

- LOGISTICS
- HOTELS & RESORTS
- IMFL
- AMUSEMENT PARK
- TRANSPORT
- PLASTICS & PACKAGING

**MD'S
DICTUM**



ELEVATING **CUSTOMER**
SATISFACTION

A Proactive Feedback Approach

At MGM, we believe that the key to delivering exceptional experiences lies in listening to you, our valued customers. That's why we're proud to share our proactive approach to gathering feedback and using it to drive continuous improvements across all divisions. Customer satisfaction isn't just a goal for us; it's ingrained in our culture, propelling us to exceed expectations at every opportunity.

ENGAGEMENT AT EVERY TOUCHPOINT:

From the moment you interact with us, whether it's through our products, services, or support channels, we're dedicated to gathering valuable insights. Through various channels such as surveys, social media, direct communication and analytics tools, we capture feedback at every touchpoint to ensure we understand your needs and preferences.

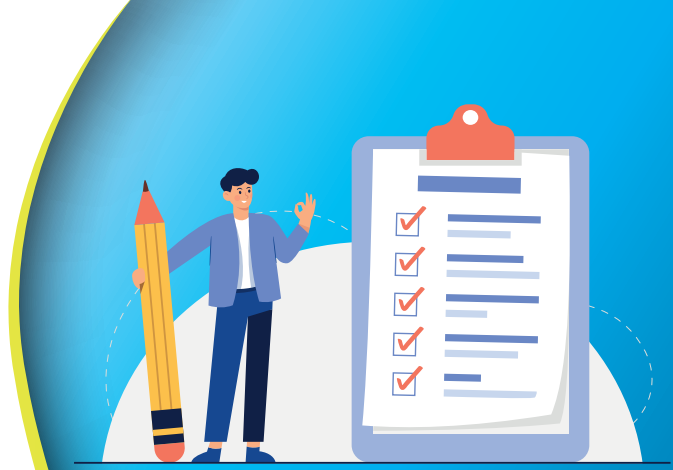


LISTENING WITH INTENT:

We don't just collect feedback; we actively listen. Every comment, suggestion, and critique is carefully analyzed to uncover trends and patterns. Whether it's praise or constructive criticism, we welcome all feedback with open arms, understanding that it's essential for our growth and improvement.

DRIVING MEANINGFUL IMPROVEMENTS:

Feedback without action is meaningless. That's why we prioritize turning your insights into tangible improvements. Our teams across all divisions work collaboratively to address your concerns, refine processes, enhance products, and elevate service standards. We're committed to continuous improvement, whether it's streamlining workflows, introducing new features, or revamping policies.



MEASURING SUCCESS AND ITERATING:

We don't rest on our laurels. Instead, we constantly evaluate the impact of our efforts on customer satisfaction. Through robust metrics and Key Performance Indicators (KPIs), we track progress, identify areas for further enhancement, and iterate relentlessly. Our journey towards customer excellence is an ongoing pursuit, fueled by a commitment to never settle for anything less than extraordinary.

EXCEEDING EXPECTATIONS:

Our proactive approach isn't just about meeting your expectations; it's about surpassing them. By listening attentively and acting decisively, we continually raise the bar of what you can expect from us. Every enhancement we make is a step towards delivering unparalleled value and creating memorable experiences that keep you coming back for more features, or revamping policies.

At MGM, customer feedback isn't just a formality; it's the lifeblood of our business. By listening actively, acting decisively, and always striving for improvement, we ensure that every interaction leaves a lasting impression. Join us on our quest to redefine what it means to truly delight customers in every division, every day.

MGM ANAND
GROUP MANAGING DIRECTOR

RAGS TO RICHES EXCERPTS FROM THE BOOK

BY CHEVALIER
DR. MG MUTHU
Published in 1999

This gambling area was beautiful. Everyone went into it with a smile but when they returned, sorrow was seen on their faces and in a hall of mirrors you can see yourselves in various poses. All sad faces reflected again and again. We were invited by Sahadevan's friend to his house.

We agreed and went and stayed for a night in his house. We went to the famous Bathu Caves. It is a wonderful place where all the Sangam poets, Murugan, Saraswathi, Lakshmi, Chera Chola Pandian, Thiruvalluvar are all worshipped as statues. Once inside, we felt we were in the Sangam Age, at Madurai. They have so much regard for Tamil and Tamil Scholars. There you find a Murugan Temple, 1000 feet above. I wanted to climb to the temple but I could not. I sat on the steps half way up but my wife and Sahadevan and family went up. Of course later the whole night my wife did not sleep because of leg pain. People in Malaysia had great faith in Rahu Kalam and Yamakandam, the impact of Tamil Nadu. Malaysian people are very good. When rains come, usually all will go out and see. But in Malaysia they lock themselves inside and plug their ears. Malaysia is a land of wonderful natural gifts. Wherever you see, you find only a green belt. After four days of stay in Malaysia, we started for Madras. Before our journey, I bought two bottles of Johnny Walker whisky at the airport as I liked foreign liquor. In every Malaysian family people drink liquor. To guests also they offer drinks with pleasure. In Malaysia, whenever you go to any Tamil home they offer thannis (Water) but thannis means to them, coffee and tea. They usually give (half a litre) tea or coffee in huge quantities.

We stayed for four days in Malaysia and returned to Madras. I had to go back to Malaysia again after sometime. My friend Palani had built a new house in Penang. So we went by air for the function. From Kuala Lumpur, we travelled to Penang by ship and even cars travelled along with us in the ship. I enjoyed the sea journey to Penang. We find Chinese and Malaysian people in plenty in Penang. They have to come to the Tamilian only, for finance. Lot of people from Chettinad and Ramnad live here and do money lending business. Evening 6 p.m. was the grahapravesam. I was getting ready for an early dinner and I saw huge drums coming into the house, like big drums seen in the picture "Alibaba and 40 thieves". I was pleasantly surprised when I learnt that these drums contained beer. I asked my friend how beer was being served for a grahapravesam¹ function. They said that without liquor, no function starts here. Everybody drowned themselves in beer, but I alone took beer in limits. Next we travelled to Hongkong, which is a wonderful place. After three and a half hours journey I wondered where the plane would land as we were flying over the ocean and I could not see the runway. Then I heard a crashing sound. I thought some tyre had burst. It was not so. The plane had landed on a runway next to the sea. At Hong Kong we stayed in Nathan Hotel on Nathan Street. Many Indians live here. I went around the city in a six door Benz car. In Hongkong, you find all makes of cars in plenty. Here, I met a friend named Hongkong Ayub. He was a very big diamond merchant. He welcomed me and organised a grand feast and party. He was a great lover of Tamil and we became friends. Next day, I visited the house of Mukrim accepting the invitation of Ameen, son of Thaika Vaappa of Kilakarai. He is a noted multimillionaire. He also dealt with diamonds. They called every worthwhile Tamil friend and gave us a dinner at Kowloon. I travelled in a train running through a tunnel under the sea. I also enjoyed the visit to the Ocean Park with my wife.

To be continued..



CHAPTER - 21

My First overseas experience

Continuation From October 2023 - MGM News Letter



NEW YEAR CELEBRATION at MGM Head Office

On January 2nd, 2024, a special New Year's lunch was hosted for all MGM Employees, marking a warm welcome to the year ahead. The spread featured traditional South Indian cuisine served on plantain leaves, evoking a sense of delight among everyone present. Chairperson Mrs. Thamil Selvi, Group MD Mr. MGM Anand, Mrs. Padma Anand, and Mr. Iwyn Muthu along with employees, shared in this celebratory feast, fostering a motivating atmosphere. It was a joyous occasion where individuals from various sectors, including MGM Hotels & Resorts, MGM Dizze World and SAFL, gathered in unity to usher in the New Year with optimism and success for the organization and themselves.



WOMEN'S DAY CELEBRATION at MGM Head Office

The Women's Day celebration at MGM Head Office was a truly memorable event, honored by the presence of Chairperson Mrs. Thamil Selvi and attended by 18 esteemed women team members. The festivities featured a delightful cake cutting ceremony, complemented by the exchange of roses and a joyous photo shoot to mark the occasion. It served as a wonderful opportunity to recognize and celebrate the invaluable contributions of women within the organization.



REPUBLIC DAY at MGM Beach Resort & Dizze world

Republic Day was celebrated in style at MGM Beach Resort, where Mr. Iwyn Muthu and GM Mr. Vikram, along with 30 dedicated team members, raised the flag in a grand ceremony. The air was filled with patriotic fervor as flags were distributed, and guests indulged in delightful treats like chocolates, samosas, and sweets, all while honoring the essence of unity and freedom on Republic Day 2024!

Meanwhile, at MGM Dizze World, Mr. Iwyn Muthu and Director Admin Mr. Shanmugam led the flag hoisting ceremony, joined by 30 enthusiastic team members. After the ceremony, guests were treated with sweets and snacks, as they joined together to celebrate the spirit of unity and freedom on Republic Day 2024!

WELCOME TO THE TEAM



MR. VIKRAM SHARMA
GM Operations - MGM Beach Resort

We're excited to welcome Mr. Vikram Sharma as our new General Manager Operations at MGM Beach Resort, With over 23 years of experience in Hospitality, Mr. Sharma brings expertise in Sales & Marketing and Hotel Operations from his tenure at esteemed companies including Mahindra Holidays & Resorts India Pvt. Ltd, Hyatt Hotels, and Radisson Hitech City, Hyderabad. Mr. Sharma holds a Diploma in Hotel Management from the Institute of Hotel Management, Bhopal, and a Graduation in Tourism Studies from Indira Gandhi National University. Mr. Vikram Sharma will lead as a GM, MGM Beach Resort towards long-term success.

We are pleased to announce the appointment of Mr. Abhijit Dasgupta as AGM-Operations for MGM Mark White Field-Bangalore. With over 23 years of experience in hotel operations, Mr. Dasgupta has worked with esteemed companies such as M/s. Hotel Samrat - New Delhi, M/s. Mahima Hospitality Pvt. Ltd - New Delhi, M/s. Trinity Hotel & Restaurant Pvt. Ltd - New Delhi, and M/s. Grow Hotel Concepts Pvt. Ltd - Delhi. Previously, he served MGM Hotels & Resorts for over 13 years as a Resort Manager, overseeing the operations of Eastwoods Resorts in Chennai. He holds a Diploma in Hotel Management from IHM, Gangtok. Mr. Dasgupta will lead the operations of MGM Mark Whitefield Hotel, aiming for long-term success.



MR. ABHIJIT DASGUPTA
AGM Operations - MGM Mark Whitefield



EYE CAMP at MGM Head Office

As part of our welfare initiatives, an EYE CAMP was organized at the MGM Head Office, offering all employees the opportunity to receive a complimentary eye check-up and receive advice on their vision health. The event was well-received, with all employees taking advantage of this valuable service. Over 20 employees were identified to require spectacles or corrected glasses, highlighting MGM's commitment to employee wellness and care.

BLOOD DONATION Camp at Beach Resort

On the occasion of 89th Birth Anniversary of Late Chevalier Dr. MG Muthu, Founder & Chairman of MGM Group of companies, blood donation camp was organized at MGM Head office on March 23rd 2024 and at MGM Beach resort on March 27th 2024. Mr. Vikram Sharma-GM MGM Beach Resort, Mr. Shanmugam - Admin Director Of MGM Dizze world and all Head of the departments participated in the donation.

NEW YEAR EVENT at MGM Beach Resort



This New Year's Eve witnessed a larger turnout at MGM Beach Resorts as more people chose to ring in the New Year with us. A lively Beach Party, hosted by Team Fun Rockers and featuring drinks with delectable cuisine from SeaCrest Restaurant, welcomed guests to an evening of fun-filled activities and engaging music. The ticketed event saw guests indulging in feasting, drinking, and dancing. The resort was brimming with laughter and joy as families came together to celebrate. Additionally, a special New Year's Lavish Buffet Dinner was arranged at MGM SeaCrest Restaurant, adding to the festive atmosphere.



Experience the essence of tradition with "Parambariya Pongal Virundhu - a feast of South Indian delicacies!" at MGM Beach Resorts. Guests indulged in a culinary journey through authentic South Indian flavors, accompanied by cultural delights such as sugarcane juice, pottery making, astrologer readings, gun shooting, mehendi, face painting, nadhaswaram music, and tea stalls offering sweet treats. The festivities were further enriched with traditional folk performances including karagattam, Thappattam, Mayilattam, and Poikaal Kudirai, creating an unforgettable celebration of Tamil heritage.



VALENTINE'S NIGHT at MGM Beach Resort



Valentine's Day held great significance this year at MGM Beach Resorts. We hosted a special Valen-Dine Event at SeaCrest Restaurant to ensure our guests significant others experienced an unforgettable dinner. Our dedicated team arranged for couples to enjoy an exclusive table with a personalized butler, Themed Cake, special dinner, couple games, Gifts, Fun Activities and DJ with Dance Floor. At SeaCrest Restaurant, MGM recorded numerous couples celebrating the day with their loved ones. The resort offered a delightful four-course menu, complemented by romantic table decor featuring heart-shaped balloons and scattered rose petals, creating an atmosphere of pure love and romance.

ORIENTAL FOOD FESTIVAL at MGM Beach Resort

Immediately following our Valentine's Day celebration, we embarked on our Chinese-themed Oriental Food Festival at MGM SeaCrest! Experienced the enchant flavors of oriental cuisine crafted by Chef Harjoth.



FAM TRIP To cuba

MGM Muthu Hotels & Mintur, Ministry of Tourism Cuba, invited guests to the Destinos Gaviota Trade Fair & FAM trip to Cuba from October 18th to 27th, 2023. Led by Mr. Dheeraj Kukreja, Mr. Adhikar Vaish and Mr. Amit Kushwaha, the group of 89 members, including travel companies, journalists, YouTubers, bloggers, vloggers, and influencers, enjoyed a comprehensive package that covered airfare, visa assistance, ground transportation, accommodation, meals, sightseeing, cultural experiences, music, and interactions with Ministry officials.

Upon their return, the group received sincere thanks from MGM Muthu Hotels for their participation in the FAM trip to Cuba. The hotel chain expressed gratitude for their efforts in promoting Cuba as a destination and provided a suggested itinerary for further promotion. Following the trip, journalists and bloggers with millions of followers wrote articles that went viral across magazines, blogs, and YouTube channels, showcasing MGM Muthu Hotels expansion in Cuba and its exceptional hospitality.



Rang Barse Season 2 – The Holi Celebration event at MGM Beach Resorts attracted nearly 3500 guests, who reveled in the vibrant festivities by our beachfront lawn. The grand celebrations merged the essence of colors, dance, cuisine, beverages, and music on stage. Event highlights included a beachside rain dance setup, dry herbal colors, DJs spinning non-stop music, live dhol performances, multiple food counters, and refreshing drinks. Additionally, two outstanding female and male dancers among the guests were awarded Gifts at MGM Beach Resorts as a token of appreciation.

HOLI CELEBRATION at MGM Beach Resort



SATTE CONFERENCE at New Delhi, February, 2024

SATTE (South Asia's Travel & Tourism Exchange) served as a comprehensive platform for domestic and international buyers and professionals from the travel, tourism, and hospitality industry, as well as National and State Tourism Boards (NTOs and STOs). The event took place from February 22nd to 24th, 2024, in New Delhi. Members of the MGM Team from both the Chennai Head Office and Delhi RSO participated actively, gathering valuable details from travel and trade associations and organizations to enhance our business expansion efforts.



OTM CONFERENCE at Mumbai, February, 2024

OTM stands as the premier Travel Trade Show in Asia, renowned as the largest and most internationally attended gathering of travel trade buyers and professionals in India. The event took place from February 8th to 10th in Mumbai, where Mr. Dheeraj Kukreja, VP of MGM Entertainments, and Mr. Vinoth Kumar attended to foster new business relationships and expand our clientele base.

TTF - TRAVEL & TOURISM FAIR at Chennai, March, 2024

TTF – Travel & Tourism Fair – Chennai 2024 stood out as India's premier exhibition for the travel and tourism industry, taking place from March 15th to 17th, 2024, at the Chennai Trade Centre, Chennai, India. Mr. Senthil represented MGM Entertainments at the event. We set up a dedicated kiosk equipped with our brochures and pamphlets to engage with visitors and expand our brand's clientele base.

SALES ACHIEVEMENT By MGM Hotels and resorts



Celebrating remarkable sales achievements! Our team soared to new heights in December 2023, achieving a remarkable sales figure. And the momentum continued into February 2024, with an impressive sales performance. These outstanding results showcase our dedication, determination, and commitment to excellence. Here's to continued success and even greater accomplishments ahead!



MOONLIGHT DINNER

The Romantic Getaway

Imagine stepping into a dream as you arrive at the enchanting setting of the moonlit dinner with your loved one at MGM Beach Resort. The soft glow of moonlight illuminates the path leading to your elegantly set table, nestled amidst the serene backdrop of the beach. With every step, you're greeted by the subtle fragrance of flowers and the flickering light of candles, setting the stage for an unforgettable romantic evening.

As you take your seat, you're presented with a delightful package that includes a beautiful bouquet of fresh blooms, a decadent cake adorned with intricate designs, and an array of candles casting a warm, inviting glow. The ambiance is nothing short of mesmerizing, with each detail carefully curated to enhance the experience. As you embark on a culinary journey with a sumptuous five-course meal, you're enveloped in an atmosphere of love and romance, creating memories that will be cherished for a lifetime.



GRAND EVENTS

At Beach Resort

Embark on a journey of elegance and grandeur as Monisha & Shakthi's wedding unfolds at our prestigious venue, enchanting all with its captivating allure. Every detail, from the opulent decor to the delectable feast, exudes sophistication, creating an unforgettable ambiance for the union of two hearts. With a capacity to accommodate up to 2800 guests, our venue ensures that every moment of this joyous occasion is embraced amidst unparalleled luxury, surrounded by cherished loved ones.

Furthermore, our venue stands as the pinnacle of excellence for large corporate gatherings, as exemplified by the recent event hosted by Standard Chartered Global. Held on our lush green field lawn, with spacious and state-of-the-art facilities, we set the stage for fostering connections and honoring achievements. Be it a gala dinner or an awards ceremony, we ensure that each event is meticulously executed with precision and finesse, leaving an indelible impression on all attendees.



Renovated rooms at MGM VAILANKANNI

MGM Vailankanni Residency welcomes you to experience comfort like never before with our newly renovated rooms. Step into a world of modern elegance and relaxation, where every detail has been thoughtfully curated to ensure your stay is nothing short of exceptional.



BUFFET & PACKAGE FOOD For corporate needs



At Mark Whitefield, we understand the intricate needs of our corporate clientele, which is why we offer an extensive array of package food options meticulously crafted to cater to every occasion. Our menus boast a diverse selection of culinary delights, ranging from delectable finger foods and gourmet sandwiches for casual meetings to lavish multi-course meals for executive gatherings. Each dish is thoughtfully prepared using the finest ingredients, ensuring both exceptional taste and presentation that reflect the sophistication of your corporate event. Moreover, our outdoor catering services extend the same level of culinary excellence beyond traditional venues, bringing our culinary expertise directly to your doorstep. Whether it's a corporate retreat in the serene countryside or a product launch in the heart of the city, our seasoned team of professionals handles every detail with precision and care. From menu customization to flawless execution, we strive to make every event a memorable and seamless experience, leaving you free to focus on the success of your occasion. Trust Mark Whitefield to elevate your corporate dining experience to new heights, ensuring that your guests are treated to nothing short of culinary excellence."



SAFL

Southern Agrifurane Industries Pvt Ltd

NEW BRAND LAUNCH in Tamil Nadu Market

Southern Agrifurane Industries Pvt Ltd introduced a new brand to the Tamil Nadu market, MGM Limon Vodka, positioned in the premium segment and available in 180 ml, 375 ml, & 750 ml variants. The launch of MGM Limon Vodka took place on March 10th, 2024, featuring a specially triple distilled carbon filtered blend with a unique Limon extra flavor and sleek round frosted bottles. The product launch has garnered positive reception in the market, and the SAFL TN team remains committed to achieving new sales milestones.

Dizzee World SALES ACHIEVEMENT

MGM Dizzee World is currently experiencing an unprecedented surge in sales for the fiscal year 2023-2024, marking a significant milestone in our journey. Guests have enthusiastically embraced our latest offerings, immersing themselves in the excitement of our newly introduced Get Wet Water Park. This state-of-the-art attraction offers an exhilarating array of water-based activities and attractions, providing endless thrills and excitement for visitors of all ages.



The All New GET WET WATER PARK

Introducing the latest addition to MGM Dizzee World – the GET WET WATER PARK, where an array of thrilling attractions awaits! From the pulsating beats of the DJ Rain Dance area to the exhilarating Splash Zone, majestic Wave Pool, and thunder water falls, every moment promises an adventure like no other. For families with young adventurers, our meticulously designed MLPS and Tots Area offer a safe and captivating environment for endless fun. Meanwhile, those seeking a tranquil escape can embark on a picturesque boating journey, soaking in the serene beauty of the surroundings.

At MGM Dizzee World, our commitment to excellence shines through every experience we offer. The resounding success of our recent ventures underscores our dedication to delivering unparalleled entertainment. Come join us and discover the magic of GET WET WATER PARK – where every splash is a memory in the making.

PONGAL Celebration at Dizzee World

In celebration of the joyous occasion of Pongal, our guests were treated to a spectacular festival extravaganza that showcased the vibrant cultural tapestry of Tamil Nadu. From mesmerizing traditional dances like Karagattam, Thappattam, Mayilattam, and Poikaalkudirai to a captivating performance by Devakottai Abirami, the festivities were a sensory feast.

Additionally, an array of fun-filled games and activities added to the festive fervor, providing entertainment for guests of all ages. The Pongal Kondattam at MGM Dizzee World encapsulated the true spirit of the festival, offering an unforgettable experience for all in attendance.

FOOD COURT and Banquet

Guests at MGM Dizzee World have been savoring a culinary adventure at our Surfin Food Court, where a delectable selection of pure vegetarian delights awaits. From timeless favorites to inventive culinary creations, our menu is crafted to delight and satisfy every palate.

Furthermore, our spacious Banquet area has quickly become the venue of choice for hosting unforgettable events and celebrations. With convenient access to the Water Park, guests can seamlessly transition from festivities to fun. Whether it's a corporate gathering or a birthday bash, our Banquet Area provides the perfect setting for creating cherished memories that last a lifetime.



Star SPACE

Commenced my journey with Anand Transport Private Limited - Logistic Division, a distinguished organization, in March 2003, assuming the role of an Accounts Officer. Initially stationed at the Goa office, reported directly to the then Senior General Manager, Mr. Meenakshi Sundram, reporting daily bank and cash Transaction & balances. In September 2004, transitioned to the Head Office accounts department to contribute to TDS and IT return filing. Recognizing the dedication, was formally included in the staff roster in October 2004.

By 2006, was elevated to the position of Senior Officer in accounts, entrusted with managing TDS filings, coordinating income tax assessments, and handling daily financial entries. My adept handling of challenging assessments earned me recognition from the CFO. Between 2008 and 2010, served as Assistant Manager - Accounts, overseeing finalizing accounts and filing income tax returns. Additionally, managed the accounts of other group entities with lesser operational volumes. In the subsequent years up to 2013, held the position of Senior Manager - Accounts, taking on additional reporting responsibilities alongside my existing duties.



SAFL
Southern Agrifurane Industries Pvt Ltd



G. Srinivasan

Assistant General Manager - SAFL

During the period from 2014 to 2020, amidst the COVID-19 crisis and a logistics business recession, I was transferred to SAFL accounts Department, overseeing the accounts of the Telangana division, as Chief Manager - Accounts. In 2023, was honored with the title of Assistant General Manager - Accounts, marking another milestone in my journey with this esteemed organization.

Regarding MGM's pivotal role in my daughter's education, the organization swiftly provided financial assistance without cumbersome regulatory procedures, showcasing unwavering support. I am deeply grateful to MGM for their consistent assistance throughout my career journey.

MGM
GROUP OF COMPANIES
M G MUTHU GROUP

MGM CENTRE

No. 1, 9th Street Dr. Radhakrishnan Salai,
Mylapore, Chennai - 600 004.

Phone : +91-44-28475415 / 416

Email : mgmwins@mgm.co.in

Web : www.mgm-india.com

Credits

CONTENT
Rakesh M
Digital Marketing, Corporate Office.

CREATIVES
S.Muthu Kumaran
Graphic Designer, Corporate Office.