT SEHGAL

STAR PERFORMER SALES



ARVIN DABAS

STAR PERFORMER SERVICE



MAHENDER

SHOOTING STARS FOR THE MONTH OF APR 2010

BEST TEAM LEADER



RAKSHIT SHARMA

STAR PERFORMER SALES



ARVIN DABAS

STAR PERFORMER SERVICE



TEJ RAM

SHOOTING STARS FOR THE MONTH OF MAY 2010

BEST TEAM LEADER



RAKSHIT SHARMA

STAR PERFORMER SALES



GAURAV CHAWLA

STAR PERFORMER SERVICE



RAMIT GUPTA

CR INITIATIVE

Practice : To Reach Customer's Heart
 Support Dept. : Sales & Delivery
 Planned Activity : Designing a Booklet containing customer photograph taken at the time of Delivery along with a thanking letter for buying a Toyota Car

Supporting Photograph :



CRM : Shivangi Pahwa

Benefits :

- ✦ The Prime objective of the activity is to sensitize our customer toward better understanding, Customer satisfaction & an extended relationship with us.
- ✦ Promoting after sales assistance.
- ✦ Giving feeling of owing Toyota with a memorable moment which can be cherished forever.

GRACE TOYOTA

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Eight Gifts That Do Not Cost A Cent:

- 1) **THE GIFT OF LISTENING . . .(I too learnt now)**
 But you must REALLY listen. No interrupting, no daydreaming, no planning your response. Just listening.
- 2) **THE GIFT OF AFFECTION . . .**
 Be generous with appropriate hugs, pats on the back and handholds. Let these small actions demonstrate the love you have for family and friends.
- 3) **THE GIFT OF LAUGHTER . . .**
 Clip cartoons. Share articles and funny stories. Your gift will say, "I love to laugh with you."
- 4) **THE GIFT OF A WRITTEN NOTE . . .**
 It can be a simple "Thanks for the help" note or a full sonnet. A brief, handwritten note may be remembered for a lifetime, and may even change a life.
- 5) **THE GIFT OF A COMPLIMENT . . .**
 A simple and sincere, "You look great in red," "You did a super job" or "That was a wonderful meal" can make someone's day.
- 6) **THE GIFT OF A FAVOR . . .**
 Every day, go out of your way to do something kind.
- 7) **THE GIFT OF SOLITUDE . . .**
 There are times when we want nothing better than to be left alone. Be sensitive to those times and give the gift of solitude to others.
- 8) **THE GIFT OF A CHEERFUL DISPOSITION . . .**
 The easiest way to feel good is to extend a kind word to someone, really it's not that hard to say, Hello or Thank You. Friends are a very rare jewel, indeed. They make you smile and encourage you to succeed. They lend an ear, they share a word of praise, and they always want to open their hearts to us.

Editor : Nisha Mantoo

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