

PATH TO QUALITY

We went to Quality Super Bazar in Kumbanad, which is one of the biggest Super market nearby. I spoke with Mr Lino Thomas, the present owner of Quality Super Bazar. He briefly told me about the history of their Super market. His father started his business in mining. Then they shifted the mining business into Super market in 2015. Then he started to run the Super market. At the beginning, there was monopoly in business and people bought the things of their choice. Later they started advertising through program supplement. The main advertising was through social media, which is more effective nowadays. The working time is between 9am to 9pm. He has fifty one employees working for him. The main challenge in this field is competition.



I decided to meet more skilled people, so I went to meet the team behind the success of the Super market. So I met Mrs Lini Mathew, the Senior Accountant there. She is working there for the last one year. Her timing is from 9am to 6:30pm. She completed C.A. She is very experienced in this field. Then I met Account Trainee, Arya J. K. She joined there to help Mrs Lini Mathew. She mentioned that it is her first job.



Then I went to Bindu mol, Supervisor. She is working there for almost two years . I could see two Counter staffs namely Athira C Thankappan, who is working for six months and Jeena M John for four months. They play an important role in attracting customers. Reshmi Chandran is one of the persons representing sales team. She is working there for three months. Saji Kumar, Juice maker is also working there for the past one year has a previous experience of twelve years.

This is the team behind the wonder 'Quality Super Bazar'.

Submitted by,

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