



Cooperative Education Report

Analysis of Food Delivery during COVID-19 Pandemic at Foodmandu

Written by

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**This Report Submitted in Partial Fulfillment of the Requirements for
Cooperative Education, Faculty of Business Administration
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Siam University

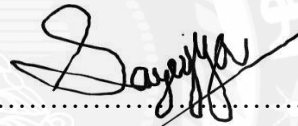
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Abstract

This Cooperative Report entitled “Analysis of Food Delivery during COVID-19 Pandemic at Foodmandu” highlights details on how most of the people have started preferring online delivery rather than dining in the restaurant due to the fear of COVID-19. The internship has been conducted in “Foodmandu” as the university requirement. The major objectives of the internship are: (1) to analyze the safety protocols while delivering food, (2) to study customer relationship management, (3) to study app and website handling as well as collecting several data about various restaurants/hotels and to analyze it. Throughout my internship period, I got to explore and learn several things about Foodmandu. The customer service of Foodmandu is excellent; they handle the customer complaints very efficiently (By solving the issues within a few minutes) and treat each and every customer whether he/she is loyal or new in the same manner. Even during the COVID-19 pandemic, Foodmandu did not stop, they launched Foodmandu Fresh which focused on groceries and ensured safe delivery to the customers.

I have already realized that Foodmandu is a brand itself. They have already completed 10 years yet still they are not satisfied; they want to improve in each and every other department. If they increase the geographical market even further, surely the brand can reach a further new milestone.

Keywords: Customer Relationship Management / App and Website Handling / Foodmandu Fresh / Geographical Market.

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Niraat Neupane

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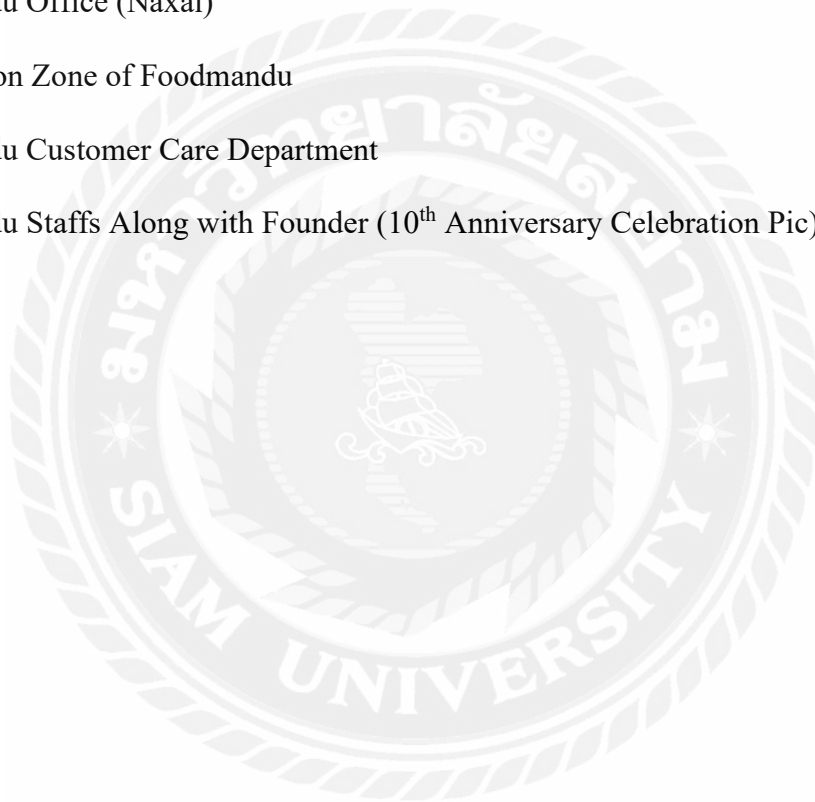
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CHAPTER 1

INTRODUCTION

1. Company Profile

Foodmandu is an on-demand food delivery company that provides service across Kathmandu, Lalitpur, and Bhaktapur. Having started its operation in 2010, Foodmandu has now grown to more than 250 employees serving 200,000+ customers from 600+ partner restaurants. The Operations/Department office is situated at CG Building, Naxal. The last order of Foodmandu is until 8.30 pm. However, the customer care and complaint department have to stay until 9.30/10 pm unless and until the delivery is safely delivered to the customers which is great. They are a customer-centric company with a high focus on client satisfaction. Foodmandu is the first company in Nepal that delivers food from hundreds of popular restaurants. It is a brand itself now. For the past 10 years, the company has been sustained until now. The company is still not satisfied; they want to reach a new height. Foodmandu treats its customers as God, even if the customer complains about a small issue the customer care and complaint department gives their all to solve the problem because they know every single customer counts.

During lockdown due to COVID-19, Foodmandu came up with a new plan to introduce Foodmandu Fresh by delivering customer's daily essential products to their doorstep. This plan became a success too, now they have partnered with several vendors and slowly increasing the marketplace. Also after COVID-19, the company follows all safety protocols to deliver the customers most safely. All the bags are sanitized before the rider departs for the respective restaurants. The temperature of every employee including the riders is checked before check-in and the mask and gloves are compulsory. Foodmandu has now tied up with each and every top

hotel and restaurant within the valley which is a very plus point for the company. The company celebrated its 10 Years Anniversary on Nov. 11th. To celebrate this huge feat, they collaborated with several restaurants for a One-Day Anniversary Combo Offer which was a win-win situation for us as well as the restaurants. This was a unique way to celebrate the 10 Years Anniversary.

1.1 Mission and Vision of the Company

- To become the best food delivery company in Nepal
- To provide highest quality food and related products to the customers at the most efficient price
- To provide the choices of variety of restaurants
- To establish a social impact by creating employment for both unemployed male and female who are keen to be self-employed
- To provide quick delivery services to the customers

1.2 Strategies of the Company

Especially after COVID-19 hit Nepal, several of the restaurants have started to collaborate with food delivery services. This has hugely expanded the market of food delivery service in Nepal and specially Kathmandu. Previously there were only 2-3 food delivery companies but now we can see there are various new rising food delivery companies starting to arrive. This has created a healthy competition in the market. In order to sustain and gain competitive advantage, proper use of strategy is definitely required. Foodmandu uses “Differentiation Strategy” to compete in the market. The key goal of putting in place a differentiation strategy is to gain a competitive advantage. A company typically does this by examining its strengths and weaknesses, as well as the needs of its consumers and the overall value it can offer. Everyday a meeting is held where strategies are discussed in order to be unique in the market. Foodmandu

organizes Foodmandu Fest every year collaborating with hundreds of restaurants. It gains a lot of profit through the fest and also builds a strong as well as loyal customer base. The company has provided a separate app for customers and riders. This is one of the unique strategy used by Foodmandu.

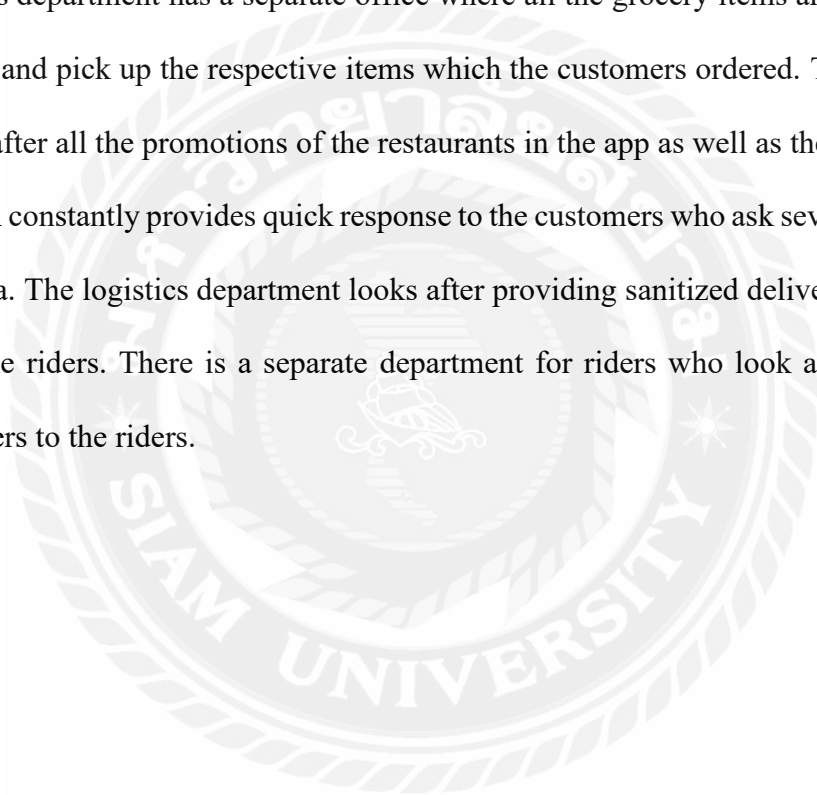
2 Organizational Structure

I was positioned as Assistant Sales Representative in the Sales and Marketing Department.

The department heads are as follows:

- Founder/Chairman- Manohar Adhikari
- Head of Service/Operations Department- Pratima Adhikari
- Operations Manager- Kishor Sharma
- Assistant Operations Manager- Sachin Khadka
- Foodmandu Fresh Head- Raju Thapa
- Customer Service Incharge- Amar Maharjan
- Customer Care and Support Incharge- Alisha Manandhar
- Senior Brand Manager- Shyam Ratna Mali
- Sales Head- Yuyutsav Subedi
- Marketing Head- Dikshya Subedi
- Senior Business Development Officer- Kuldeep Gautam
- Logistics Head- Dinesh Rajbhandari
- Data Entry Head- Sildash Karki
- Riders Head – Paltu Yadav

Foodmandu has several departments. The Operations Department looks after the overall management of the company. These people constantly monitor the problems occurring in the company and come forward with solutions. The Customer Service Representatives are in huge numbers because the order placed daily is in large quantity. The Customer Care and Complaint department handle the customer complaint by communicating with both the restaurants as well as the customers. The Foodmandu Fresh Department looks after providing delivery services of grocery items. This department has a separate office where all the grocery items are kept. Riders come to the office and pick up the respective items which the customers ordered. The marketing department looks after all the promotions of the restaurants in the app as well as the social media platform. The team constantly provides quick response to the customers who ask several questions on the social media. The logistics department looks after providing sanitized delivery bag, bikes, grocery vans to the riders. There is a separate department for riders who look after providing delivery slips, orders to the riders.



2.1 Diagram of the Organizational Structure

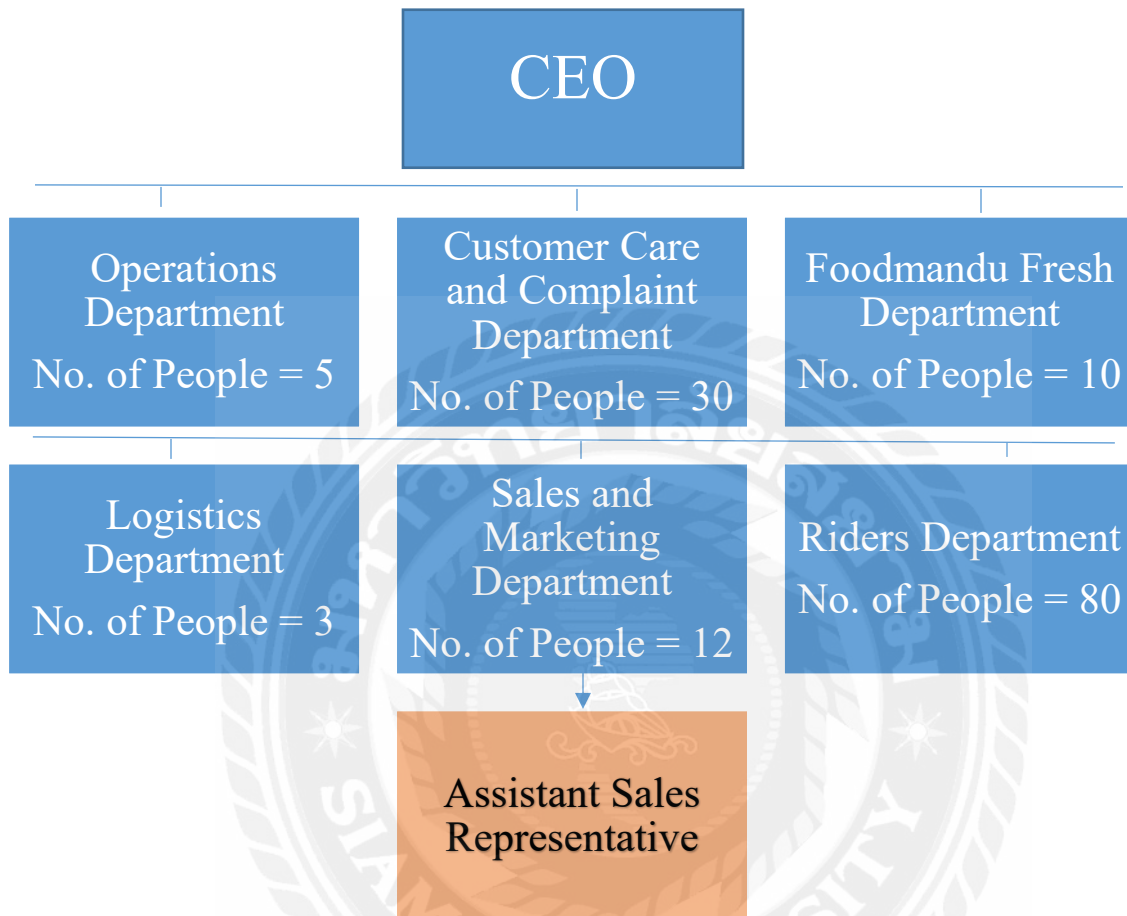


Figure 1 Diagram of the Organizational Structure

2.2 Job Positions and Responsibility

I was positioned as Assistant Sales Representative. The responsibilities included working with the sales representative and creating a promotional plan. For that I had to go through the website of the organization, study about the vendors/restaurants and suggest the best possible options with the situation in mind. My assigned tasks were creating large number of spreadsheets and also proofreading of restaurants. I even had to visit several restaurants and a meeting would

be held on how to make their restaurants look appealing on our website. We would also discuss on bringing new items to their menu which would be highlighted on our social media platforms.

3. Reason of Company Selection

From the very beginning, I wanted to work for Foodmandu. When I started searching for vacancies, I saw Foodmandu's name. Therefore, I immediately applied for it and got to work in the company. Before joining the company, I used to be a loyal customer of Foodmandu by ordering many times. I was very satisfied with the service and with the standard delivery time which they always used to maintain. Then I wanted to join myself and find out the total operation of the company. I wanted to know the gap between the personal and professional life. As we all will enter professional field in the future, knowing how to adapt to the company's working environment right from the off is very much crucial. I was lucky enough to be working with the motivated employees in the company. I understood to manage the time and how to tackle each and every problem which arises in the professional field. Right from the first day itself, everybody was in constant communication with me which was also helpful and also helped me gain valuable insights of the company. My supervisor guided me on each and every aspect of the company. My internship mainly focused on bringing new restaurants on our platform, developing marketing plans and maintain social media platform. So, a strong communication and marketing skills have been developed within me by working at Foodmandu. Also, strong and efficient networking has been developed within myself by Foodmandu which will be very beneficial for me in the future.

4. Strategic Analysis of the Company

Strategic Analysis is the process of conducting research on the company and its operating environment to formulate a strategy. Businesses should always formulate unique strategies by working together in order to gain competitive market share. In the process of developing a strategic plan, a strategic analysis is done which is also called SWOT analysis, which stands for strengths, weaknesses, opportunities and threats. The primary objective of a SWOT analysis is to help organizations develop a full awareness of all the factors involved in making a business decision.

Company Strengths

The main strength of Foodmandu is the brand name. Foodmandu has sustained for a long period of time in the market and the customers trust the service. Foodmandu has a standard delivery time of 45 mins which is the best among its competitors. It has collaborated with 600+ restaurants which itself is a huge number. Foodmandu provides regular training to its riders and employees which helps to provide excellent service. Foodmandu has a separate customer care and complaint department who deal with regular complaints and solve it immediately.

Company Weakness

The main weakness of company is app and its website. The customers used to regularly complain about the app not working and it would be slow. Foodmandu takes its order only till 8 pm. As restaurants in Kathmandu would open till 10/11 pm, the customers would have to order from other food delivery companies. Similarly, many riders used to complain that they are not happy with the salaries. Since companies like Foodmandu depend on the service of the rider, this is a huge problem which the company needs to solve.

Company Opportunities

Recently, Foodmandu started operating at Pokhara. It was a huge opportunity as well as a risk for the company to operate in totally different city. But it turned out to be huge success. The regular orders started increasing and the customers loved the service over there too. So, Foodmandu should focus on delivering at several other cities of Nepal where there are a huge number of food freaks. Foodmandu can set up customer loyalty programs to make the customer stay with them. They could initiate some offers, some reward programs, to make them sustain with them. This would provide a huge opportunity for them.

Company Threats

After COVID-19 hit Nepal, food delivery companies have rapidly increased. There are several rising new food delivery companies who have started to collaborate with many restaurants and have started delivering. Foodmandu has been facing a lot of competitors and their orders have decreased from the past. People might tend to go to the nearby restaurant and enjoy the ambience instead of getting it ordered through the website. This is also a threat to the business.

5. Objectives of the study

1). To analyze the safety protocols while delivering food

It comprises of analyzing about sanitizing bags, riders wearing gloves/masks while delivering, and also a contact-free payment system.

2). To study customer relationship management

It comprises how to solve customer issues regarding payments, misplaced orders, late orders, and many more.

3). To study app and website handling as well as collecting data from several hotels/restaurants and analyzing it

It comprises how to make the app and website look good and also to collect data of restaurants regarding Menu (Price/Item changes), opening/closing time, VAT/SC System, and many more other inquiries.



CHAPTER 2

CO OP STUDY ACTIVITIES

1. Job Description and Responsibilities

My job title was Assistant Sales Representatives at Foodmandu. Each and every day I used to be given several tasks to fulfill which I had to update in the spreadsheet as well. It was an honor as well as huge responsibility to complete the given tasks. Foodmandu is a huge brand in Nepal, so for 6 months I gained a lot of insights on the restaurant business. The following are the tasks which I used to conduct at Foodmandu. My main responsibility was preparing weekly and monthly reports, negotiating all contracts with respective clients. Being an assistant sales representative, my main task was to maintain healthy relationships with our tied-up restaurants. Every week I used to have a meeting with my respective clients and enquire on the number of orders they received from Foodmandu, for bill related matters and also would ask them to bring new items on the menu such as – “Combo Packs”, “Festive Offers” and so on. I used to even visit the restaurants to ensure they have all the procedures related to sanitation and safe packaging of foods to our customers. Every day we had to conduct a meeting including the CEO to inform her about the sales of particular day, customer/restaurant related issues and bill mismatch issues. Creating spreadsheets with large number of figures, verifying the data by comparing it to source documents, retrieving data from the database or electric files as requested, checking day to data to ensure data are updated on regular basis as well as sorting and organizing paperwork after entering data to ensure data are not lost were also the crucial tasks performed by me.

I was also assigned with the task of opening and closing the restaurants on our system. This was one of the crucial tasks because some restaurants used to be closed on Saturdays and on

holidays. So, if the restaurants would be visible on our platforms, customers could place their orders. Also every 2 weeks, I had to call all of my clients to update their opening/closing times and update respectively on our platform. I also collaborated with both Data Entry as well as Marketing Department to receive the data and to be active on the social media platform. I was lucky enough to witness “Foodmandu Fest” during my tenure. Foodmandu Fest is one of the biggest online food festival. Hundreds of restaurant collaborate with us for a week. There would be a limited menu for the fest. I was also given the task to update their menu, adding/removing VAT/SC on our system. Also, I was given the task to search for new and emerging restaurants for collaboration and to negotiate with them. By working at Foodmandu I learnt a lot of new things as well as it helped me to become a responsible person.

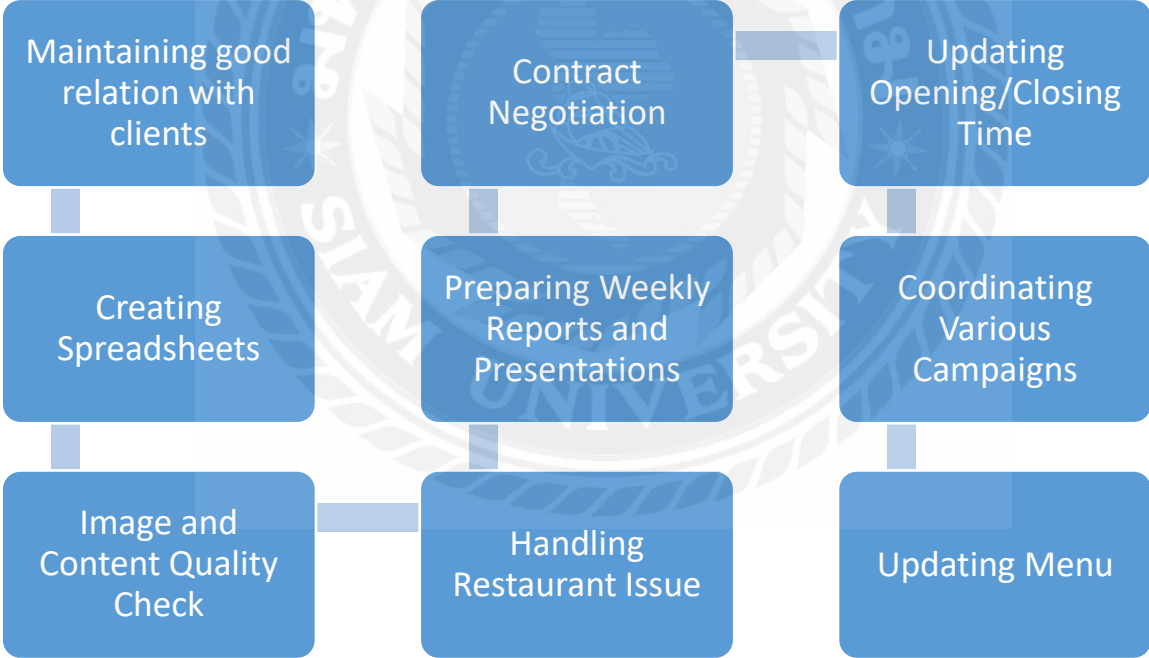


Figure 2 Assistant Sales Representative Job Chart

2. Contributions as a Co-Op Student in the Company

During my time at Foodmandu, I was useful to the company in the number of ways. Even though my post was an assistant, I was given huge responsibility. There used to be a lot of works to be done every day and we had to update on the sheets every day. So, the contributions in more details are explained below.

- **Creating spreadsheets with a large number of figures:** My day-to-day work was based on google sheets. Since there are a large number of restaurants on our platform, I was assigned to inquire about whether they were closed/open during the festival time period, and as well as after lockdown, I was assigned the task to open and close the restaurant by confirming it. Also, everyday work which I did had to be written in sheets, and I was assigned proofreading to do for nearly 10-15 restaurants per day.
- **Talking with the vendors and updating their data as requested by them in our platform:** Foodmandu has surely made my communication skills and confidence skills better. Nearly every day I had to communicate with the restaurants. Suppose if they don't have specific items available for the day, they would inform me, and I'd update it. Also, I enquire with them regarding whether they have VAT/SC for Foodmandu or not. The menu for our platform was also updated by me.
- **Image and Content Quality Check:** Since the app and website handling was done by me, I had to coordinate daily with the content department as well as the social media team on how to make the app and website more attractive. I was assigned to check the images/banners uploaded on our apps and whether they were eye-catching or not. Similarly, I was assigned everyday different restaurants regarding the errors in spellings, grammatical errors and I would

solve it. And for special items of the specific restaurants, I would enquire with them regarding descriptions so that customers would be clear on what they are going to order.

- Preparing weekly reports and presentations: I was assigned to prepare weekly reports regarding the number of restaurants I opened and closed, also regarding which restaurants had special offers on the week. Suppose for every Wednesday, KFC has a special offer. In that same manner, I used to update the sheets. Also, day to day activities was saved in the google drive. Also, I used to be asked to prepare presentations on the competitors and to bring some innovative ideas in presence of higher authorities.
- Coordinating various campaigns: During Dashain/Tihar time, several campaigns were organized by Foodmandu like- Arna Special Beer Offer, Sweets Offer, and so on. During this Anniversary time, several campaigns were organized for different restaurants. Their special one day offer was updated by me in the app as well as the website. I had to communicate frequently with them regarding the stocks available and to immediately hide the items if the stocks were finished. Also, Foodmandu Fest is on the way, so I'm excited to part of the campaign.
- Handling restaurant issues: By working at Foodmandu, the best skills I learned were problem-solving skills and how to solve it without taking immense pressure. Suppose if there is a problem of bill mismatch, I would be informed and would immediately solve it by changing the price or by adding service charge and vat in our system. Also, if the restaurant's location was incorrect, they would inform me, and I would pinpoint the exact location. Also, if certain food items would be missing, I would be informed by CSR's or directly the restaurant and would update it immediately.

CHAPTER 3

LEARNING PROCESS

1. Description of Problem Faced and Solution Applied

***Problem:** Lockdown due to increase in COVID-19 cases and shutdown of office*

***Solution:** Frequent communications with my supervisor and operations department people who helped me to adapt to the company*

The problem which I faced was as soon as I joined the company within a few weeks, the 2nd phase of lockdown was imposed in Nepal. Due to this, Foodmandu was closed for a few days and even after the company resumed, limited employees were asked to work as several restaurants were closed and Foodmandu Fresh was the priority. For a few months, we were asked to “Work from Home” and the works were also limited. So, I could not adapt to the company at the beginning. Since the system and dashboard of Foodmandu is hard to use, I had to enquire everyday with the IT Department on how to use it. Once, even I mistakenly closed few restaurants and that lead to a cancellation of many orders of the particular restaurant. This was a big challenge for me because with simple mistake, a huge problem would have occurred. After that odd-even rule was imposed in Kathmandu, and on an odd day, I was again asked to work from home. So after a few months, I adapted to the company culture and work environment. Therefore, I collaborated with IT Department to understand the system thoroughly and later on I became an expert on it.

Problem: Making call to nearly 200-300 restaurants per day

Solution: Collaborating with Data Entry Department for data

The other problems I faced were during Dashain/Tihar festive period. I had to make a list of nearly 200-300 restaurants and inquire with each and every one of them regarding which day they would be open and which day they would be closed. I had to update that in the sheet within a day and also accordingly open/close nearly 300 varieties of restaurants. So, I collaborated with data entry department who made my task easier by providing me with phone numbers of the respective people otherwise I had to search for each and every restaurants on our dashboard and make a call to each of them.

Problem: Lack of promotion on the social media platform to one of our clients

Solution: Immediately informed the Marketing Head who solved the problem

The other problem which I faced was with one of the restaurants. They threatened to leave from Foodmandu platform because their promotions were never done as compared to other restaurants. So I immediately informed the person about the requirements needed to be visible on the Foodmandu platform and forwarded the issue to the Marketing Head and the problem was solved.

Problem: Out of stock of particular item on the restaurant

Solution: Provided the customer with discount voucher on the next ordered which he would place

Another problem was with one of the customers. The order was already placed on our platform but at the last moment, the restaurant informed us that the particular item was finished for the day

which the customer was a fan of. So, she asked to cancel the whole order but I convinced her in the smartest manner by asking her to give few vouchers for certain orders and the problems were solved.

2. Examples and Evidence

I clearly remember it was on August 2020, when the Father's Day was the very next day. There were numerous orders being placed on our website for cakes to be delivered the next day. The second wave of COVID-19 had already hit Nepal in a pathetic manner. We were sure the lockdown would be imposed sooner than later. But we did not know the huge hurdle which was coming towards us. Sadly, the lockdown was imposed right on the Father's Day. We were informed this around 6 pm that each and every business would have to stop the next day.

After we found out, there was a big rush hour in the office. Everybody was stressed and worried on how to make the cake delivered to the customers because the payments were already done by the customers and the restaurants also had prepared the cake. We had no idea of what to do. So, I suggested the operations department to collaborate with Bhatbhateni Super Market which is the largest supermarket of Nepal. I was given the task to lead this. Therefore, I immediately contacted with Bhatbhateni CEO and he agreed to provide us grocery vans where we could deliver. Therefore, the next day we delivered nearly 500 orders of the customers and they were very happy and satisfied with our unique service. Everyone at Foodmandu congratulated me in a huge manner and also told me they were proud to have me.

Consequently, this was one of the happiest moments of my life where I could be a huge help to the company. If we could not have delivered those orders, we would lose a huge

customer base. I was blessed to come up with unique problem solving skill which helped to solve the problem.



CHAPTER 4

CONCLUSION

1. Summary

Working at Foodmandu, I was able to gain knowledge of the restaurant industry as well as the e-commerce industry of Nepal. Since COVID-19 affected maximum businesses not only in Nepal but around the globe. Therefore, I was able to experience both highs and lows in Foodmandu. I got to experience what it takes to work during the lockdown and also how it's difficult when you "Work From Home" and also during "Odd-Even" rules.

Entering the professional field that too in a sustained and well-established company, I was very nervous at the beginning because I was new and all the other staffs were already present in the company for a long period of time. But I am really grateful to them who made it very easier to adapt to the company in a short period of time. Working in the corporate world has helped me bridge a gap between personal and professional life. Each and every staff here give their 100% in the respective fields. They always want to explore more and the charges always give feedback on how to improve. This helped me to grow as an individual at the company. I also used to always ask my supervisor on which field I was lacking and instantly worked on to improve my skills. This performance-oriented environment motivated me every day to act in the best interests of the company and also helped me to develop a positive attitude. I love to work now; I think I will ever be ideal again. Due to the positive and enthusiastic work environment, I always wanted to go to office to explore myself even more.

Foodmandu has also helped me to express my theoretical knowledge which I obtained during my first 3 years at KCM. Consumer Behavior, Brand Management, Production and Operations Management, Integrated Marketing Communications, Service Marketing are some of

the subjects which have helped me a lot on how to use this theoretical knowledge in the professional field.

To sum up, Foodmandu has made me a responsible person developing decision-making skills, interaction and communication skills, and many more skills within myself. I have been able to network with so many people within a short period of time and also Public Relations have been developed. I also got to learn that viruses do not spread through food. Since, after lockdown, everything has been shifted into an online platform, so I believe Foodmandu is the best job one can get. I am very thankful to become a part of the Foodmandu family and will surely look into work here if I get the opportunity in the future.

2. Details of the Related Learning Process

By working at Foodmandu, I also got to learn how to use a company's dashboard and handle each and every problem. The software of Foodmandu is very complex and it took me a few weeks to adjust to the system. So, the technical and software skills have been developed within me. I also got to know the value of time and what it gets to work in an office. Foodmandu has changed my day to day pattern and made me a responsible person. The decision-making skills have also been developed within me. Foodmandu has also developed networking and good public relations. Day to day I interact with various top restaurants and hotels and they value me too. So by developing good communication and interaction skills, it has helped me a lot. By making good networking with these top clients, it will surely be beneficial for my further career.

Previously I used to be shy to present in front of several people, but now by preparing presentations and presenting, it has surely made me a confident person. Sometimes I even have got suggestions and feedbacks from my supervisor and I have learned how to take constructive

criticisms as well. By gaining this feedback, it has helped me to develop my skills/work and give 100% to my work. Also during the festival period, I had to work in the office (overtime too) so I did not hesitate about that. Since the staff was very low during festive time, I gave my all to the company. This is all due to the friendly work environment present at the office. During the 10 Years Anniversary celebrations, Foodmandu collaborated with 10 new startups and gave them an opportunity to feature them on our website. This was a really amazing promotion campaign run by Foodmandu.

3. Self-assessment as a Professional

I always wanted to work for a big company. It was a pleasure that I got to work at Foodmandu. By working at Foodmandu, I got to develop several skills within myself. I understood the gap between the personal and professional life. Everyday I became motivated to go to office and give my all for the company. This internship tenure provided an amazing opportunity for me to expand my ability and improve my skills and knowledge. My seniors and experts were easily persuaded thanks to the organization's diverse and open community. I was able to establish professional relationships with senior members of my department as well as senior members of other departments. Some of the skills which I gained during the internships are mentioned below:

- **Interpersonal skills:** The regular interaction with the staff as well as the vendors in the organization has enabled me to maintain good relationships with others in a friendly manner. Also, wholesome ties have further developed interpersonal skills.

- **Communication skills:** Daily interaction with team members has increased my communication skills. I was an extrovert person from the beginning, after working with the staff of the Foodmandu has helped me to be a good listener as well as a speaker.
- **Teamwork skills:** During the internship period, almost all the activities performed were based on teamwork which has developed an efficient teamwork skill that has helped me to solve the assigned task properly and productively as a team member.
- **Computer and technical skills:** During the internship period, various computer software and other devices were handled enhancing the practical skills in the required field.
- **Problem-solving skills:** Many challenges and problems were faced during my internship at Foodmandu. It has helped to identify the problems that have been faced by the organization and its customer, understanding the reason for the problem and its accurate mitigation at the right time.
- **Flexibility/ adaptability:** The professional setting teaches me to adopt a situational approach towards the work; it was a frequent event for me where a great deal of adaptability was required. Adapting to the working environment accordingly to the organizational culture and team has enriched the adaptability characteristic of my skills. Also, it helped me to understand a lot about the professional environment to which I had never been exposed before.

4. Limitations and Recommendations

There is no explanation how COVID-19 affected almost all the business and economic condition of Nepal as well as the whole world itself. The living pattern of the people were changed totally. We had to adapt to the pathetic condition. It was very difficult for me to search for

internships at that time. Every companies were taking out their employees due to the financial instability in the business hubs. I applied to various companies and the main reason was which I mentioned above.

As second wave had hit Nepal, we were forced to work in home and the business was even shut for some days. But the company came up with the plan and started delivering “Foodmandu Fresh” (Groceries). However, the orders would be limited and the customers had to pre-order and the items would be delivered the next day. Several of the restaurants were closed and the ones who were delivering had a certain timeframe. It was difficult for us to call nearly 500-600 restaurants and to ask them whether they would deliver or not during the pandemic. Also I had to ask for the menu which they would use during the lockdown phase. Closing of the restaurants on our system and to update their new menu regularly was a huge challenge as well as responsibility for me. As a result, the operations did not go as smoothly as planned. Furthermore, the closing of restaurants forced people to eat at home and avoid junk foods which is also a good factor in terms of health.

People became scared to order via online delivery platforms due to the fear that virus would spread. So there were very limited orders on our platform. The app also needed to be updated frequently in a day which was too much hectic. Instead of face-to-face meetings, we started have online video conference call, meetings on Zoom and Meet. Also, every day we needed to send our daily reports and updated the spreadsheets. As soon as I joined the company these scenarios arrived, so it was hard for me to adapt to the company’s environment. But sooner I managed to cope up with it.

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APPENDICES



Figure 3 Company Logo



Figure 4 Foodmandu Fresh Logo



Figure 5 Foodmandu Office (Naxal)



Figure 6 Disinfection Zone of Foodmandu

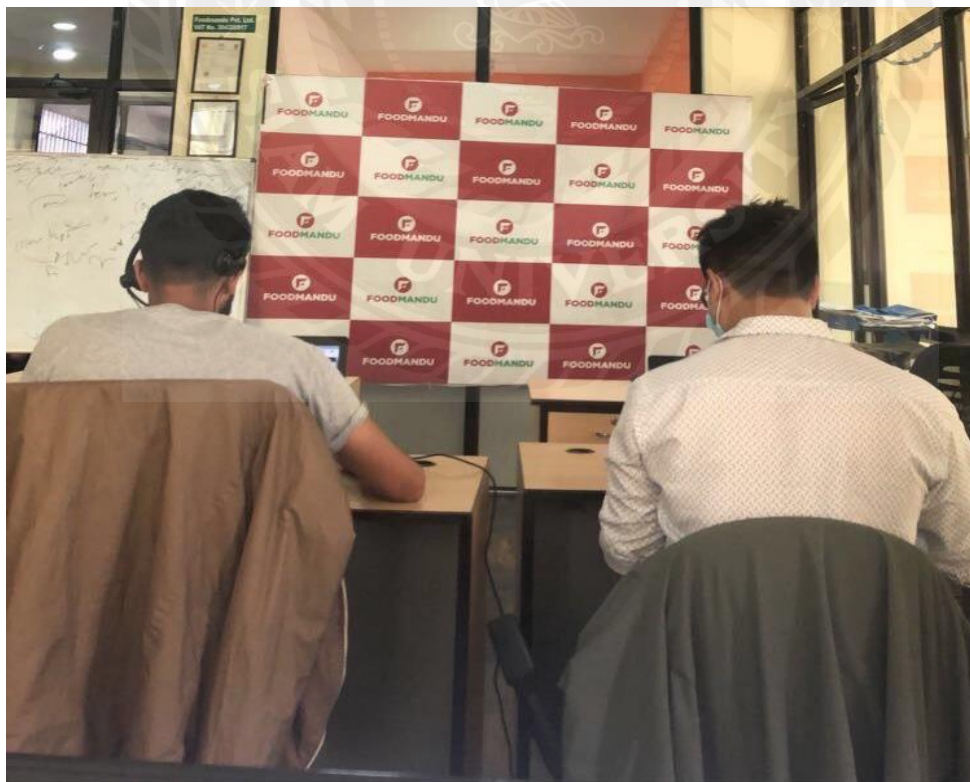


Figure 7 Foodmandu Customer Care Department



Figure 8 Foodmandu Staffs Along with Founder (10th Anniversary Celebration Pic)

