



Daffodil
International
University

**Internship report on
“My Activities of Zam Trims Limited.”**

Daffodil International University

Dhaka, Bangladesh

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Internship Report on My Experience in “Zam Trims Limited”

Prepared by

Name: Md. Abir Hasan

ID: 221-10-914

Department of English

Supervised by

Emran khan

Senior Lecturer

Department of English

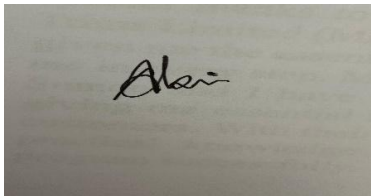
Faculty of Humanities and Social Science

Daffodil International University

This internship report is submitted to the Department of English, Daffodil International University, for the partial fulfilment of the requirement for the degree of Bachelor of Arts (B.A), in English.

Declaration of the Intern:

I hereby declare that the internship report titled "My Activities of Zam Trims Limited" Submitted to the Department of English, Daffodil International University.

A rectangular box containing a handwritten signature in black ink. The signature appears to be 'Ahsan'.

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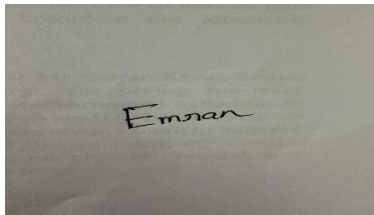
Signature of the Intern

Certification of Supervisor:

This is to certify that the student named Md. Abir Hasan, bearing ID 221-10-914 has finalized his ENG431 Project Paper with the Internship ENG431 under my supervision. For the internship process, he chose Zam Trims Limited. He is now eligible to present the report for

I

evaluation. The content of this project report is his genuine work, for which he worked phenomenally. I pray for his overall well-being and hope he achieves more success in the years to come.

A photograph of a piece of paper with the handwritten name 'Emman' in black ink.

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Signature of the Supervisor

Acknowledgment:

First of all, I am grateful to my creator, Almighty Allah, who has enabled me to complete this internship successfully and given me the capability, physical and mental strength, ability, and determination to complete my internship program effectively. My special thanks to Md. Oaliullah Rana, Managing Director of Zam Trims Limited (MD) who has selected me for this opportunity and has given me the essential information for my report who personally guides me in every step. Miss Rumi Zaman Executive, Country Manager Md. Sumon and I have also guided by Md. Sharifuzzaman, Director for giving me essential knowledge of the relationship among the foreign customers. With their support and proper guidance, I was able to gain practical knowledge and experience and complete my internship program successfully.

Abstract:

Preparing this report titled "My internship activities as an Executive at Zam Trims Limited (ZTL)" aims to make garment accessories every day, like labels, tags, buttons that help clothes look okay. They support big factories so products come out neat, and provide good service to make customer needs complete. It includes a strong relationship between this company that represents our country & the foreign companies like China, Japan etc. This company works with many well-known local and international garment brands, supplying high-quality stickers, labels, tags, and other trims that maintain global production standards. For example, I've found the sticker of Lotto that is made in this company. As an intern, my primary responsibility was to do all the work of customer service. After completing the internship, I realized that professional work is as attractive as it is challenging. Many problems come to work, but according to the guidance of supervisors, they can be solved with effort and work. This internship helps me to understand – how the textile companies of our country maintain their relationship with the national even international companies & their buyers. Besides, it helps me to know about the textile sector & their policy of marketing, production, stone & quality control

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Chapter: 1

INTRODUCTION

1.1 Introduction:

Zam Trims Limited is an emerging and dependable trims manufacturer in Bangladesh, playing an important role in the country's fast-growing apparel industry. As Bangladesh continues to expand its position as a major global exporter of ready-made garments, the need for high-quality and accurately produced accessories has become essential. Zam Trims Limited (ZTL), the garments manufacturing company was established to provide reliable, well organized and internationally acceptable trims.

The company serves a huge amounts of iteam such as stickers, heat-seal labels, patches and different types of valuable materials. Here quality control is well maintained. This company promises to serve authentic instruments. It is committed to the local and foreign buyers.

Zam Trims Limited is continuously improving its operations by adopting better technology and exploring sustainable materials. With a customer-focused approach and a vision for growth, the company aims to become one of the leading trims suppliers in Bangladesh.

1.2 Origin of the report

In the final term of my honors degree, my university has given the students an opportunity to do three months of internship attached to an organization where they participate in various activities. The organizational supervisor assigns the report, and the faculty head approves the report. This internship is offered to gather practical knowledge in working field, a sense of responsibility, punctuality, and experience of our corporate life. I got an opportunity to complete my internship at Zam Trims Limited BD. It was a three-month program. My supervisor asked me to conduct my study on "An Executive of Zam Trims Limited, BD and approved preparing a report on it.

1.3 Objective of the Internship:

The main purpose of education is to acquire knowledge. To gain knowledge, we need to apply this knowledge along with theoretical knowledge. By making this report, I have tried my best to find some objectives with my practical knowledge. The objectives are-

1.3.1 General Objectives:

As an Executive of Zam Trims Limited, the primary objective is to ensure smooth coordination between clients, production teams, and internal departments so that every order is completed accurately and on time. Strong communication skill is very important. This company maintains strong leadership among the buyers. It has a quick problem solving team to solve any problem of production.

Another important thing is to support the quality teams by monitoring deadlines and ensuring the materials, samples and approval through the process without delay. As an executive, it is essential to be honest in every sector. Maintaining company's growth is my key responsibility. All the stuffs are professional. They handle any production related topic professionally. Here my main goal is to represent the company in front of buyers and the foreigners.

1.3.2 Specific Objectives:

The objectives are:

1. To supply buyer orders with strict accuracy by verifying artwork, specifications even the approvals which ensure that everything here is buyer-friendly.
2. To maintain soft, clear communication with the clients by responding and supplying timely.
3. To coordinate efficiently with production, merchandising, and quality-control teams so that all departments receive correct information, schedules are maintained, and potential delays or errors are identified and resolved promptly.
4. To ensure proper documentation and record-keeping for all orders, including approvals, correspondence, and delivery tracking, supporting transparency, accountability, and a smooth operational workflow across the company.

1.4 Scope of the Report:

This report is based on my work experience in “Zam Trims Limited as an executive. This company helps many frustrated young public. This report helped me a lot to understand the environment, responsibilities, and activities of an corporate office.

Methodologies:

The data used to conduct this report has been collected from the following sources. The sources are-

1.5 Primary Data Resources:

Visiting every desk of the company, talking to professionals in earnest, and systematic analysis are the main resources. Interviewing other officers and employees (workers) observe in person.

1.5.1 Secondary data resources:

Leaflets and manuals of Zam Trims Limited, its various products of all over the world, and the Annual Reports of Zam Trims Limited are among the secondary data sources.

Chapter-2

Overview of “Zam Trims Limited”

2.1 Historical Background:

Zam Trims Limited started its journey as a small trimming and accessories supplier for the garment industry in Bangladesh. In the early years, the company focused on providing basic items like labels, tags, and packaging materials. With time, it expanded its production capacity and added modern machines to meet growing customer needs. As the apparel sector grew, Zam Trims Limited built strong relations with local and international brands. Day by day, it became a trusted name for quality trims and reliable service. Now, the company continues to grow with a focus on innovation and customer demand.

2.2 The country the company works with:

1. China
2. USA
3. Canada
4. Germany
5. Poland
6. Japan

2.3 Services of the Company:

1. Garment Trims Supply

This company serves different trims like tags, stickers, elastic and packaging items for clothing brands.

2. Custom Design Service

This company makes products based on customer's own design, colour, size and own logo.

3. Quality Control

Every products are strongly checked by our quality control team. They check these very carefully.

4. Fast Production & Delivery:

As there are enough manpower, this company likes to take challenge every time.

5. Branding Solutions

The office helps garment companies to create a strong brand image through attractive labels, tags, and packaging.

6. Cost-effective Service

The company offers good quality products at reasonable prices to support the buyers and the clients.

7. Customer Support

Office provides service and solve client problems quickly.

2.4 Why choose Zam Trims Limited

1. Strong reputation

The office is known for its own name and fame.

2. Working environment

There is a suitable and worker friendly working environment.

3. Updated technology

Zam Trims uses updated solar technology by which we can save our energy.

4. Steady growth

Job security is the must that is given by the company.

5. Maintaining relationship:

They work with both local garments, and international garment brands.

6. Teamwork culture

Respect is very important in a workplace. By working in a team, everybody shows respects to others.

2.5 Mission

The Key mission of this company is to develop relationship between the buyers & the company by serving updated & modern goods. Zam Trims believes that we should focused on quality rather than quantity. It's the main strength of this office & this brand.

2.6 Vision

The vision of this company is to be a leading trims manufacturing company that can be helpful for our society even the country by collecting remittances.

Address: 26 No, Goran Chotbari, Shah Ali Thana, Mirpur, Dhaka-1216.

Phone: +8801931960860

2.7 PROUD PARTNERS

1. Ha-Meem Group
2. Beximco Apparels Ltd.
3. Square Fashions Ltd.
4. DBL Group
5. Epyllion Group
6. Asian Apparels Ltd.
7. Ananta Group
8. Standard Group
9. Noman Group
10. Mohammadi Group
11. Pride Group

12. Dragon Group

2.9 ACCREDITED WITH

Zam Trims Limited (ZTL) is famous for OEKO-TEX certification.

2.10 SOCIAL PLATFORMS

WEBSITE : www.zamtrims.com

Chapter 3

Internship Activities

3.1 Internship Experience:

I joined this company (ZTL) as an executive for the reason of my internship on 2 September, 2025. From the beginning of my joining, I felt welcomed & appreciated by my colleagues. These help me like their own brother. The office environment is very work friendly. I learned about supplying tags, labels, stickers, with both local & international clients. Watching how the team handles orders, quality checks and packaging gave me essential & realistic knowledge that I could not get from my text books.

I was able to work with modern & updated technologies. The experience helped me to improve my practical knowledge & technical knowledge. I also learned how to communicate professionally with buyers & clients.

Overall my internship experience was very charming. I've gathered practical knowledge that will be helpful in my professional life. I'm grateful to the management & my team leaders with team members for supporting me & making my internship a sweet, memorable learning journey.

3.2 Activities in Customer Service Department:

1. Answering Customer Queries
2. Handling Complaints
3. Order Management
4. Maintaining Records
5. Providing Product Information
6. Building Relationships
7. Coordinating with Other Departments
8. Collecting Feedback
9. Problem-Solving
10. Reporting

3.3. Responsibilities:

1. Responding to Customers
2. Handling Complaints
3. Order Support
4. Maintaining Records
5. Providing Product Information
6. Ensuring Customer Satisfaction
7. Coordinating Internally
8. Collecting Feedback
9. Problem-Solving

Chapter 4

Learning From My Internship:

Hard Skills:

1. I have learned about tags, cutting issue, sample, labels etc.
2. I have learnt the difficult issues of Excel, Powerpoint Slide and learnt to follow quality drills.
3. Tracking the products is learnt by me that is very much important.

Soft Skills:

1. Communication has been grown in both writing & speaking. It obviously helps customers to give any idea clearly.
2. I'm learnt about teamwork under a team leader.
3. Time management helps me to do any work timely.
4. Besides this internship pushes me a lot of confidence

Chapter 5

Recommendation and Conclusion:

5.1 Recommendations:

My suggestions and recommendations:

1. Improve Customer Feedback System

Feedback must be needed to improve in the long run. It should be maintained through online.

2. Regular Staff Training

Training can make stuffs perfect for doing their best.

3. Update Technology

Technology is blessing for the office.

4. Better Communication Between Departments

A company must have to maintain well communication with the buyers and the clients.

5. Expand Product Information for Client.

Provide detailed catalogs or digital brochures to help clients understand products better and make faster decisions.

6. Faster Complaint Resolution

Complaints are the developing power.

7. Reward Employee Performance

The employees who are hard worker, can be blessing for an office.

5.1 Conclusion:

My internship at Zam Trims Limited was a very valuable & interesting experience. I've learned both hard & soft skills, like product knowledge, problem solving skills etc. The company provides a professional and friendly environment that helps the employees to grow their confidence. I'm thankful to Zam Trims Limited for this opportunity and for guiding me throughout my internship.

5.2 Reference:

1. Md. Oaliullah Rana
Managing Director
Zam Trims Limited
Contact: +880 1816-024949

Zam Trims Limited. (n.d.). Zam Trims Limited official website. Retrieved December 7, 2025, from <https://www.zamtrims.com>13

Chapter 6

Appendices

I have taken some pictures of my work with permission from the officials:

