



Daffodil
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Internship report on

The Role of Foreign Client executive officers in the Danpita Pte Ltd

Submitted to:

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Declaration

10/11/25

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Subject: Submission of Internship report

Dear sir,

With all due respect, I want to declare that I am Rawjatul Tamanna completing my degree from Daffodil International university and this Internship report on Foreign Client executive officers in Danpate Pte Ltd is done by me, which is the major part of an internship report. The report has been prepared under the supervisor of Swadheen, lecturer of the English department. It was a great opportunity for me to work in this place and gather these kinds of experiences. I have found the study to be quite interesting, beneficial and insightful and made every possible effort to complete an effective and credible report. I welcome your quiet inquiry.

I sincerely hope that you would be kind enough to accept my internship report and always thereby.

Sincerely yours

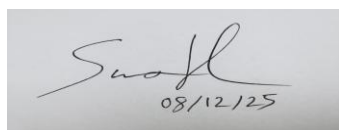
ID: 221-10-1099

Program: B.A in English

Faculty of Humanities and Social Science

Certificate of Supervisor

This is to certify that Rawjatul Tamanna (ID: 221-10-1099) has successfully completed the course ENG431: Project Paper with Internship under my supervision. Her project, titled “My Professional Development as a Foreign Client Executive Officer at Danpita Pte Ltd.” reflects her adaptability, discipline, and willingness to step outside her academic comfort zone. Throughout the internship period, she maintained regular communication with me and sought guidance whenever necessary. I am genuinely happy to see her choosing a different professional path and thriving in it, despite coming from an English background. The corporate insights, communication skills, and professional competencies she has developed are truly commendable. I wish her continued success as she grows confidently in her chosen career field.



.....
Signature of the Supervisor

Mr. Nasif Khalid Swadheen

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Acknowledgement

I would love to begin by expressing my deepest gratitude at first to the almighty for granting me the strength, patience and opportunity to complete my internship and prepare this report successfully. My heartfelt thanks go to my internship supervisor Mr Swadheen for his guidance, suggestions, valuable time and positive attitude throughout the internship period. He was always available whenever we needed him, he was there for us. Which is something not every supervisor does. I am so happy. It was such a pleasure to work under his guidance.

I am sincerely grateful to the entire team at Danpate Pte Ltd for allowing me to complete my internship in their organization. Their cooperation, assistance, and supportive environment made the learning experience enriching and meaningful. Finally, I love to express my appreciation to my would-be husband for his continuous motivation, understanding and support throughout my internship journey.

Abstract

This report highlights my experience working as a Foreign Client Executive Officer at Danpita Pte Ltd. The primary job of my role is to communicate with international clients, understand their requirements and ensure that all services are delivered efficiently and professionally. Throughout this period, I have gained practical knowledge in client management, problem solving and communication, also one of the most crucial things, professionalism. This internship has helped me develop both professional and personal skills and provided me with valuable exposure to real world corporate operations that experience gathered from this role have contributed significantly to my understanding of global client relations and my ability to work in a dynamic business environment.

Key Words: Foreign, Professionalism, Executive, International, Corporate, Dynamics

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Chapter: 1

Introduction

1.1 Introduction

Danpite Pte Ltd is a company that works in the renovation sector such as painting, polishing epoxy, hacking, flakes, L box, false ceiling, lights installation and mainly provides painting services. The main company is situated in Singapore. Also, a lot of sub offices of the company are situated in Bangladesh at Mirpur. These Bangladeshi sub offices main duty is customer handling. The company focuses on giving good customer support and clear communication. I e orders, customer complaints and work with my team to make sure everything goes smoothly, this job has helped me improve my communication skills, confident and gain real experience in customer service this introduction is a simple overview of my work and responsibilities in the company.

1.2 Background of the report

At Daffodil International University, students in their final semester are required to complete a three-month internship program after finishing all the necessary academic credits. The purpose of this internship is to provide students with real workplace experience, which they later document in a formal report. This report reflects the skills, knowledge and practical understanding gained during the internship period.

For students of the BA owners in English program the internship and report writing rules are the same for every type of organization. The Internship report includes both what students learn in theory and what the experience in real work helps them use their classroom knowledge in real life situations and prepare them for future jobs. The Internship is not limited to any specific field which allows the student to work in various sectors where communication skills and theoretical knowledge can be applied. Based on this opportunity, I completed my internship at Danpite Pte Ltd. where I worked as a “Foreign Client Executive Officer” handling Singapore clients from Bangladesh. This report presents a complete overview of the three-month experience, the task I performed and the professional development I achieved during my internship period.

1.3 Objective of the Report

One objective of the report is to complete the requirements of internship and gain academic and practical experience. The main objective of the report is to present a clear understanding of my work experience as a foreign client executive officer at done Peter PTS limited. The report aims to explain the responsibilities I perform and skills I have developed and the knowledge I gained while handling Singapore plans from Bangladesh. It also focuses on how the company operates in the renovation and painting sector, how customer communication is managed and how team work helps maintain service quality. Overall, The report highlights my practical learning professional growth and the contribution of the stop to my future career development.

Chapter: 2

Methodology

2.1 Methodology

As the degree of B.A (Hons) program has a fixed three months internship so I have decided to do my internship in an international company where I can improve my English fluency. So, I have selected Danpite Pte Ltd. Mirpur, Dhaka. Because it's nearby my home. I joined there by giving a proper interview. At first, I downloaded the Shomvob app, from there I applied for the position and prepared my CV and submitted it. After giving the interview within 2 days they called me for training. Then after 7 days training I joined their office and started the journey.

2.2 Selecting the Organization

Before starting my internship, I need to select an organisation that will allow me to gain professional experience and help me apply the skills I learned in my academic program. Since my internship required strong communication skills, I decided to choose a company where I could develop these abilities effectively. After discussing with myself I chose Danpite Pte Ltd. Singapore based company that handles painting and renovation services. It allows employees from Bangladesh to manage communication, customer support and service handling for Singapore clients. This environment matches my interest and gives me an opportunity to work in a real professional place.

2.3 Beginning the Internship

I was given an overview of the company's fundamental operations at the start of my internship. During a minimum of seven days of training I learned how the team interacts with Singaporean clients, handles their service requests, offers quotes and responds to complaints. Following the training I was given a phone to use for customer service. I used text messaging for the majority of my interactions with clients. The majority of the work was completed via text but if a customer wanted to speak over the phone I handled the call. My Danpite Pte Ltd trainer went over the

company's service procedure including how painting jobs are scheduled, site visits are scheduled, employees are assigned and clients are kept informed. The training placed a strong emphasis on English communication courteous responses accuracy and customer satisfaction because I would be dealing with foreign clients.

2.4 Working with My Supervisor and Team

I worked under the guidance of my team leader, who regularly checked my performance, corrected my replies when needed, and taught me how to communicate more effectively. The team was very supportive and cooperative. Whenever I had doubts about a quotation or a customer complaint, they provided guidance immediately. Their support made my internship experience smoother.

My team leader helped me in the following ways:

- Checking my messages before sending them to clients
- Teaching me proper sentence structure and professional vocabulary
- Guiding me on how to avoid misunderstandings
- Encouraging me to stay calm during difficult customer interactions
- Training me on time management and accuracy
- Their support made my internship experience smoother.
- Always encourage me by saying that “It’s okay, keep going you can do it”.

Over time, I noticed that my replies became more professional, I made fewer mistakes, and I gained confidence while dealing with different types of clients. Positive responses from clients also motivated me to work better.

Chapter 3

Organization Overview

3.1 History

Danpite Pte Ltd began its journey in 2019 in Bangladesh and later established its Singapore office in 2023 to offer complete renovation services. Initially, the company focused solely on painting and operated without its own staff, manpower, vehicles, or equipment. Over the years, Danpite has grown steadily, successfully serving clients of all sizes both nationally and internationally. Today, the company has a skilled in-house team, fully equipped offices and warehouses, and all required licenses, establishing itself as a trusted provider of renovation services.

3.2 About Danpite Pte Ltd

Basically, our office works online. Our team primary focus at the Danpite office in Bangladesh is customer service. Our duties include answering calls from Singapore, responding to client questions and giving them accurate quotes. Our manager and a few employees are stationed at our office's warehouse in Singapore. From this office we supply all the resources such as painters labor supplies, equipment and other necessities—needed to carry out the project. The work is done on-site by the Singaporean team and we make sure everything is done correctly. Order management and confirmation are our primary responsibilities.

3.3 Key Services Provided by Danpite Pte Ltd

Danpite Pte Ltd is a service-oriented company operating in the renovation sector with a primary focus on offering professional painting services alongside painting the company also provides comprehensive customer support services ensuring smooth communication and quality service delivery for both local and foreign clients.

- **Painting and Renovation Services**

The main service offered by the company is residential and commercial painting. In Bangladesh we basically confirm an order which is placed from Singapore. As we have our own office and also warehouse in Singapore, we provide painters material tools and paint everything from there. We just book a schedule, make an invoice where we mention every single detail such as how many room flat, how many colors, which brand colors are needed, their house condition, everything.

- **Customer Communication and Support**

The company provides dedicated customer service, where executives handle inquiries, give information about services, and manage customer requirements. Communication with clients is primarily conducted in English, both through phone calls and written messages. Customer service representatives attend clients, understand their needs, and convey necessary service details.

- **Order and Transaction Processing**

Danpita Pte Ltd processes service orders, maintains records, and ensures that all transactions are handled efficiently.

They coordinate between clients and the operational team to deliver services smoothly.

3.4 Organizational Structure

Chief Executive Officer (CEO).	Rabiul Islam
Chairman	Rehana Parveen
Manager	Koli Akhter
Team leader	Shimu Akhter

Chapter 4

Activities of Internship

4.1 Internship Activities

This chapter describes the main activities, responsibilities, observations, and experiences I gained during my internship at Danpite Pte Ltd. During this time, I worked under the guidance of experienced professionals and took part in various tasks, including communication, customer support, and back-office work.

4.2 Working Conditions and Functions

During my internship, I worked at Danpite Pte Ltd under the supervision of Koli Akter, who served as the coordinator and Manager. My supervisor guided me weekly, assigned tasks, and monitored my progress. I also worked alongside several team members from different departments such as the Interior team, account management team, and the training unit. Each department played a specific role:

Chairman: Basically, maintain all the side visits and solve side visit related issues.

Manager: Supervised everyone's tasks and evaluated performance.

Team Leaders: supervised everyone's regular task and reported to the manager. Also guide all the company rules and regulations every day. Provided instructions on call-handling techniques, and communication guidelines.

Account Management team: Handle all the accounts related things, manage all the official invoice, make schedules for our workers. They directly connected to our CEO and all the workers or managers in Singapore.

Training Department: Handle all the necessary comers provided guidance on customer interaction, and company systems.

They take all the interviews and select the right candidate for their company.

My role as an intern involved doing communication with customers by texting sometimes over the phone if client demands, participating in board updates every day, reciting some rules of Singapore. Also update my everyday knock, confirm and done work ratio. Each team must also hold meetings where members discuss their work and any problems they may be having, also how to develop communication skills, by following which techniques work confirm ratio will be increased.

4.3 Practical Activities During Internship (3 Months)

First of all, everyone needs to be in the office by 8:00 a.m. If anyone enters the office after 8:00 am that will be counted as late. It is regarded as being late, also 500 takas will be fine for those who are late for three days. The Singaporean rules are then recited by a member of one of the teams. Every day a different group takes this duty. Once the rules have been read that individual visits each team inquiries about their daily target and posts it on the board. We must work according to the targets. Teams must answer to the manager or the CEO if they don't meet the target they were given or we take it by ourselves. Additionally, each team is required to attend separate meetings each day. In the meetings we typically talk about how to improve confirmations, communication skills and increase the number of knocks if they are low. In addition, there are some guidelines that we have to adhere to like when we should perform listings and boosts. All of these guidelines are documented and placed in front of our desks so that we can follow them every day. Boosts are essentially promotions that are used to advertise each post. Similar to posts listings are created by gathering various images that are relevant to our work, adding descriptions to them and then publishing them. The biggest online marketplace in Singapore Carousel is the app used for all of these activities.

Chapter:5

Experience

5.1 Personal Experience

As a Client Executive Officer at Danpita, my experience has been a mix of both positive and negative moments. This was the first time in my life that I worked in a professional environment. By nature, I am quite nervous, so getting the opportunity to work in such a professional setting made me feel proud and grateful. However, this journey was not easy at all.

In the beginning, I faced many challenges. In some situations, I was able to handle things well, while in others, I could not manage them as effectively. Still, overall, the experience was valuable. There were times when I felt like giving up and quitting, and other times when I reminded myself that this was the place where I needed to learn and move forward. Although the journey was difficult at first, it gradually became easier with time. There were moments when I felt so pressured that I cried in the washroom. After that, I would perform my prayers and return to my work with renewed strength. I had to listen to many remarks from my seniors; sometimes I remained silent, trying to understand my mistakes and identify my weaknesses. I constantly worked on improving myself. At present, I believe I am in a much better position. My seniors now value my opinions and recognize my abilities. They have realized that I have the potential and competence to perform well.

5.2 Opportunities

I think that working at Danpita Pte Ltd. has given me a lot of worthwhile opportunities. I have gained patience and come to the conclusion that anyone can accomplish anything if they are genuinely motivated and determined. My future has a lot more options thanks to my work here. I no longer hesitate to work for any other company or to go to interviews elsewhere. Now I can solve me and my colleagues' problems by being calm. I feel more confident now that I am working here. My ability to communicate has improved and I now have a better grasp of professional norms and regulations. I will be able to advance to better positions in the future thanks to the experience

I have gained here. The earning potential is the most significant opportunity I discovered here. A person can make three or four times their basic salary if they put in a lot of effort. For example, my basic salary is 15000 BDT but based on how well I perform, how much I confirm and done work. I could make up to 50000 or even 100000 BDT. This is totally dependent on how well you perform at work. As a result, this is the largest chance to earn more.

5.3 Challenges

Being treated rudely by others was the hardest thing I had to deal with while working here. With only three or four months of extra experience some seniors frequently acted in an extremely unprofessional manner. They didn't seem to remember that they were once freshmen or newcomers. They would react angrily and assume I already knew everything when I asked questions to learn something. But learning takes time and everyone should have the chance to learn. I never complained about anyone even though there were moments when their impolite actions brought me to tears. Rather I continued to believe in Allah and concentrated on improving myself. The existence of jealousy and unhealthy attitudes among some coworkers such as refusing to help others or share information because they believe that if others succeed, they might not be another significant issue I observed. I frequently encountered such behavior. In the workplace too much pressure was also occasionally created. Detention was imposed on a given day if goals were not met. Employees were occasionally not permitted to leave until 7 o'clock if goals were not adequately met despite the fact that office hours were meant to end at six.

Chapter:6

Personal growth

6.1 Tactical Skills

working for Danpite Pte Ltd. as a client executive officer, during my work experience I acquired a number of crucial technical skills. Using Microsoft Excel was one of the most crucial abilities since uploading and organizing data in Excel sheets was necessary for many daily tasks. To record information like knock, confirm orders and finished work. All employees needed to have a basic understanding of Excel. I had no real-world Excel experience prior to joining the company. But regular work taught me how to make sheets upload them correctly and arrange the necessary data. I also gained knowledge of fundamental design techniques. I learned how to use Canva to create and manage expert invoice designs after I joined the office because it was used to design our official invoices. All things considered this position enabled me to acquire useful technical skills that are critical in a formal office setting.

6.2 Communication Skills

Communication skills are a personal growth area. While I was an intern at Danpite Pte Ltd. I underwent substantial personal development especially in the area of communication abilities. I had to regularly communicate with foreign clients and various team members as a Client Executive Officer which increased my confidence in my ability to communicate professionally. At first, I struggled to effectively communicate my ideas and deal with clients. However, I progressively enhanced my written and verbal communication abilities through constant practice watching senior staff members and getting advice. I developed my ability to respond professionally communicate courteously and accurately and clearly convey information. In addition to boosting my self-esteem this experience taught me how to communicate effectively which will help me in my future profession.

6.3 Self Assessment

One area where one can improve personally is in communication. I worked as an intern at Danpite Pte Ltd. I experienced significant personal growth particularly in my communication skills. As a Client Executive Officer, I frequently had to interact with international clients and different team members which boosted my self-assurance in my professional communication skills. I had trouble at first handling clients and expressing my ideas clearly. However, by constantly observing senior

employees and seeking guidance I gradually improved both my written and verbal communication skills. I improved my capacity to respond professionally communicate politely accurately and clearly. This experience not only increased my self-esteem but also taught me effective communication skills that will be useful in my future career.

Chapter:7

Overall Findings

7.1 Findings

Working as a customer service executive at Danpita Pte Ltd has been a valuable learning experience. However, this role comes with several challenges that one must understand before pursuing a similar career. Some key observations from my internship are:

Language Barrier: one of the main challenges I faced was communicating with clients due to language differences. As our services cover multiple regions in Bangladesh and Singapore, many clients spoke local dialogues that I was not familiar with. These sometimes led to misunderstanding. In Singapore most of the people are Chinese so their English speaking is not that much clear, some people even cannot speak in proper English.

Dealing with Difficult Customers: Another challenge was handling angry or impatient customers. Vocationally clients would call and express frustration without listening to the solutions I offered. Despite their rude behavior it was important to remain calm and professional as the company policy does not allow showing anger or anger towards clients. I learnt the importance of patience and empathy while managing such situations.

7.2 Limitations

During my internship, I also observed several limitations of working in a customer service role at Danpita Pte Ltd:

Limited In Person Interaction: Most of my communication with clients was online or over the phone. While digital tools help manage queries efficiently, the lack of face-to-face interaction made it harder to build personal trust, which sometimes affected client engagement. Sometimes clients confirm one work but don't want to give the deposit because of the trust issue.

Miscommunication: sometimes for miss communication with the clients many of our work cancel. As they are different from us, they are thinking of a way that is also different from us. So sometimes miscommunication happens and some work has been canceled.

Chapter:8

Recommendation

8.1 Establish prayer space

My first recommendation is the office must have a prayer space as Bangladesh is a Muslim majority country. Currently there is no specific area for performing daily prayers, which makes it difficult for employees to pray on time.

8.2 Meal system arrangement

One of my recommendations is that the company should have a proper meal system for employees. Right now, we have to arrange our own lunch. Sometimes we are getting late to the office to prepare our lunch. If we don't take lunch any day there is a housemate who makes a list for lunch then goes to any restaurant or hotel to take lunch. For this sometimes takes too much time and employees remain hungry during work hours and unable to concentrate on their work. They can take the responsibility for the lunch at a reasonable price. It will be easy for employers, they don't take the hassle so they can concentrate on work.

8.3 Avoid rude behavior

During my internship I observed, not actually observed I face that some senior employees or team leaders sometimes behave rudely with junior or freshers. It is natural for new employees to make mistakes while learning. Instead of shouting or scolding, guidance and patience would help them improve faster. They should be more polite and flexible so that freshers feel motivated and create a stress-free learning environment.

Chapter:9

Conclusion

Conclusion

My internship at Danpite Pte Ltd has been a valuable and transformative journey for me. Since this was my first professional experience in the BPO industry, many tasks and responsibilities were new and challenging. However, these challenges helped me learn, grow, and gain real confidence in handling clients and communicating professionally. Throughout the internship, I learned how customer support works in a real corporate environment, how to communicate with clients from different backgrounds, and how to solve problems quickly while maintaining professionalism. I also developed important skills such as multitasking, time management, teamwork, and handling pressure during busy hours. These lessons helped me understand my strengths and the areas I need to improve.

Most importantly, this internship helped me gain confidence in myself. I learned how to remain calm during difficult conversations, how to use communication strategies effectively, and how to represent the company professionally. The guidance and support from my supervisors and team leader played a big role in building my skills and making this experience meaningful.

Overall, this internship has shaped my understanding of the corporate world and definitely has prepared me for future job opportunities. The knowledge, experience, and confidence I gained during this period will surely help me in my upcoming career and personal development.

Chapter:10

Appendix



Worksheet update and reciting some Singapore renovation rules.

221-10-1099

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