**Title:** A Study on Customer Satisfaction at Pantaloons Retail Store

**Authors**:  
**Vishakha Nandkumar Jadhav, Prof. Rajesh Sabbani2**1Student of Master of Management Studies, Alamuri Ratnamala Institute of Engineering and Technology, Mumbai University, mailto:vishakha111997@gmail.com

2Assistant Professor, MMS Department, Alamuri Ratnamala Institute of Engineering and Technology, University of Mumbai mmsho.armiet@gmail.com

**Abstract**

This research investigates the factors influencing customer pride at Pantaloons, one in every of India’s exceptional style stores. It highlights the developing relevance of organized retail in metropolis and semi-metropolis India. The have a look at is primarily based totally on a survey of hundred respondents and targets to evaluate pride at some stage in dimensions collectively with shop environment, product range, pricing, promotional strategies, and workforce behavior. With the Indian retail sector witnessing rapid transformation, this paper offers insights on the expectations and research of Pantaloons' clients. Findings display that affordability, brand range, and custom designed service significantly shape loyalty and repeat purchases. Strategic guidelines for development in purchaser revel in also are provided.

**Keywords**: Customer Satisfaction, Retail Strategy, Pantaloons, Apparel Industry, Service Quality, Brand Loyalty

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**1. Introduction**

The Indian retail agency is one of the quickest-growing sectors due to growing consumerism, urbanization, and disposable incomes. Pantaloons, a key participant within the style retail region, has tailor-made to the evolving tastes of Indian clients. It offers products for the duration of manner of lifestyles segments, aiming to fulfill the style aspirations of each city and semi-city populations. This paper explores the dynamics of client pleasure at Pantaloons inside the context of the organized retail boom in India.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**2. Objectives of the Study**

• To have a look at the pride diploma of clients journeying Pantaloons stores.

• To discover the factors influencing shopping alternatives.

• To have a look at the effectiveness of Pantaloons' retail method.

• To endorse strategies to enhance the general patron experience.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**3. Research Methodology**

The studies adopts a descriptive method with every primary and secondary statistics collection. A based questionnaire changed into allocated to two hundred clients, randomly determined on from numerous Pantaloons stores. Respondents covered college students, running experts, and homemakers. Secondary information became sourced from employer evaluations, instructional articles, and retail journals. Analytical gadget together with frequency distribution and percent evaluation were used for interpretation.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**4. Company Overview: Pantaloons**

Pantaloons, now part of the Aditya Birla Fashion & Retail Ltd., started out out as a section of Future Group. It has grown to over a hundred stores throughout 40 cities, offering in-house and worldwide style labels. Pantaloons has placed itself as a children-centric, fashion-ahead logo, with product traces spanning western put on, ethnic garb, accessories, and private care products. Its omni-channel approach and loyalty software application—Green Card—assist hold client engagement.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**5. Customer Satisfaction Attributes**

Survey findings determined the subsequent drivers of satisfaction:

• Store Ambience: Modern layouts and organized sections decorate the shopping enjoy.

• Product Assortment: Wide sort of informal, formal, and ethnic garb for all age groups.

• Pricing and Promotions: Seasonal reductions and affordability entice a massive phase of center-magnificence clients.

• Customer Service: Well-professional personnel make contributions to a powerful logo have an effect on.

• Loyalty Programs: The Green Card encourages repeat visits and emblem loyalty.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**6. Data Analysis & Findings**

• 75% of clients stated excessive satisfaction with Pantaloons’ issuer.

• 70% decided on Pantaloons over competitors because of variety and affordability.

• 60% referred to that offers and discounts notably advocated their preference-making.

• sixty five% believed courteous employees behavior added to their shopping delight.

• 50% were normal internet site visitors, showing strong customer retention functionality.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**7. SWOT Analysis**

Strengths:

• Extensive product portfolio

• High logo reputation

• Attractive keep formats and visibility

Weaknesses:

• Limited personalization in product suggestions

• Inconsistent provider degrees for the duration of outlets

Opportunities:

• Expanding digital footprint

• Regional customization

• Strategic collaborations with influencers and architects

Threats:

• Competition from international fast style manufacturers

• Price wars and converting patron options

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**8. Recommendations**

• Enhance employee education for uniform carrier delivery

• Upgrade virtual interface and cell app for seamless shopping

• Localize stock to in form close by tastes and festivals

• Introduce AI-driven personalization for tips and offers

• Use influencer advertising to attract extra youthful segments

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**9. Conclusion**

Pantaloons has efficaciously set up itself as a favored fashion holiday spot for price-conscious and style-savvy customers. However, in a dynamic retail environment, non-prevent improvement in provider first-class, personalization, and virtual integration can be crucial. The take a look at highlights the importance of information patron possibilities and handing over normal value to maintain long-term loyalty.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**References**

• Pantaloons Company Website and Reports

• Kotler, P. & Keller, K. – Marketing Management

• McKinsey-CII Retail Report

• Journals on Retail Customer Satisfaction

• Primary Data Survey (2025)