

**A STUDY ON CUSTOMER SERVICE
AT PETRONAS SERVICE STATIONS**

**A PAPER SUBMITTED TO
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TABLE OF CONTENT

	PAGE
ACKNOWLEDGEMENT	iv
EXECUTIVE SUMMARY	v
1.0 INTRODUCTION	1
1.1 Background of the company	1
1.2 Background of Petronas Service Stations	5
2.0 OBJECTIVE OF STUDY	11
3.0 SCOPE OF STUDY	12
4.0 ASSUMPTIONS	13
5.0 METHODOLOGY	14
5.1 Sources of Data	14
5.1.1 Primary Data	14
5.1.2 Secondary Data	17
5.2 Sampling Techniques	17
6.0 FINDINGS	18
6.1 Standardization of Service	18
6.2 Convenience Store	21
6.3 Cleanliness	22
6.4 Campaigns	23
6.5 Image	25
6.6 Problems Faced by Petronas Service Stations	26
6.7 Locations and Facilities	26
6.8 The Quality and the Price of Petronas Products Sold at Petronas Service Stations	27
6.9 Relationship Between Employees and Customers	28

	PAGE
7.0 PROGRAMMES AND STRATEGIES	31
7.1 Merit/Demerit Scheme for Dealers	31
7.2 Sales Executives Programme	31
7.3 Selection of Dealers	32
7.4 Cemerlang Campaign at Regional Level	32
7.5 Mobile Units	34
7.6 Training of Dealers	35
7.7 Station Upgrading	36
8.0 CRITICAL ANALYSIS AND INTERPRETATION	38
8.1 Question 1	38
8.2 Question 2	41
8.1 Question 3	43
8.1 Question 4	46
8.1 Question 5	48
8.1 Question 6	50
8.1 Question 7	52
8.1 Question 8	54
8.1 Question 9	56
9.0 CONCLUSIONS	59
10.0 RECOMMENDATIONS	61
10.1 Recommendations for Petronas Management	61
10.2 Recommendations for Petronas Service Stations	65
BIBLIOGRAPHY	
APPENDICES	

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EXECUTIVE SUMMARY

The topic of this project paper is 'A Study On Customer Service at Petronas Service Stations'. This project paper consist of the objectives of the project paper, scope of study, assumptions, methodology, findings and also conclusions and recommendations.

This study will discuss about the level of customer satisfaction towards Petronas Service Stations, the appearance of Petronas Services Stations in terms of cleanliness and attractiveness of the stations and also the programs or the strategies conducted at Petronas Service Stations.

The last part of this study is the conclusions and recommendations where some recommendations are recommended in order to upgrade the level of customer service at Petronas Service Stations.