INTERNSHIP REPORT ON

From the Classroom to Corporate & Banking Communication: My Experience at Pubali Bank Limited.

Prepared By

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Letter of Transmittal

27 December 2025

Md Meherabul Haque

Lecturer

Department of Journalism, Media and Communication

Daffodil International University

Subject: Internship Report Submission – My Learning Experience at Pubali Bank

Dear Sir,

I am addressing you to inform you that I have completed my internship successfully as the part of the requirements to the Bachelor of Social Science (B.S.S) degree. It was a milestone in my academic life and I am deeply indebted to Daffodil International University to give me such a good opportunity.

My internship experience in Pubali Bank was a privilege since I was able to experience the practicality of the banking, corporate affairs, and organizational communication fields. The experience of working with the professional team of Pubali Bank helped me acquire profound knowledge about the corporate banking setting.

I particularly want to owe it to my department and to you, Sir, that you have guided and supported me all through this internship period.

Regards,

Mithun

Mithun Mazumdar

Id : 221-24-014

Department of Journalism, Media and Communication

Daffodil International University

Certificate of Approval

This is to certify that Mithun Mazumdar, a student of the Department of Journalism, Media & Communication, Daffodil International University (Batch: 45th), has successfully completed his internship at Pubali Bank.

In this internship, he gained practical knowledge and experience of banking, corporate affairs, and organizational communication. His performance has been satisfactory and commendable, demonstrating diligence, professionalism, and a keen understanding of organizational communication practices.

We hereby approve the submission of his Internship Report as part of the requirements for the Bachelor of Social Science (B.S.S) degree.

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Md. Meherabul Haque
Lecturer
Department of Journalism, Media and Communication
Daffodil International University

Certificate of Organization

পূবালী ব্যাংক পিএলসি
PUBALI BANK PLC

DARUSSALAM ROAD BRANCH, DHAKA
Plot#2-A/1, Darussalam Road, Mirpur#1, Dhaka-1216
Tel: 01711437480, 02-48038473
darussalamroad@pubalibankbd.com I www.pubalibangla.com

Ref: PBL/DRB/INTERNSHIP CERTIFICATE/2145/2025 **Date: 03.12.2025**

TO WHOM IT MAY CONCERN

This is to certify that Mr. Mithun Mazumder, S/O Mr. Haradhan Chandra Mazumder & Ms. Mukta Bhowmik, student of Daffodil International University, department of Journalism, Media and Communication (JMC) bearing ID No.221-24-014 has completed 03 (Three) month's internship program at this Branch w.e.f 22.07.2025 to 21.10.2025 as per our Head Office permission No. PBPLC/HO/HRD/INTERNSHIP/20843 dated 22.07.2025. He has gone through a specific job rotation plan & touched almost all the sections of the Branch. During this brief stay in the branch, he gathered sound knowledge of different aspects of modern banking and banking communication. The Branch management is satisfied about his learning devotion, attendance and activities during his Internship period.

We wish him every success in life.

For Pubali Bank PLC

(Mohammed Mahbub Alam)
Assistant General Manager
& Head of Branch

(Marjan Begum)
Senior Principal Officer
& Operation Manager

GREEN BANKING FOR A LIVEABLE BANGLADESH

Preface

This internship report presents my experiences and learnt information in a twelve weeks placement in Pubali Bank Limited that is one of the most commercial banks in Bangladesh, which has a high number of branches and is dedicated to the delivery of modern banking services. The report provides a full summary of my internship experience, especially on the field of corporate communication, organizational communication, and banking communication.

It also looks at the organizational hierarchy of Pubali Bank Limited, who the individuals and departments are; that make it run smoothly and achieve success in the end. I would also refer to my supervisor who helped me learn the practical aspects of banking communication very well despite being a dedicated supervisor.

Moreover, the report explains the activities I was engaged in on a weekly basis, emphasizing the practical facet of the internship and how it related to the theoretical knowledge I gained during my academic course in Journalism, Media and Communication. The methods of communication, documentation and the official correspondence techniques used in the internship will also be addressed.

However the most important thing that I highlight in this report is the skills I gained during this useful experience. This internship was a special experience where I was able to face real-life problems in an organization and have hands-on experience with communications, which will surely help me in my future life as a professional. Among the most important lessons I learned was the necessity to have a wide range of skills in the present-day challenging business world. Multitasking, proper communication, and adaptation to the new duties are essential in the banking industry. Lastly, this report will aim to put in writing, in some detail, my experience as an intern in the organization, the skills that I enhanced during my time in the organization in terms of communication, and a detailed description of my weekly engagements.

Date: 27/12/202

To

Meherabul Haque Rafi

Lecturer, Department of Journalism, Media and Communication

Faculty of Social Science, Daffodil International University

Subject: Submission of Internship Report

Dear Sir,

It is with this respect that I am happy to present this internship report, which is named From the Classroom to Corporate and Banking Communication: an internship report at Pubali Bank Limited8. This report is part of the fulfillment of my undergraduate education program under the department of Journalism, Media and Communication.

My internship at Pubali Bank Limited lasted for twelve weeks where I was able to gain actual experience in corporate communication, organizational communication and banking communication. In this regard, I have used the knowledge that I learned from school as a foundation and have tried to put it into practice through hands-on experiences while doing this report. While writing this report, I have done my best to maintain the highest level of quality, i.e., keeping it clear and concise and written in a professional manner. I would like to take this opportunity to thank you, Sir, for your continued guidance and for your consistent support and feedback during the preparation of this report. Your mentorship has inspired me and made it possible for me to complete the report successfully.

I hope this report meets your expectations and the academic standards of department. I will remain available for any clarification or further discussions. Thank you very much for accepting my report.

Sincerely,

Mithun

Mithun Mazumder

ID: 221-24-014

Department of Journalism, Media and Communication

Faculty of Humanities & Social Science

Daffodil International University

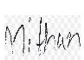
Acknowledgments

Finishing my internship was a big step toward finishing my undergraduate degree. I am looking for Daffodil University (DIU). This is what happens after four years of hard work, school problems, and sticking with it through a lot of different things. I think that the things I learned during my internship were just as useful as the things I learned in class, and they will definitely help me in my career in the future. As part of the Journalism, Media, and Communication Program at Pubali Bank Limited, one of the largest commercial banks in Bangladesh, I did the required internship. The organization was very helpful and helped me learn about how they run their business and talk to each other.

Special thanks go to my internship mentor, **Marajana Begum**, Senior Principal Officer and Operations Manager, for her support and guidance to my internship. It is through her mentorship that I was able to acquire practical skills in communication, letter writing, banking operations, and professional workplace etiquette in a manner that bridged class learning to real-world banking experiences This internship experience has significantly expanded my knowledge of successful communication methods used by corporate entities and their relationships with external parties and how they operate within the framework of a corporate entity's activities.

Finally, thanking Daffodil International University, my parents, friends, and academic mentors for their unwavering support, guidance, and encouragement in my growth as an individual and as a professional.

Sincerely



Mithun Mazumder
221 -24-014
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Daffodil International University

Summary

This report is a partial requirement of my degree program at Daffodil International University for a Bachelor's Degree in Journalism, Media & Communications. The internship I completed was at Pubali Bank Limited, Darussalam Road Branch, Mirpur-1 between July 22nd, 2025 and October 22nd 2025. The purpose of this internship was to obtain some hands-on experience with Corporate and Banking Communications, as well as Customer Communications, Consultation, and Corporate Operations.

As an intern with [bank name] I was involved with members of the public through interaction with customers; I also attended Board Meetings and had exposure to the internal communication systems of the bank. These experiences helped me build knowledge of how to effectively interact with customers, manage stress, and communicate professionally in a banking business environment. In addition to these experiences, I was updated on banking and corporate governance and how to implement banking communication strategies and corporate governance within an organization.

This report details an overview of Pubali Bank along with all of the bank's products and/or services, as well as the bank's communication style with the public. This report also describes the workflow process I used when I worked at Pubali, as well as my duties and learning experiences while interning at this organization. In addition, I have provided an example of a communication piece used by the bank to exemplify my real-world experience during my time at Pubali.

The last part of the report is an analysis of how the Bank communicates. This analysis finds the good things about the Bank's communication practices, points out places where the Bank could do better, and suggests ways for the Bank to improve its communication in the future. My internship has had a big impact on my life by helping me connect what I've learned in school to real-world situations in corporate communication. This has prepared me to do well in this field as I work toward my career.

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Chapter 01: Introduction

1.1 Background of the Study

In today's business world, communication is an essential part of a business's success. Effective communication allows Banks and Financial Institutions to develop and maintain relationships within their corporation, with customers, and with the media. As a Journalism, Media & Communication major at Daffodil International University, I was able to learn about real-world Corporate Communications and Banking through my internship at Pubali Bank Limited, Darussalam Road Branch (Mirpur-1). The internship took place from 22nd July to 22nd October 2025, during which time I gained valuable experience about Corporate and Banking Communication dynamics. Communication, during my internship, was an operational tool instead of a support tool for the organization. Most banking processes require that all activities within the bank and the customer interactions be completed in a timely manner with accurate, clear, and concise communication between the bank official and the customer, and within different departments of the organization.

From the point of view of media and communication, the banking sector is a well-organized and very dynamic way to communicate. Written documents, conversations with counter staff, phone calls, and messages posted anywhere in the bank are all important parts of communication that can have a big effect on how the public sees an organization. I have seen at Pubali Bank Limited that consistently using the same tone of voice in all forms of communication and acting professionally builds trust and dependability with customers and clients. I've been able to use what I've learned about communication in the workplace from a theoretical point of view in school in real life.

The study of corporate communications is increasingly being recognized and incorporated into financial institutions today as a key strategy for success in a highly competitive banking environment. In order for banks to remain competitive in this economic climate, banks must be able to effectively communicate both with customers and among themselves. My internship experience allowed me to witness the different ways that employees of banks are required to handle communication problems experienced during busy times. In addition, I witnessed the behaviors and attitudes of bank employees while they manage a communication problem and also keep their cool despite the high level of pressure they experience.

This internship taught me about how communication works in up and down the chain of command in an organization. And how it affects decision-making at all levels. I learned how communication works in organization from supervisors and senior officers. These experiences helped me to build the foundation of my study. It looks at how communication is used in both business and banking settings with a focus on journalism and media communications(JMC)

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Overall, the practical exposure gained at Pubali Bank Limited formed the foundation of this study's overall background by demonstrating how theoretical knowledge acquired in the classroom translated into real-world applications and evaluations within a business environment. In this manner, the practical exposure provided a solid framework for the study's development as well as provided the rationale for including corporate and banking communication as an area of analysis in the academic internship report.

1.2 Rationale of the Study

This study is primarily aimed at learning about how the theoretical knowledge acquired in university courses could be applied to a real situation at the workplace. Through my academic learning in Journalism, Media and Communication, I came to know various concepts in respect to communication. Nevertheless, the classroom learning alone cannot be sufficient to learn the functioning of communication in professional organizations. This means that one has to get an internship so as to experience practically.

Through this internship in Pubali Bank Limited, I was in a position to observe and participate in the real banking communication activities. In the course of the daily practice and observation, I had the opportunity to witness the practical implementation of corporate communication and banking communication in a professional setting. I also noted the way the bank officers interact with customers, their work colleagues and with senior management. These experiences assisted me in realising the role that communication plays in the daily banking activities.

The other key reason why the study is important is to examine how communication can assist in enhancing the performance of employees as well as customer satisfaction. Clear and polite communication is of high essence in the banking industry. The customers normally present themselves to the bank with problems or misunderstandings. Correct communication is the way to resolve all these problems and create customer confidence. In my internship, I observed that communication enhanced efficiency in services and minimized misinterpretation.

Internal communication in the bank is also the focus of the study. Emails, meetings, notices and reports are also significant in the coordination of various departments. This internship taught me the flow of information between management and the employees as well as the upward flow of feedback. This effective channel of communication makes the organization operate in a structured and orderly manner.

Lastly, it is a significant study to my personal and professional growth. Through the internship, I was able to enhance my communication, confidence, and responsibility. It armed me with future profession in the field of corporate communication, media or organsied work. This report demonstrates the actual usefulness of communication studies in the banking industry by recording these experiences.

1.3 Objectives of the Report

General Objective:

- To assess Pubali Bank's corporate and banking communication tactics.
- Document the learning outcomes from the internship.

Specific Objectives:

- To understand the internal and external communication used in the bank.
- To examine customer communication and consultation with them.
- To observe corporate governance, organizational structure, and professional workflow.
- To identify skills applied and knowledge gained during the internship.

1.4 Scope of the Study

The research primarily concentrates on the business and banking communication practices of Pubali bank limited. The research includes the utilization of communication within the bank and communication with the customers. It also examines the communication among employees in the day-to-day working activities.

Under the scope of this report, there is the interaction with the customers and interdepartmental meetings and simple corporate communication mechanisms. As part of my internship, I was able to see the way bank officers communicate with customers in service counters. The other thing that I observed is the way they describe banking services in very simple language. The experiences above made me realize that being clear and patient in banking communication is essential.

The internal communication is also observed in the present study. Information was regularly shared by use of notices, emails and meetings. I also attended departmental meetings and observed the way instructions were issued and observed. This made me realize that communication will assist in teamwork and discipline within the organization.

The report is confined to a single branch of Pubali Bank which is Darussalam Road Branch in Mirpur1. Due to this fact findings might not be the reflection of the entire branches of the bank. Nevertheless, communication practices within the internship are similar to the general banking communication practices in most organizations.

My research enabled me to understand the use of communication in linking the management, employees and customers. It also demonstrated to me that professional behavior and appropriate communication can be used to establish trust. This scope gave me a good opportunity to compare academic knowledge and the actual work experience.

1.5 Methodology

In this research, I was primarily adhering to a practical and observation approach. In the case of Pubali Bank Limited where my internship was with the bank, it was all about learning through on-the-job experience. I also attempted to learn the practice of communication by observing, listening and participating in the daily activities.

I applied the first technique of direct observation. I traced the pattern of communication between the bank officers and customers in the service counters. I have also been present in the meetings, and I observed the manner in which information was exchanged between the employees. These observations allowed me to realize the actual banking communication situations.

The second approach was practical involvement. I helped in easy chores by being supervised. I socialized with both the customers and the staff members. This was able to give me practical experience and an insight on how professional communication is applied in everyday work.

Review of secondary information was the third technique. I relied on the official web site of the bank, internal news and simple documents. These resources caused me to comprehend banking processes and rules of communication. My practical learning was also supported by them.

Through these strategies, I managed to relate my classroom experience with actual workplace experience. The method has assisted me to gather pertinent information to the study in a straightforward and efficient manner.

1.6 Limitations of the Study

The internship provided me with valuable experience but there were a few limitations:

The study only looked at one Pubali Bank branch, thus it may not apply to all branches. Certain confidential aspects of internal corporate communications could not be shared. There were also time limitations with regard to the three-month time frame of the internship which prevented long-term observation of some aspects of the business. The internship provided a great deal of insight into how corporate communication works in practice and how it is applied in banking. By working in only one branch there was an opportunity for more detailed observations regarding internal work flow, interactions with customers, and the overall corporate communication strategies employed; however, the information collected through this internship may not be representative of all branches.

The internal communications contain Confidential Indicatives which indicate the importance of safeguarding sensitive information by acting ethically and prudently. Certain processes may have been incomplete due to lack of time, however, exposure to the internal communications over the three-month course provided sufficient knowledge to obtain an understanding of the essence of the key norms of Business Communications as a Professional Banker.

In general, the limitations of this study do not prevent students from learning anything during an internship. Instead, they show how important it is for students to learn how to be observant, adaptable, and respectful of an organization's privacy in order to improve their skills and grow professionally. These traits are very important for doing well in the larger field of corporate communications and other related fields.

Chapter 2: Overview of Pubali Bank Limited

2.1 History of Pubali Bank

The goal of Bangladesh's Pubali Bank Limited is to meet the financial needs of people, businesses, and corporations by offering a full range of banking services. Over the years, Pubali Bank has grown into a top national bank and earned the trust of its customers by focusing on personalized products and successful modern banking solutions, as well as putting in place effective management controls. Over the years, it has stayed true to its promise to meet the needs of its customers. They have stayed true to their approach by being open to new ideas and committed to meeting their needs.

2.2 Mission, Vision, and Core Values

The Pubali Bank Limited mission is to offer quality banking services to its customers. The bank will focus on satisfying the needs of the customers in a straight forward and effective manner. It is also dedicated to the enhancement of services based on the evolving customer needs.

The bank vision is to be a financial institution leader in Bangladesh. Pubali Bank would like to be recognized by trusted banking services and effective communication approaches. It is intended to seek to retain customer trust and long term relationships.

As I was an intern in the bank, I have seen that the bank practiced its core values in its day to day operations. Such values are honesty, professionalism, customer focus and responsibility. Bank employees were cautious when handling clients and papers. This demonstrated the value of ethics and discipline in banking business.

2.3 Organizational Structure and Diagram

Pubali Bank Limited has a structured and clear organizational system. The bank has a hierarchical structure, in which only tasks and responsibilities are well defined. This structure will enable the employees to comprehend their roles and obey commands accordingly.

Diagram

Board of Directors

|

Chairman

|

Managing Director (MD)

|

Deputy Managing Director (DMD)

|

General Manager (GM)

|

Deputy General Manager (DGM)

|

Assistant General Manager (AGM)

|

Senior Principal Officer (SPO)

|

Principal Officer (PO)

|

Senior Officer

|

Junior Officer

|

Assistant Officer

|

Assistant Trainee Officer

At the very top, it is the Board of Directors. Under the Managing Director are the senior management and the Managing Director. The activities are headed by the Branch Manager at the branch level. The officers and staff members are supervised based on their assigned roles.

This structure was practiced during my internship in the Mirpur 1 branch. Senior officers gave instructions to junior officers in a clear and clear way. Due to this system, there was an easy flow of communication and timely work was done. It also assisted in keeping order and co-ordination in the branch.

2.4 Departments and Functional Areas

Pubali bank limited has numerous departments with each playing a certain role. These departments collaborate in order to achieve a smooth banking operation.

The Customer Service Department is dealing with opening of accounts and customer inquiries. I have noticed that in this department, the officers interact with customers directly and instruct them in a patient manner. Communication skills were important here.

Corporate Banking Department is associated with financial services and business clients. It is a department that deals with professional communication and documentation. High value was put on accuracy and clarity.

Operations Department deals with day-to-day transactions and internal operations. Officers make certain that the banking activities are done properly and in time. Co-ordination between the employees was evident.

The Marketing and Communication Department is in the business of communicating with the people and promoting. It prevents the loss of image of the bank and gives customers the information in various channels.

As I could observe, all departments relied on appropriate communication to conduct their activity. The departmental coordination ensured that the branch was run well.

2.5 Major Products and Services

Pubali Bank offers a variety of banking solutions tailored for both individuals and businesses:

- Savings and Current Account.
- Fixed Deposit Accounts.
- Loans and Credit Facilities.
- Corporate Financial Solutions.
- Digital Banking Services including mobile banking and online transactions

During my internship, I obtained practical experience of some of these services, particularly customer interactions related to account management and consultation, which helped me to understand the bank's service delivery approach.

2.6 Corporate Governance and Ethics

The structured hierarchy of Pubali Bank allows for efficient communication and rapid decision-making, where each branch has specified roles by function for all customer-related services (account operations; loans, etc.) and each branch has a formal process for coordinating between branch managers/officers/staff and customers so there was excellent coordination observed during my internship at the Mirpur-1 branch between branch managers, officers, staff, and customers that took place through this structured system.

Chapter 3: Corporate and Banking Communication Practices

3.1 Introduction

Communication is an extremely significant aspect of bank related activities. Banks interact with their customers on daily basis and thus there should be clear communication. The employees should also know how to communicate effectively among themselves to ensure that work is done timely.

Practices of communication varied during my internship at Pubali Bank Limited, Darussalam Road Branch, Mirpur 1. This involved internal communication between employees and external communication between employees and the customers. I observed that they communicated most of the time in their day to day banking activities. It was not considered as an independent activity.

This chapter explains the way communication in the bank is conducted by corporations and banks. It is founded on my observation and work experience during the internship.

3.2 Internal Communication Practices

The internal communication is significant in the smooth running of the bank. As an intern, I have noticed that bank officers primarily shared information through emails, official memos, and meetings.

Instructions, notices and updates were sent using emails. There was also official communication within the branch by use of memos. These made the employees aware of what they were supposed to do. Meetings were to discuss daily work, service problems and direction at the higher authority.

I have attended departmental and board meetings in the course of my internship. During such meetings, high ranking officers discussed tasks and decisions with the other workers. Junior officers were given a chance to ask questions. This contributed towards less confusion and enhancing coordination.

Internal communication was also important in documentation and reporting. Records and reports were kept on a day-to-day basis. Through this experience, I was able to learn that effective internal communication assists employees to collaborate and exercise discipline.

3.3 External Communication Practices

The primary aspect of external communication is communication with the customers. Throughout my internship, communication with customers was observed to be done in a careful and polite manner.

Communication between bank officers and customers was done at service counters. They responded to questions concerning accounts and services and procedures. Clarity in the explanation was also crucial since most of the customers were not conversant with the rules of banking. Officers attempted to put things across in a simple language.

There are customers who had to be consulted about banking services. Officers were attentive and gave directions in such situations. This contributed to establishing trust between the customers and the bank.

Digital communication was also established by the bank. Messages were delivered to customers in their emails and mobile alerts. Such messages contained details regarding the services and transactions. Personally, punctual communication was found to keep customers updated and decreased misunderstandings.

3.4 Corporate Communication

Corporate communication will mean how the bank looks like in front of employees and customers. Through my internship, I noticed that the bank adopted official and official communication style.

The bank informed its customers about policies, rules and values using official notices and meetings. These guidelines could be strictly adhered to by employees. There was consistency in the way the communication was carried out in a bid to save the image of the bank.

I also observed that the senior officers were keen when passing relevant information. Words were selected in an appropriate manner and messages were to the point. This served as the means of preventing misunderstandings and made sure that instructions were obeyed properly.

By these observations, I was able to understand that corporate communication aids in making decisions and facilitating professionalism in bank operations.

3.5 Key Learning Outcomes in Communication

Through this internship, I was able to acquire a number of skills in communication related areas. I was taught on how to treat customers professionally. Another thing that enabled me to cope with pressure was the handling of various customers.

I also got to know how the organizational communication functions. I have seen the way information flows between the senior management and the junior staff. This enabled me to appreciate the value of structure in communication.

The other significant learning outcome was the knowledge of corporate communication. I also understood that effective and steady communication will contribute to the development of trust, customer satisfaction, and efficient work of the bank.

On the whole, this internship helped me to implement my academic knowledge in practice in the banking scenario. It taught me that there should be effective communication at all the banking work levels.

Chapter 4: Internship Experience

4.1 Introduction

I had my internship in Pubali bank limited, Darussalam Road branch, Mirpur1. The internship was 22 July 2025 to 22 October 2025. This period gave me an opportunity to learn how a bank functions in an actual working context.

The internship experience enabled me to gain insights on the practical aspect of corporate and banking communication. I got to know the daily use of communication in the banking work. I also monitored employee behavior with customers and colleagues. These experiences allowed me to connect my academic material with actual professional real-life situations.

4.2 Assigned Duties and Responsibilities

As an intern, I had a number of responsibilities that I was supervised. These activities were primarily connected with observation and simple support.

I was in charge of monitoring internal communication. I participated in departmental meetings and observed the way information was exchanged amongst the employees. I was able to see the way decisions were passed on by senior officers to junior staff.

I also helped in the activities associated with customers. My role was to assist in directing shoppers in service counters and to answer easy questions. In the process of doing so, I adhered to the communication principles of the bank. Strictness was observed in professional behavior.

The other responsibility was documentation. I made notes about the daily activities and communication processes. This allowed me to know how communication facilitates banking operations and workflow.

In Pubali Bank Limited where I carried out my internship, responsibilities were assigned gradually. Initially, I mostly monitored the way in which the branch operates and communicated by the workers. Then I had participated in less demanding activities under the guidance. My duties were primarily connected with customer support in terms of communication, external meetings monitoring, and documentation support, as well as the understanding of how the official communication is supported in the bank. I attempted to observe the rules and office discipline of the bank in all activities. I also made notes on a regular basis, as it served to remind me of my work and learning to use in this report.

My tasks and obligations were allocated in a slow manner during the internship. Each week is outlined in terms of its responsibilities.

4.2.1 Weekly Activities with Internship Timeline:

Week 1: Orientation and Basic Observation (22 July – 28 July 2025):

- During the initial week, I was mainly required to learn about the banking environment.
- I was also present at the official orientation program at the branch.
- I was informed about the banking regulations, the discipline at the office, and the communication policies.
- I monitored customer care desks and office operations. I also engaged branch officers to know their roles. This week has enabled me to adapt to the professional setting.

First day of my internship

Week 2 Observation of Customer Communication (29 July – 4 August 2025):

- The second week I spent at the bank I noticed how bank officers interact with customers.
- I observed their reception of customers and hearing of their problems.
- Another observation of mine was the explanation of banking services by the officers in a simple language.
- I also attended briefings in the department and got to know how internal communication takes place using emails and memos.

Helping to consumers to understand about service

Week 3 Internal Communication Observation (5 August – 11 August 2025):

The third week was the period when I needed to monitor internal communication practice.

- I was able to attend regular weekly meetings and observed the flow of information between the managers and the employees.
- I also trained on note taking in meetings. Another aspect that I learnt was the way of communicating instructions and feedback within the branch.

Week 4 Corporate Communication Practices (12 August – 18 August 2025):

During the fourth week, I was assigned to help officers to write internal notes and draft emails (supervision).

- I found out the professional use of language in official communication.
- I was present at meetings, during which issues of service improvements were discussed.
- The week enabled me to know how corporate communication facilitates decision making.

Week 5 Customer Service and Consultation Support (19 August – 25 August 2025):

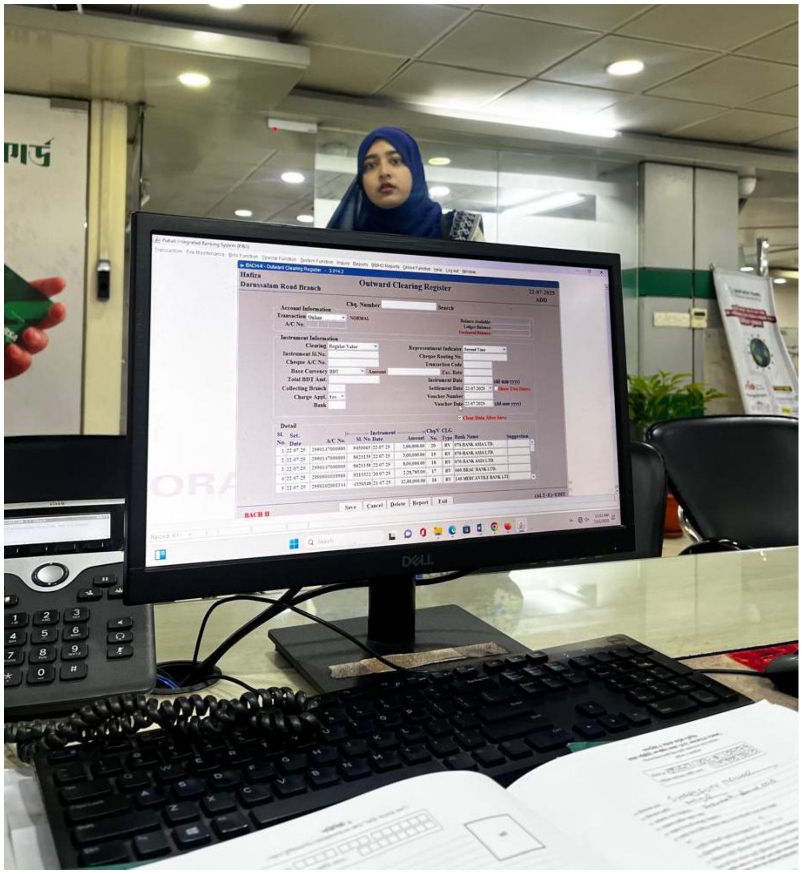
This week, I had guided customer service activities. I attended to customers by referring them to the right service desks.

- I noticed the approach taken by the officers when dealing with complaints and queries by customers.
- I also got to know that patience and effective communication are very essential in banking.

Week 6 Documentation and Reporting (26 August – 1 September 2025):

During the sixth week, my responsibilities were to observe documentation work.

- I was taught on how daily records and reports are prepared.
- I was training to sort notes according to daily activities.
- This made me realize that documentation facilitates accountability and transparency



Preparing Office Documentation

Week 7 Observation of Decision-Making Process (2 September – 8 September 2025):

During the seventh week, I had meetings with the branch managers and department heads.

- I noted the way decisions were negotiated and made.
- I observed the effective way decisions were shared with the employees.
- This allowed me to see how communication assists in controlling the organizations.

Week 8 Digital and Online Communication (9 September – 15 September 2025):

In this week, I was able to note the way in which the bank contacts the customers using the digital platforms.

- I got to know of email alerts and online updates.
- I also observed the uniformity in the messages that were employed in various channels of communication.

Week 9 Public Relations and Corporate Image (16 September – 22 September 2025):

During the ninth week, I witnessed public relations related activities.

- I got to know the way the bank markets its services and upholds its image.
- I was present at the meetings concerning customer notification and service details.
- This was an eye opener on the impact of communication on the trust of the people.

Attend a meeting where Authorities Promote Bank Services

Week 10 Professional Conduct and Office Etiquette (23 September – 29 September 2025):

This week I concentrated on professional behavior.

- I have noticed the way officers use formal communication and ethics.
- I also came to know that being polite and using correct language enhances customer satisfaction.

This week made me realize the discipline in the work place.

Communicate with Customers to solve their problem and consultation

Week 11 Integration of Learning (30 September – 6 October 2025):

In week eleven, I reverted my learning in the earlier weeks. I also helped in the internal and customer related communication efforts.

I related in-classroom knowledge with the actual banking practice. This assisted me in enhancing my confidence and communication areas.

The last week of the internship is from October 7 to October 13, 2025:

During the eleventh week, I tried to use my learning from earlier weeks.

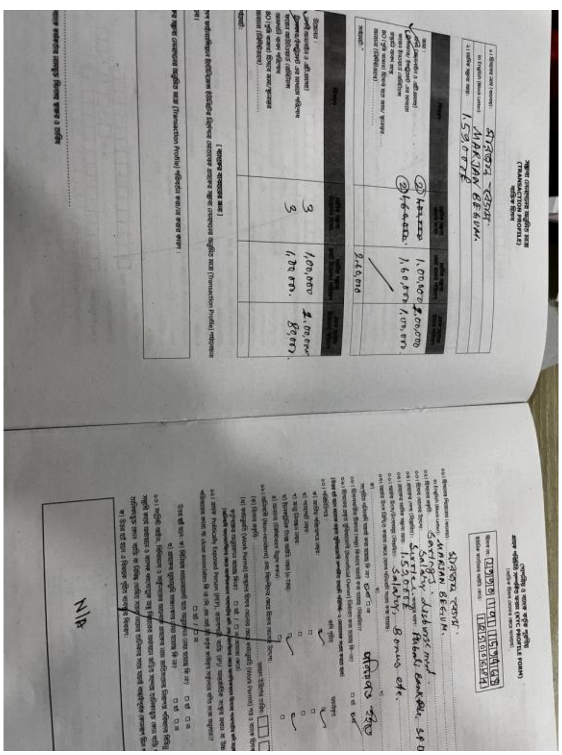
- I assisted in both customer-related support and internal communication observation.
- I compared classroom knowledge with real banking practice.

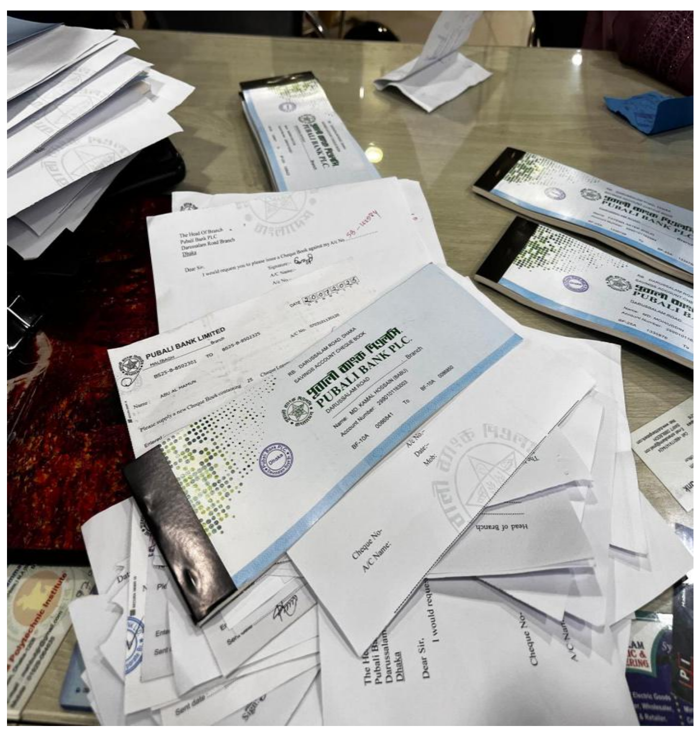
This improved my confidence and my understanding of professional communication.

Final Reflection Period (14 October – 22 October 2025):

- During my last days as an intern, I went through my notes and observations. I talked to the officers and supervisors about my learning experience.
- This time assisted me in summarizing my learning outcomes and duties. It also equipped me with the writing of this internship report.

Paper Works for official documentations





4.3 Practical Learning Experiences

Key learning outcomes from the internship included:

Internal Organizational Communication: I witnessed an efficient Communications System that was used throughout the bank. Bank employees including Branch Management, Departmental Officers and Staff were involved in communicating through use of e-mail, memos and periodic staff meetings. By having this structured hierarchy of communication it has helped with the coordination of the bank and has kept operational confusion to a minimum.

Corporate Communication Skills: I had the opportunity to talk with customers and to attend meetings where I saw the value of strategic messages, conciseness, and association with organizational goals.

Professionalism and Corporate Etiquette: Formal, timely, and ethical communication was stressed upon in all business dealings at the corporate level. In my internship experience, being exposed to how to observe decision-making processes, consultation processes and coordination within an organisation have presented me with knowledge of how organisations should run smoothly through effective structural means of communication. The systematic approach to the way I had witnessed internal organisational communication depicted a certain framework to ensure effective communication and coordination of the employees. The branch manager(s), officer of the department clause and his or her employees could communicate through email, memos and meetings to enable the flow of information to continue in a continuous, organised manner to ensure that tasks were done within the expected deadlines and in an accurate manner. This shows the influence of communication in making a great impact on the day-to-day activities of an organization.

The communication with customers communication and meetings highlighted the importance of communication skills in the corporate sector. I observed that to build trust and to keep the professional image, strategic messaging, clarity and alignment with organisational goals are critical. All the communications, internal and external, were not in vain, and served the purpose of supporting the goals of the bank.

There was professionalism and corporate etiquette all over in the working environment. Formality, timeliness and observing ethical practises were continued in all the interactions. These norms strengthened the need to avoid a bad corporate image and respectful communication in the company.

Lastly, the presence of the decision-making processes, the consultation procedures, and the internal coordination were observed, which gave the understanding of how the structured communication helps organizational processes. It was evident that effective communication not only involves sharing of information but also achievement of efficiency, accountability and cooperation among all the organizational members.

In addition, the internship experience made me understand that communication is a bonding tool among various functional units in the bank. Departments were dependent on timely and precise information exchange so as to execute their duties effectively. The wrong communication was proactively prevented by means of adequate documents and confirmation that illustrated the interest of the bank in the accuracy of operations and the quality of the services.

Moreover, the internship experience enabled me to appreciate the fact that communication is a unifying tool across the different functional units of the bank. The departments relied on the timely communication of information as well as accurate information in order to carry out their responsibilities. The incorrect communication was actively avoided through the use of proper documents and assurance that depicted the interest of the bank to the precision of the operations and to the quality of the services.

The internship also raised the issue of the use of communication in controlling customer expectations and problem solving. Customer inquiries and concerns were always met with clear explanations, polite questioning and attentive listening. These practices demonstrated that positive communication was one of the determinants of customer satisfaction and building a strong bond between the bank and its customers.

In general, these observations strengthened the statement that the field of organisational, corporate, and banking communication is tightly interrelated. The hierarchical system of communication at Pubali Bank Limited also guaranteed even flow of operations, professional behaviour, and service delivery to customers. This hands-on experience contributed greatly to my body of knowledge on communication theories learned in the university and made me ready to be employed in the corporate and organizational communication environment in the future.

4.4 Talking to Customers in a Business Setting

Communication with customers was a significant portion of my internship experience. I also noted the way in which officers were dealing with customers in an official way.

I assisted in answering questions by customers and directed them in relation to banking services. Officers described procedures in an understandable and calm manner. This mattered since most customers lacked knowledge on banking regulations.

There was professional etiquette all through. The polite and calm behavior and language were used by officers. I observed that effective communication was useful in solving problems of customers fast.

Close contact with the customers was linked to internal operations. Bank officers adhered to the bank policies when attending to customers. This made service delivery accurate and consistent.

4.5 Skills Developed

The internship helped me develop several important skills. One major skill was professional communication. I learned how to speak clearly and politely in a formal environment.

I also developed observation and critical thinking skills. By watching how the organization worked, I learned how departments coordinate with each other. I understood how communication affects decision making.

Handling customers helped me improve my confidence. I learned how to respond to different situations while maintaining professionalism. These skills will be useful in my future career.

4.6 Reflection

This internship was an important experience in my academic life. It enabled me to relate the classroom experience with the practical experience in the workplace. The experience at Pubali Bank Limited allowed me to get familiar with the way communication is practiced in a professional banking setup.

I acquired numerous practical skills during the internship. I was taught how to speak to the customers in a polite and understandable way. I also got to know how employees can synchronize with fellow employees by effectively communicating with them. These experiences have demonstrated to me that communication is a major component in day-to-day banking operations.

Professional habits were also developed during the internship. I was taught to be punctual, disciplined and responsible. My experience with bank officers helped me realize the impact of professionalism on the image and quality of services provided by an organization.

This experience made me more confident as well. I was not even confident with my capabilities at first. With time, I got used to working in a formal setting. I also got to know more about my strengths and weaknesses.

On the whole, this internship was not purely an academic requirement. It was an educative experience that equipped me with forthcoming career challenges. The information and experience I have acquired throughout this internship will aid me in my career in the field of corporate communication and similar areas. Internship has been a good learning experience to me. It enabled me to learn more about the dynamics of communication within a professional banking setting. Real situation observation was the most important in learning.

I understood that formal communication contributes to smooth operation of organizations. There is proper coordination and clear messages decreasing mistakes and delays. I also got to know that effective communication creates trust with the customers.

This internship, in general, enhanced my professional attitude and skills. It equipped me to work in the future in the corporate communication, media or organizational areas.

Chapter 5: Analysis and Findings

5.1 Introduction

As an intern at Pubali bank limited, Darussalam Road branch, Mirpur 1, I got the chance to capture a close look at how communication is carried out in a real banking organization. As part of my everyday tasks, I listened to the way the employees communicate and how information sharing helps in supporting everyday banking operations.

The chapter is premised on my observation and experience during the internship period. It dwells on the practice of communication within the bank and its implications to the efficiency of work. I also attempted to learn how communication can be used to ensure that there is professionalism and discipline in the organization.

This chapter does not solely rely on theory when making its analysis. It is an accurate depiction of real-life circumstances that I have encountered in meetings, customer relations, and when working in the office. Such experiences made me realize how communication is practically important in banking operations.

5.2 Internal Organizational Communication

Internal communication is significant in day-to-day operations of the bank. It appears to me that Pubali Bank Limited has a well-organized internal communication system. This will assist the employees in knowing their roles and finish tasks in time.

Internal communication between the bank is done mostly through emails, notices, and meetings. Instructions and updates are shared via e-mails. Notices are posted to inform the staff about rules and changes. Meetings are also conducted where there is work progress and service issues. I also participated in a number of meetings and witnessed the way senior officers articulated tasks to the staff members.

I observed that the communication often moves downwards between the senior management and junior employees. Nevertheless, employees can also post comments and inquire. This is two way communication that minimises confusion and enhances coordination.

The documentation is another significant aspect of internal communication. Daily reports and records are kept in a good manner. These are documents that will assist in tracking work and making one accountable. Out of this, I got to know that transparency and discipline are supported through proper documentation.

In general, the internal organization communication in the branch contributed to the establishment of a clear-cut working mechanism. It enhanced collaboration of the employees and facilitated the smooth banking activities.

5.3 External Communication Practices

The branch’s external communications exemplify its business principles and professionalism. Examples:

- **Customer Communications:** All customer interactions are handled by the same process; therefore, all communications received by this branch were/v.[i] consistent, professional and courteous. This establishes the bank's image and reputation.
- **Consultation/Advisory Communications**: The bank’s staff communicates to clients via a professional, organized manner. Staff used these messages during consulting appointments to build client confidence.
- **e-Communications:** All email correspondence, notifications, and electronic text messages were sent out in accordance with corporate style guidelines and accurately convey information.

Because all external communication represents how the organization operates and communicates and how it protects and preserves its brand and reputation, it reinforces the company’s credibility and enhances the organization's professional image internally.

5.4 Analysis of Communication Practices

After extensive observation and participation in my experience in corporate and organizational communications, I have drawn the following conclusions:

Professional Presentation is a Priority: Each time there is an internal or external communication from the organization, it is done in a manner that reflects the professionalism of the organization.
Strategically Aligned in Terms of Messaging & Direction: The messages and directions provided for all employees continually matched the bank's objectives and strategies.
Clear Path of Communication and Reporting: With clear lines of reporting as well as clear paths of communication for employees, the ability to communicate efficiently has become streamlined and eliminates the risk of miscommunication.

Internal Communications Enhancing Outside Performance: Well-organized internal communications had a direct and positive impact on the way customers were treated and, subsequently, customer's satisfaction levels.

5.5 Learning and Insights

This internship has given me a lot of valuable learning. I had a chance to learn the functioning of communication in a real banking organization due to the opportunity to observe and be involved in it every day. It was experience based and practical.

Among the things that I learned is the importance of effective communication. Even little lapses in communication in the bank can cause problems. I also noted that police officers were cautious when providing instructions or rendering services. They made clear use of words and they did not confuse. This made work flow easily.

Internal communication was another lesson that was learnt. I realized that employees were kept informed through the use of emails, notices, and meetings. Data was typically transferred among senior officers and junior employees in an orderly manner. Due to this, the employees were aware of their tasks and deadlines. This minimized errors and waste of time.

I also got to know that communication is a powerful factor in satisfying the customers. Customers usually come with queries or concerns. Customers felt freer when officers are listening, and clarifying. Based on this I learned that effective communication also contributes towards building trust between the bank and the customers.

Corporate professionalism was another insight, which I gained during this internship. Officers had rules of formal conduct and rules of conduct. They were cautious when working with papers and data. I also got to know that professionalism does not only apply to looks. It is also concerning communicating and accountability.

The other lesson was in the process of adjusting communication to other individuals. There were different modes of communication by the officers towards senior management, colleagues, and customers. This taught me that communication has to vary depending on the circumstance and the audience.

In general, this internship allowed me to relate my academic knowledge with practice. It enhanced my knowledge on corporate and banking communication. It also equipped me with an idea in the future of engaging in a job after becoming more confident and aware.

Chapter 6: Recommendations

6.1 Introduction

In day to day banking activities, I noticed various communication practices during the period of my internship in Pubali Bank limited, Darussalam Road branch, Mirpur1, Bank. Although the majority of the activities were organized, I also found that there were some areas in which communication could be enhanced.

The chapter is founded on my observation and learning throughout the internship period. This chapter is aimed at making easy and useful proposals. These recommendations are aimed at enhancing communication within and without the bank.

Communication is a good idea in the interactions of the bank. It assists the employees to work better and it also enhances the customer service. The practice has taught me that it is possible to save time and reduce errors even by minor changes in the communication.

The suggestions provided in this chapter are practical and applicable in real-life scenarios that I witnessed in the branch. They are not abstract concepts. Rather, they are practical needs and potential improvements that can help to facilitate improved coordination and quality service in the bank.

6.2 Recommendations for Internal Communication

- **Enhance Regular Briefings:** Although the branch was holding regular meetings, brief meetings between teams can enhance clarity and every staff member be in line with the ongoing tasks and updates.
- **Streamline Reporting Channels:** Redundancy, workflow enhancement, and time-saving can be improved by simplifying reporting processes by using collaborative tools.
- **Encourage Feedback Mechanisms:** The creation of formal avenues through which employees can offer feedback can enhance engagement and also determine areas of communication breakdown within the organization .

- **Training on Corporate Communication:** Internal communication can be improved in terms of the general quality by organizing workshops on professional communication, corporate messaging, and documentation skills periodically.

6.3 Recommendations for External Communication

- **Maintain Consistent Messaging:** Any communication done to the customers must follow a standardized corporate tone to emphasize professionalism of the organization.
- **Improve Customer Consultation Practices:** Consultation sessions may be done in a structured way that will enable the staff to give clear and accurate information in a way that enhances customer trust and satisfaction.
- **Leverage Digital Communication Tools:** Utilizing official digital platforms like internal chat systems, emails, and notifications can ensure consistent messaging and reduce miscommunication.
- **Monitor and Review Communication Quality:** Periodic reviews of customer interactions and communications can help identify the areas for improvement and maintain corporate standards.

6.4 General Recommendations

- Introducing structured corporate communication into the daily workflow makes employees more disciplined within their roles as team members and helps to ensure that all departmental strategies support the overall mission of the organization.
- Promote Professional Etiquette and Culture: Having employees maintain a professional tone, language, and behavior during all business-related conversations strengthens the external and internal corporate image of the organization.
- Documenting Best Practices of Successful Communication: Maintaining documentation of success stories in business communication helps create a reference point for training new employees, as well as providing guidance for continued improvement in the consistency of communications among all employees.

6.5 Conclusion of Recommendations

Improving internal coordination, increasing corporate messaging effectiveness, and providing an improved customer experience through better organizational communication can be accomplished by taking the steps outlined above. Organizational efficiency is enhanced through good organizational communication practices and contributes to creating a more professional working atmosphere within a company.

Chapter 7: Conclusion

7.1 Summary of the Internship Experience

During My internship at Pubali Bank Limited, Darussalam Road Branch, Mirpur-1 for 3 months I had the opportunity to learn about the aspects of communication within a corporate structure as well as provide an opportunity to see how a bank operates from the standpoint of both being a customer and working behind the scenes at a bank. I learned the workings of a bank on a day-to-day basis (the operational side) and through my participation in board meetings, departmental meetings, and meetings with customers that I would have the chance to see how communication can support and facilitate organizational efficiency, professionalism, and corporate identity.

7.2 Key Learning Outcomes

From this internship, several important lessons were learned:

1. Clear and consistent communication within a company as well as outside of it is important for efficient operating activities and successful relationships with people, businesses, clients and other companies.

2. Practicing professional communication has led me to develop an awareness of the etiquette, tone, and overall behavior of individuals in a corporate environment.

3. The internship enabled me to assimilate the knowledge I learned through my Journalism, Media and Communication studies into the work I perform in a corporate environment.

4. How a company interacts with clients reflects the company's culture internally and the company's standards.

7.3 Personal Reflection

My internship has helped me to develop my technical skills as well as increase my confidence, enhance my analytical abilities, and develop my professional mindset. Through engaging with employees, observing organizational processes, and taking part in coordinated communication procedures, I am now ready for future careers in corporate communications, media management, or organizational consultancy.

In addition to helping me develop my technical skills, my internship has helped me develop my soft skills, which are essential for a successful career in almost any industry. I gained experience developing effective listening skills, being able to clearly articulate my thoughts. And adapting my communication style according to the audience I was communicating with. All of these abilities were reinforced through both my day-to-day interactions with employees and customers.

By experiencing firsthand how corporate communication works, I am now better equipped to solve problems and manage several different tasks at once, especially when working under pressure. In addition, understanding how strategic messaging connects to organizational objectives has provided me with a practical view of how to plan and carry out a corporate communication campaign.

Finally, seeing how different departments work together to coordinate activities and make decisions and how they interact with customers demonstrates the degree to which the many communication functions in a professional environment are linked to one another.

The experience I gained from this internship provided me with an opportunity to combine my knowledge gained through theories in my academic coursework with the practical application of that knowledge in a corporate banking environment. The skills, insight and professional discipline I developed during this experience will provide me with a strong foundation to build my career in corporate communications, media management or organizational consulting, and will enable me to contribute meaningfully to any professional environment.

7.4 Final Thoughts

This internship was an important experience in my academic life. It enabled me to relate the classroom experience with the practical experience in the workplace. The experience at Pubali Bank Limited allowed me to get familiar with the way communication is practiced in a professional banking setup.

I acquired numerous practical skills during the internship. I was taught how to speak to the customers in a polite and understandable way. I also got to know how employees can synchronize with fellow employees by effectively communicating with them. These experiences have demonstrated to me that communication is a major component in day-to-day banking operations.

Professional habits were also developed during the internship. I was taught to be punctual, disciplined and responsible. My experience with bank officers helped me realize the impact of professionalism on the image and quality of services provided by an organization.

This experience made me more confident as well. I was not even confident with my capabilities at first. With time, I got used to working in a formal setting. I also got to know more about my strengths and weaknesses.

On the whole, this internship was not purely an academic requirement. It was an educative experience that equipped me with forthcoming career challenges. The information and experience I have acquired throughout this internship will aid me in my career in the field of corporate communication and similar areas.

Appendix

Appendix A

Internship Placement and Organizational Context (Extended Description):

The following appendix section gives a detailed descriptive review of the internship placement, organizational environment and professional situation that the internship activities took place. This section aims at providing a supporting information, which will go along with the main body of the internship report but does not repeat the same analytical discussions.

The internship was done at Pubali Bank Limited, which is among the top Bangladesh based private commercial banks. The organization is in a very structured and regulated financial setting in which communication is an essential factor in enhancing operational efficiency, compliance to regulations and confidence of the stakeholders. The intern has been placed in a communication-related functional area that entailed aspects of banking communication, corporate communication and organizational communication at the same time.

Pubali Bank Limited has a formal organization structure whereby communication is done through well-established hierarchical and functional lines. In this system, communication plays a critical role in ensuring smooth operations of the bank on a daily basis, internal control and an overall corporate image to the outside stakeholders. The bank, being a financial institution, places emphasis on accuracy, confidentiality, professionalism and ethical standards in any kind of communication.

The internship placement provided an exposure to the internal organizational communication as well as external corporate communication practices. Responsibilities at the intern level were corresponding with observation learning, aided involvement, and a description of professional activities. This strategy was used to fulfill the objective that the intern would have a real-life experience of the banking communication system without breaking the organizational boundary and confidentiality.

Scholarly, the internship placement was also directly related to the field of Journalism, Media and Communication, in that it showed how the theories of communication are implemented in a corporate/banking setting. The situational environment enabled the intern to witness the role of strategic communication in enhancing institutional credibility, coordination of employees and maintenance of customer relationship in the banking industry.

Appendix B

In the Banking Sector, the organisation's communication, that is, the ways in which an organisation communicates with its employees and customers, usually has a very formalised, precise, accountable, and regulated approach. In a bank, communication is not just an operational support function; it is viewed as a major operational function, particularly for a regulated financial institution, such as Pubali Bank Limited. This appendix section describes the structural and functional components of organisational communication observed during my internship.

The bank has a series of communication layers that work together to give everyone in the organization access to the information they need, both at the operational and strategic levels. The bank communicates its policies, operational guidelines, and strategic directions through both top-down and bottom-up communication, as well as horizontal and lateral communication. Official communication tools like circulars, notices, internal memoranda, and departmental briefings help everyone in the organization understand and follow the rules in the same way.

The bank's communication systems let employees at all levels tell their managers about problems with operations, service quality, and/or following procedures. This process lets employees talk to their managers openly, which helps the bank run more smoothly and gives customers better service in the end. Also, horizontal and lateral communication within the bank (between departments) is very important to make sure that customer service, paperwork, and operational processes are all in sync for all of the bank's products and services.

During my internship, I learned that the bank's way of communicating is to be clear and keep a record of all forms of communication. After a verbal communication, a written response confirming what was said is usually sent to the employee who got the verbal communication. By following this procedure, the bank avoids misunderstandings that could lead to legal trouble and stresses the importance of accountability in the banking sector even more.

Appendix C

Corporate Communication Practices in Pubali Bank Limited:

For Pubali Bank Limited to look good and show that it is a real business, it is important for the bank to communicate with other businesses. Pubali Bank Limited's business communication includes formal messages, standard documents, and professional-level conversations with both internal and external stakeholders. This appendix gives some examples of business communications that were happening at this bank while I was there.

To promote professionalism, openness, and efficiency, Pubali Bank Limited talks to businesses in a planned way. The bank talks to all of its stakeholders about changes to services, policies, and other parts of the organization through official channels. The bank talks to its stakeholders in a formal way through official notices, customer service desks, printed materials, and letters sent back and forth between the bank and its stakeholders.

Giving stakeholders a reliable way to get in touch with Pubali Bank Limited protects the bank's reputation and stops false or misleading information about it from spreading.

Internally, corporate communication helps employees understand and follow their bosses' orders. Management tells employees what decisions have been made in a way that makes them feel like they can follow through without any problems or questions. The way Pubali Bank Limited talks to customers also shows how professional the banking industry is. They speak in a formal, neutral, and institutional way.

One good thing about corporate communication is that it helps businesses build trust with their partners, customers, and government agencies. The internship taught employees how to talk to customers in a polite, helpful, and customer-centered way. The bank is careful with even the most routine interactions because they change the bank's overall image.

The intern learned that communication in business is more than just a way to share knowledge; it can also be a way to make plans. The fact that banks use communication studies shows how useful they can be in the business world.

Appendix D

The internal communication system of Pubali Bank Limited has been developed with the intention of providing efficient coordination among departments and employees. By adopting a structured approach to coordination and communication, the internal communication system will ensure that all staff members are operating with maximum efficiency, providing high-quality service, and maintaining the highest degree of organizational discipline. Here we will describe the various types of internal communication methods that were observed throughout the internship.

Formal communications are the primary means of internal communications. Most internal communications (for example, instructions, updates to policies, operational guidelines) are provided in document form. Documented internal communications (for example, Circulars, Memorandum) will normally include an explanation of the documents' contents during departmental meetings or briefing sessions, so that staff members understand the document better.

In addition to formal communications, controlled informal communications exist for staff members and for all employees to communicate on a daily basis. Enabling informal communication among employees will also enhance the ability for employees to communicate professionally; therefore, the casual sharing of sensitive information is never permitted, thus demonstrating the commitment to protecting confidentiality.

Throughout the internship, it was clear that effective communications within the organization directly corresponded to an increase in employee productivity and accuracy of service delivery. The intern was able to see how effective communication can reduce operational errors and promote stability within the organization.

Appendix E

External Communication and Stakeholder Interaction

As external communications can have a substantial impact on customer satisfaction and confidence in banks, it is one of the most significant aspects of bank operation, and this Appendix covers how Pubali Bank Limited conducted its external communications while I interned there.

External stakeholders include customers, corporate clients, regulatory agencies, and service providers. Pubali Bank Limited establishes protocols, policies, and procedures for all external stakeholder communication, ensuring clarity and accuracy in what is communicated to all external stakeholders, whether it is external communications or as a result of feedback from an external stakeholder. The bank expects all employees to verify and validate information provided to external stakeholders so that all communications are based on Pubali Bank Limited policies, and in the event of providing incorrect information, Pubali Bank Limited will take corrective action based on its policy and procedures.

Pubali Bank Limited places an extra emphasis on customer communication. For instance, front desk/building tools/logging representatives/interviewers are trained, and communicated with this customer-focused approach. The representative should hear what the customer is saying, be courteous to each customer, and solve problems within the confines of the regulations governing banking.

Pubali Bank Limited communicates with regulatory agencies and corporate partners in a formal written format and documents all communications It provides written response letters, reports, etc. that meet the standard set forth by Pubali Bank Limited. By documenting written communications with regulatory agencies and corporate partners, Pubali Bank Limited meets its obligation to provide transparency and to comply with all regulations governing banking.

Through observing external communications while I was an intern, I learned that effective professional communications leave a lasting impression on the relationship that is created between a stakeholder and a corporation. It also enhances the reputation of the corporation within the banking industry as a trustworthy entity.

Appendix F

Description of Daily and Weekly Office Activities

This part gives a clear list of the daily and weekly tasks I did and saw while I was interning in the office. The main point of this appendix is to show that I got real-world experience without giving away any private or sensitive office information.

Every day, the work mostly involved following the rules for communication in the office, helping with paperwork, and keeping the office running smoothly. I often saw how staff members talked to clients, coworkers, and managers in a professional way. I also made it a point to pay attention to small things like how people spoke, how they used their bodies, and how they chose their words. This helped me learn how to talk to people in a professional way in real offices.

I got more chances to practice managing workflows and working with other departments every week. I saw how structured communication was used to plan weekly work, give out tasks, and check on progress. We also held regular briefings to keep everyone up to date and make sure that all staff members knew what the most important tasks were.

Appendix G

Corporate Culture and Communication Practices

The corporate culture of Pubali Bank Limited recognizes the importance of professional observations as a crucial part of the internship learning experience. This section of the appendix identifies aspects of the corporate communication culture, professional behaviours exhibited at work, and ethical standards in the banking environment.

In the corporate culture of Pubali Bank Limited, employees are treated with respect and follow a strict, disciplined, and responsible organisational culture. Respect for one another is shown in all aspects of communicating with co-workers, and there are clear professional standards for communication that employees adhere to. While maintaining a hierarchical relationship with each other, employees are encouraged to work together as teams and cooperate with one another.

Time management, punctuality, and clear communication were prevalent behaviours among the employees of Pubali Bank Limited. Employees are aware that the manner in which they talk to each other reflects the values of the organisation. Even the most trivial job-related conversations occurred with the utmost professionalism, and this created a positive workplace environment for the employees.

As an intern, I learned that communication culture can have a great influence on the performance of an organisation and the behaviour of its employees in the corporate banking industry.

Appendix H

The purpose of the final appendix is to summarize both the learning outcomes and skill evidence developed throughout the internship. The internship has allowed me to put into practice my academic studies in Journalism, Media and Communication within a financial institution in a practical context.

The learning outcomes relevant to the internship included developing my ability to communicate professionally, understanding the communication systems of corporations/organizations, and increased sensitivity towards ethical communication issues. The Intern also acquired the skills necessary for observing, analyzing and documenting the communication processes that take place in a formal organizational setting.

In terms of Practical Skills gained through this experience, the Bank communication experience has provided me with greater Confidence in my own Professional Readiness to enter the work force as an effective communicator. Through my experiences in Banking I was able to gain a deeper understanding of the importance of effective Communication to the success of any Institutional or Business Endeavour and how Communication Studies can be used to enhance Organizational Theory, Strategy and Effectiveness.

Appendix I

My internship was a great way for me to learn how people talk to each other at work. I learned more than just how to improve my technical skills. I learned how to pay attention, ask the right questions, and follow how information gets from one person to another in the office.

This internship also taught me how important it is to communicate clearly and honestly. It is necessary to do things right. It also helps team members trust each other, work together, and get along with each other. I also learned that when you work for a formal organization, it's very important to be flexible, patient, and pay attention to the little things.

I gained confidence by dealing with small problems and everyday problems. I feel more ready for my future job now. I learned how to use what I learned in school in a business setting through every assignment, meeting, and conversation.

Overall, this internship was a great way for me to learn new things and see how people communicate at work in a different way. It helped me grow as a person and as a worker.

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