



Report On
**“My Internship Experience as a Customer Relations Executive at the
Ladiesbucket.com”**

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This Internship Report is submitted to the Department of English,
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Degree of Bachelor of English

STUDENT DECLARATION

I, MST. Sumya Jannat, Student ID 221-10-915, Department of English, Daffodil International University, here by declare that I have completed my report entitled “Experience as a Customer Relations Executive at the Ladiesbucket.com” to present at the Department of English, Daffodil International University. I have prepared this report by the direction of my honorable supervisor, Mahmudul Hasan, Lecturer of English Department.

I assure that not a single element of this material has been copied or replicated without due attribution from any other sources. Additionally, this report paper was not submitted to any other university or institution for any type of degree or any other reason. This report is based on three months full-time official work for the Ladiesbucket.com official team.



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MST. SUMYA JANNAT

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Certificate of Supervisor

This is to certify that MST. Sumya Jannat, bearing Student ID 221-10-915, Department of English, Daffodil International University, has successfully completed her internship project paper titled: “Customer Relations Executive, My Internship Journey at LadiesBucket.com” for the course ENG 431 under my supervision. She has completed her internship at LadiesBucket.com, an online retail shop, where she worked remotely as a Customer Relations Executive.

During her internship, MST. Sumya Jannat maintained regular communication with me and sincerely followed my guidance throughout the internship period. Whenever she encountered difficulties, I provided the necessary support to help her overcome them. She consistently demonstrated dedication, responsibility, and professionalism in performing her assigned tasks.

The content of this report reflects her hard work, sincerity, and commitment. I hereby confirm that her internship report is ready for submission. I wish her great success in her future endeavors and hope she achieves remarkable accomplishments ahead.



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Mahmudul Hasan

Lecturer

Department of English

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Acknowledgments

At the very beginning, I would like to express my deepest gratitude to Almighty Allah for granting me the capacity, good health, and determination needed to complete my internship successfully.

I am sincerely thankful to the Department of English, Daffodil International University, for providing me with the opportunity to participate in an internship that helped me connect academic learning with practical professional experience. I appreciate the department's continuous support and guidance throughout this academic requirement.

My heartfelt appreciation goes to my academic supervisor, Mahmudul Hasan, for his consistent guidance, helpful suggestions, and encouraging feedback. His patience and supportive supervision played an essential role in helping me understand my responsibilities and perform my tasks with confidence and professionalism.

I am also grateful to LadiesBucket.com, particularly the Customer Relations and Operations Team, for allowing me to work as a Customer Relations Executive remotely. Their cooperation, instructions, and trust enabled me to gain real experience in managing customer inquiries, online order processing, digital communication, and overall retail operations.

Lastly, I would like to thank my family, friends, and colleagues for their continuous motivation, encouragement, and moral support, which greatly contributed to the successful completion of this internship.

Abstract

This report summarizes my three-month internship experience at Ladiesbucket.com, where I worked remotely as a Customer Relations Executive. The project focuses on understanding customer service operations in an online retail environment, including managing customer inquiries, confirming orders, updating records, coordinating deliveries through the Pathao Merchant Panel, and resolving service-related issues. The report outlines the objectives, methodology, organizational overview, daily tasks, and key findings learned during the internship.

Keywords: Customer Relations, Order management, Delivery coordination, Remote work, Digital Tools (Google Sheets, Pathao Merchant Panel),

TABLE OF CONTENTS

S/N	Chapter Name	Contents	Page No
1		Title and Cover Page	I
		Student Declaration	II
		Certificate of Supervisor	III
		Acknowledgments	IV
		Abstract	V
		Table of Contents	VI
2	Introduction	Internship Background	1
		Why I Chose Ladiesbucket.com	1
		Overview of My Internship Experience	2
3	Objectives Of The Internship	Academic Objectives	3
		Practical Objectives	4
		Professional Development Objectives	4
4	Methodology	Thew Reason I Picked This Internship	5
		Internship Placement Procedure	6
		Nature of Work	7
5	Organizational Overview		8
6	Internship Activities		9-11
7	Findings		12-13
8	Recommendation	Recommendations for the Organization (Ladiesbucket.com)	14
		Recommendations for Future Interns	15
9	Conclusion		16
10	Reference		17
11	Appendices	Appendix – A: Certificate of Internship	18
		Appendix – B: Google Sheet Daily Work Screenshot	18
		Appendix – C: Pathao Merchant Panel Entry Screenshoot	19
		Appendix – D: Screenshot of Interview Confirmation	19
		Appendix – E: Work-from-Home Desk Setup Photo	20

CHAPTER1:

INTRODUCTION

1.1 INTERNSHIP BACKGROUND

I worked as a Customer Relations Executive at Ladiesbucket.com, an online store, while I was getting my Bachelor of Arts in English at Daffodil International University. In the three months (September-November) I worked there, I learned how to talk to customers, take orders by convincing them, and plan deliveries. I also learned what it's really like to work in e-commerce platform.

During this time, I worked from home and used Google Sheets, MS Office, and the Pathao Merchant Panel to keep track of deliveries, answer questions, and make sure that orders were right. This internship not only helped me finish my ENG-431 (Project Paper with Internship) class, but it also taught me how to use what I learned in class about communication skills and theories at work.

1.2 WHY I CHOSE LADIESBUCKET.COM FOR MY INTERNSHIP

I have chosen Ladiesbucket.com as I learned how to sincerely assist people. The business receives a considerable number of orders, and communicates with the customers a lot. At school, I was taught many things in regards to how to communicate with people both face-to-face, over the phone, and online. Here I might avail myself of what I had learnt.

Another part I was interested in was the way people use modern tools in their day-to-day working environments. Ladiesbucket.com possessed the most appropriate online tools to track order and ensure that the delivery process was successful. The bosses were amiable and the working place was clean and orderly. The place was good to be learned and to develop your career.

1.3 OVERVIEW OF MY INTERNSHIP EXPERIENCE

I also did a lot of various things being an intern at Ladiesbucket.com, which allowed me to become more competent in my job and better understand how to assist customers. I used to assist customers in answering their queries, confirming orders, maintaining records and monitoring deliveries, as well as correcting service issues. These activities enabled me to become more proficient in using computers, communicating with other people, and problem-solving. All these are valuable business skills when dealing online.

I have acquired numerous lessons during this internship like, I learned how to operate an online store with the customer first in mind during my time as an intern. It has made me much more confident, taught me new skills in work, and prepared me to work in such jobs in the future.

CHAPTER 2:

OBJECTIVES OF THE INTERNSHIP

The primary issue I wanted to know as I worked at Ladiesbucket.com was how to serve the customers in an online shop. Majority of the users of this service are individuals living in foreign countries and remitting things to their families back in Bangladesh. The site sells a great number of various items; however, in most cases, they purchase such goods as grinders, water heaters, and watches. During this internship, I was able to learn how to respond to customer queries, accept orders within a short period and maintain a high level of service quality when working at home.

2.1ACADEMIC OBJECTIVES

- To learn how to use communication theories when talking to real customers.
- Examine the online stores to find out how good e-commerce is to its customers.
- I get to know what people like and do not like by observing them as they shop on the internet.
- I know how to apply what I know by connecting what I learn at school on how to make customers happy with what happens in the real life.
- I can tell how stores treat customers by looking at their websites

2.2PRACTICAL OBJECTIVES

- To answer actual client questions on the phone and through messaging professionally.
- Managing orders between confirmations and delivering them which will provide me with actual experience on how it works.
- I will be able to utilize Google sheets and delivery panels to keep you on track.
- I Learn to make decisions and resolve issues when I need to address clients who are not in a favorable state of affairs.
- Maintenance of proper records of orders, changes and cancellations to ensure work is completed in a fast and proper way.

2.3PROFESSIONAL DEVELOPMENT OBJECTIVES

- This internship can make me feel more confident when I address colleagues and customers in a polite and professional manner.
- Working alone also enables me to know how to be responsible, timely, and utilize my time effectively.
- • Collaborate using online communication to enhance my skills of working with others, and planning my work. I learned that I have to be ethical when I work with data about customers.
- I became more adaptable, more productive, and better at my job and daily life.

CHAPTER 3:

METHODOLOGY

3.1 THE REASON I PICKED THIS INTERNSHIP

The real-life experience of talking to customers and doing business online was provided by the internship at Ladiesbucket.com, which is an online store. This was a suitable job towards my career objectives in sales and other assignments that involve customers. It has also taught me on how to communicate to people in a business approach, receive orders and handle customers and all these are very crucial. During my internship I actually did some work, such as answering the questions of the customers, taking the orders, organizing the delivery, and solving issues. This could not be compared to attending school.

Other significant online applications such as Google sheets, MS office, and Pathao Merchant Panel also presented an opportunity to use during my internship. These resources assisted me in understanding the modern ecommerce more. There was also a clear structure and organization in Ladiesbucket.com, with each individual having different jobs such as, sales and operation. This ensured that individuals attended to learn the way that worked and was practical. During the internship I was taught about the theory as well as how to apply it in practice. This will make me secure employment in the field of sales and customer service in the future.

3.2 INTERNSHIP PLACEMENT PROCEDURE

A. CV Submission:

I sent in my updated CV first. It revealed that I was effective in communicating with people, had a good reputation. Customer Relations, and I am interested in education.

B. Introductory Meeting:

The supervisor examined my profile but then briefly conferred with me in Google meet on the same my internship hours, responsibilities and experience of working at home.

C. Formally Declared as Customer Relations Executive:

This was followed by my official placement into the operations team where I started to observe and do the daily jobs which included talking to the customers and handling the orders.

D. Order and Handling Communication:

Once appointed, I was required to respond to customers by answering their questions, confirming their orders, and/or keeping digital sheets that are updated on information on orders.

E. Follow-Up Co-ordination and Resolving of Cases:

I was working with the delivery partners through the Pathao Merchant Panel and monitoring deliveries follow up on clients, and correct any issues that arose on deliveries.

F. Report Compilation:

By writing this report, I have been able to remember the things I did and learned at the end of my internship.

3.3 NATURE OF WORK

A. Customer communication:

I communicated to customers by responding to messages and by phone. products, and always spoke in a polite and professional manner, confirmed their orders.

B. Management of orders:

I depended on Google sheets and MS office to record the orders, ensure that the information of clients is taken care of. was also organized and tracked the daily activity of sales.

C. Delivery Coordination:

I also kept track of the deliveries, communicated with customers about delivery using Pathao Merchant Panel reminds, and assist in solving issues or delays.

D. Problem Solving:

I was handling customer complaints, exchange and refund requests and found solutions to do this. ensure that the customers were satisfied.

CHAPTER 4:

ORGANIZATIONAL OVERVIEW

One of the famous online shops in Bangladesh with a good performance is called Ladiesbucket.com. past nine years(2016-ptresent). It buys various products in China such as, Grinders, watches. It also sells women clothes such as Dress, Shawl, Hijab, water heaters. The company does a great task to operate its business with employees having home and office jobs. The office is on Road 10 in Uttara, Sector 4 in Dhaka, Bangladesh.

Ladiesbucket.com is an online store that continues to grow in size. They desire to communicate to the customers, service excellently, and ensure smooth orders. The business takes care of everything significant. stuff day to day such as in order taking, purchase confirmation, product information maintenance. keeping track of deliveries, correcting service issues, and fixes, professionally and yet in a way fitting. friendly to customers.

Customer Relations Team is quite significant in ensuring that the customers are satisfied. The team will be in charge of communicating to the customers directly using the messages and phone calls and responding. inquiries, validation of orders, maintaining the data in Google sheets and Microsoft office, organizing delivery with the Pathao Merchant Panel, and assisting customers until the product is delivered. They assist in ensuring that all goes smoothly, in terms of ordering, to delivery.

Due to its speedy digital technology, prompt customer relations, and a delivery system, which functions, Ladiesbucket.com is a secure online shopping site. It is a household brand in the online of Bangladesh. retail business since it is devoted to professionalism, quick services, and customer placement first.

CHAPTER 5:

INTERNSHIP ACTIVITIES

Since I was an intern at Ladiesbucket.com, my duty was to talk to the customers. I learned how to talk to customers, receive their orders and design deliveries to an online store. While working from at home, I would be able to communicate with the customers directly, work, and support the team since an order. was laid to rest until it was born. My work taught me to assist those who make purchases online, interact with individuals, and technology. I was working with Shahriar Mohammad Sabbir who was the. Chief Operations Officer. I casually spent time around Lamia Khondokar, Aishorjo Aishy, and Md. Sabbir. Shariar Mohammad Sabbir was the Mollik my team leader.

1. Provide communication with the customers and assist them.

My primary occupation was to assist the customers via phone, text messages, and on. social media. I communicated with customers in order to assist them with their issues, address their questions. regarding products, and ensure that their orders were right. I also got to know how to be more patient, speak. to individuals more, and deal with all types of clients in a professional way.

2. Order Management and Processing

I ensured that Google sheets and Microsoft office had all they required to manage customers' orders every day. I also ensured all orders were written properly twice and once sent on to the right people to work on. This work experience made me understand that it is also important to keep your data secure, tidy and proper when you are on the internet.

3. Delivery Follow-Up and Coordination

I visited the Pathao Merchant Panel so much to observe how other people were receiving their orders. This made certain that the stuff was dispatched and arrived in time. I made calls back to make customers got their orders and asked them any questions they had of how shipping works. This job helped me to learn how to manage an online shop and how to relate to other people in a better way.

4. Solving Delivery and Order-Related Issues

I was also performing late deliveries, wrong deliveries, and not what on behalf of clients as an intern they had asked for. I informed my employees and those who bring us things to complete their work as quickly as they could. This experience occurred to teach me how to manage the issues in a better manner and how to remained calm when things became difficult.

5. Team Collaboration and Reporting

I have cooperated with my team leader, Shahriar Mohammad Sabbir, and Lamia Khandokar, Aishorjo Aishy and Md. Sabbir Mollik. I also used a meeting with my team via google meet, reported to them on the same what I had done that day and handed them the reports. I was taught that I have to be truthful collaborate with others and communicate with my colleagues in a professional manner even when I am not working.

Acquired Professional Expertise

- I learned how to talk to customers in a way that was clearer and nicer.
- I learned how to better help people with their problems and answer their questions.
- I learned how to deal with problems like late deliveries and come up with quick solutions.
- I was also using the Pathao Merchant Panel, Google Sheets, and MS Office daily and now I became expert in these tools.
- I also learnt to manage my time and work more when I had to cope with a great deal of requests at once.
- The experience of working with my supervisor and a team taught me the ability to collaborate and cooperate smoothly.
- I realized the way an e-commerce business operates, order reception to deliver the product.
- My colleagues and team leader taught me how to work and relate with others.
- The greatest lesson that I got is that a business must ensure that its customers remain happy.

CHAPTER 6:

FINDINGS

Ladiesbucket.com taught me a great deal in terms of running a business, handling customers and doing a more valuable position when I was a student intern there. Such conclusions demonstrate what is effective and what is not at what time. you are communicating with online shoppers. They also provide suggestions on how things can be improved in the future.

1. Respect of efficient communication:

Among the greatest lessons that we received was the importance of talking to customers in a manner that is most critical efficient, fast and business-like method to keep them satisfied. When people don't understand they will get angry and confused at once, something. This implies that the customer service is of high quality. needs to be not only a corrective of problems but proactive too. I also learned that telling the truth, being courteous and patient is highly crucial with customer service due to the company I worked with a lot of different people.

2. How digital tools help businesses:

It is much easier to maintain in the Pathao Merchant Panel, Google Sheets, and MS Office. monitor, observe, and track orders. These tools were used to track client information and ensured the responsibility of all. Since so many are using digital media, people should be continuing to learn and pay a lot of attention to the truthfulness of what they are saying. If you make errors in typing data into it, the growth of your business may go down, or your clients may become extremely angry

3. Challenges in working from home:

Working at home was easier, however, I needed to be more organized, disciplined, and good at it. managing my time. Home workers could have time to work out on them. belong but they may not have been capable of communicating with their employer or colleagues immediately. This implies that the home-based online stores can be more effective in case they have the distinct guidelines on how to discuss between one another and a good means to follow up on what has to be done.

4.Problem-Solving and Adaptability:

You just had to be capable of thinking on your feet and devising the correct answers whenever there were. delivery issues, misplaced goods or client complaints. These events taught me that You can only think critically, make decisions and handle when you are stressed surprises. One should not be simply aware of the theory.

5. Putting what I learned in academic life into practice

Applying what I have studied at school, like the art of speaking to others, knowing customers, etc. and run a business, had the advantage to teach the value of learning by doing. I learned how to use what I learn through observing the professionals at work and obeying the rules.

6.Teamwork and Coordination:

The internship helped me to realize the aspect of people working as a team is what makes great customer service. It was significant to cooperate with your colleagues and your manager so that you can complete orders as soon as possible and fix problems. This research demonstrates that knowledge about your job is not sufficient enough to make you competent in your job do it. Being honest, responsible, and getting along with people is also quite important.

7. Fulfilling the needs of the client first is a very important strategy:

The fact that Ladiesbucket.com was concerned about the individuals who made purchases on their site was evident. This is why Businesses that retail via the internet must have the customer in mind. The customer should be always prior, between ordering and following up the delivery. To keep their trust and loyalty, you must be attentive what you say and do, what they say, and speak. them in a manner that is special to them.

CHAPTER 7:

RECOMMENDATIONS

7.1 RECOMMENDATIONS FOR THE ORGANIZATION

1. Increase internship opportunities for fresh graduates:

Ladiesbucket.com might offer more internships to recent grads, which would give them real-world experience working with customers, managing orders, and coordinating deliveries. Interns would learn how to do their jobs better with these kinds of chances, and the company would have a chance to find good future workers.

2. Provide training on customer service operations and tools:

Interns would be better able to handle real customer interactions and operational tasks if they had structured training sessions on customer service tasks like how to use Google Sheets, MS Office, the Pathao Merchant Panel, and how to talk on the phone.

3. Conduct workshops at universities:

Students will learn how to use what they learn in school in real life by taking classes at colleges on how to solve problems, how to work in customer service, and how to run an online store. This also make the company look better to people who might want to work there.

7.2 RECOMMENDATIONS FOR FUTURE INTERNS

- Work on communication skills, especially in English.
- Promote being responsible, working hard, and working together.
- Learn how to control yourself, have a strong work ethic, and manage your time well.
- Listen carefully to your bosses and older coworkers and learn as much as you can from them.
- Be patient and professional in everything you do.
- Get better at thinking critically and solving problems in the real world.

CHAPTER 8:

CONCLUSION

My work experience at Ladiesbucket.com was extensive and I was able to put into practice what I have learnt in academic life in real life. As a Customer Relations Executive, I was taught to talk to customers, shop their problems, track their orders and make sure that their deliveries were on time. I also learned how to become a professional, work with other individuals, resolve problems, and manage my time.

One of the key points that I acquired during this internship is technology, in the form of Google sheets, Pathao Merchant Panel. Working with different clients and subordinates taught me to be more compatible with other people. It also made me learn how to be genuine, how to Working and the severity of the situation to retain customers when you run an online business.

This has made me understand how to deal with matters at work place and motivated me to work. and drew me nearer to more customers and made me turn into a better person and professional.

REFERENCE

<https://www.facebook.com/share/16S6Lp867F/>

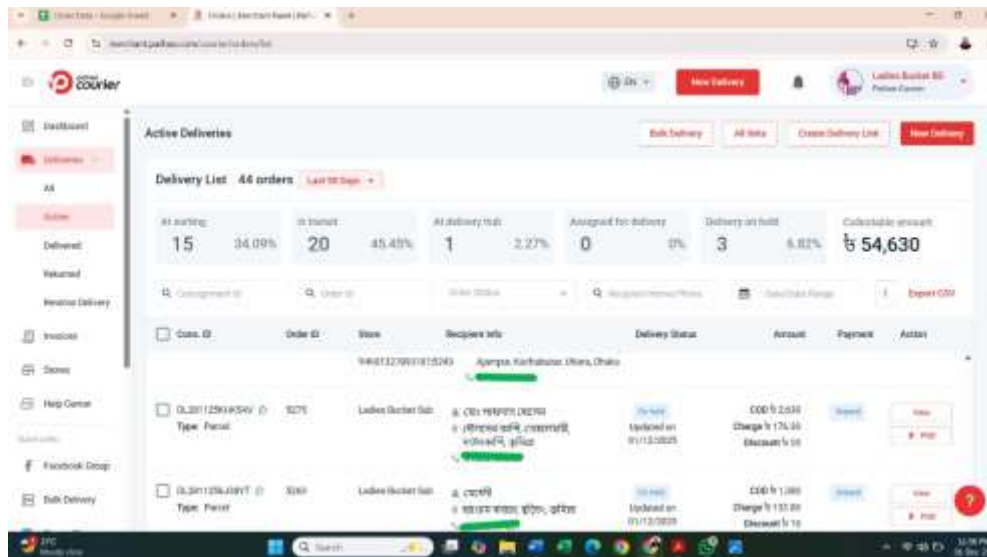
APPENDICES



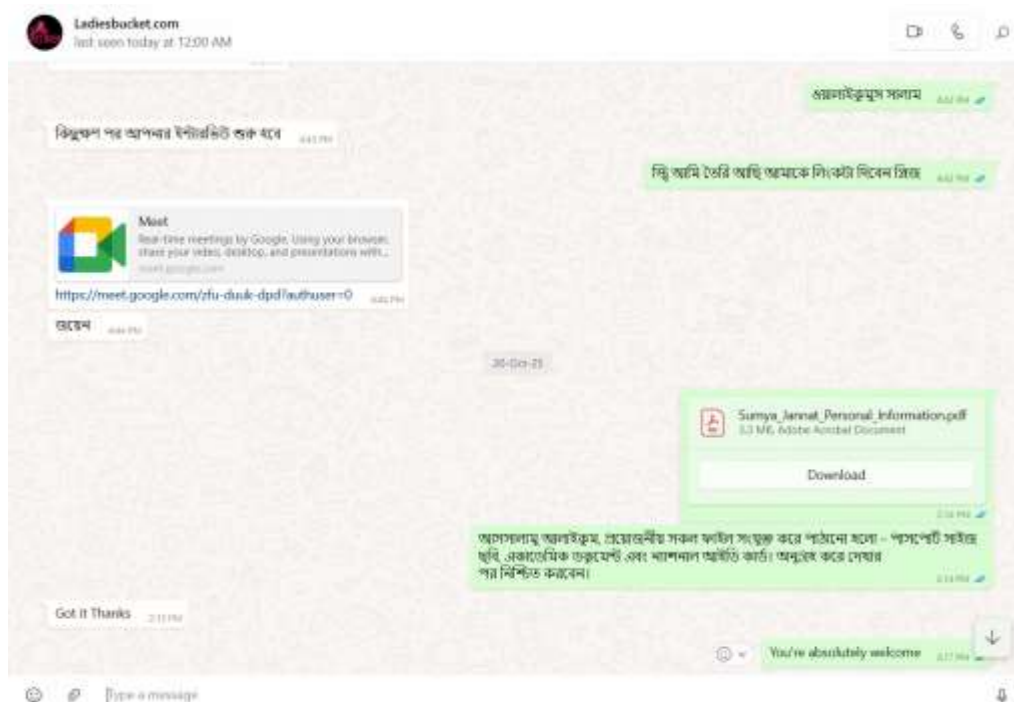
Appendix – A: Certificate of Internship

Date	Time	Task	Status	Remarks
2023-08-01	10:00 AM	Called to customers	Completed	Called to customers and solved their issues
2023-08-01	11:00 AM	Called to customers	Completed	Called to customers and solved their issues
2023-08-01	12:00 PM	Called to customers	Completed	Called to customers and solved their issues
2023-08-01	01:00 PM	Called to customers	Completed	Called to customers and solved their issues
2023-08-01	02:00 PM	Called to customers	Completed	Called to customers and solved their issues
2023-08-01	03:00 PM	Called to customers	Completed	Called to customers and solved their issues
2023-08-01	04:00 PM	Called to customers	Completed	Called to customers and solved their issues
2023-08-01	05:00 PM	Called to customers	Completed	Called to customers and solved their issues
2023-08-01	06:00 PM	Called to customers	Completed	Called to customers and solved their issues
2023-08-01	07:00 PM	Called to customers	Completed	Called to customers and solved their issues
2023-08-01	08:00 PM	Called to customers	Completed	Called to customers and solved their issues
2023-08-01	09:00 PM	Called to customers	Completed	Called to customers and solved their issues
2023-08-01	10:00 PM	Called to customers	Completed	Called to customers and solved their issues
2023-08-01	11:00 PM	Called to customers	Completed	Called to customers and solved their issues
2023-08-01	12:00 AM	Called to customers	Completed	Called to customers and solved their issues

Appendix – B: Google Sheet Daily Work Screenshot



Appendix – C: Pathao Merchant Panel Entry Screenshoot



Appendix – D: Screenshot of Interview Confirmation



Appendix – E: Work-from-Home Desk Setup Photo