

A Report On
Internship Experience at Global LPG Services

Organization
Global LPG Services

(This internship report has been prepared for the partial fulfillment of the Bachelor of Arts in English)



Daffodil International University Ashulia,
Dhaka-1341., Bangladesh
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Internship Experience at Global LPG Services

**Submitted to
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**Course Title: Project Paper with Internship
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Declaration

I am Evana Parvin Bristy bearing ID: 191-10-524 declare that the project entitled ‘Internship Experience at Global LPG services.’embodies the results of my internship report, under the supervision of Ms. Mahinur Akther, Lecturer, Department of English, Daffodil International University. This internship report has been submitted in partial fulfillment of the requirements for the course Project Paper (ENG-431) of B.A in English Program.



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Name: Evana Parvin Bristy

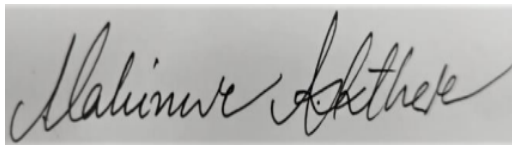
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Certification of the Academic Supervisor

This is to certify that the project paper “Internship Experience at Global LPG Services,” is submitted for the B.A in English program, Department of English from Daffodil International University carried out by Evana Parvin Bristy, bearing ID- 193-10-2112 under my supervision is accepted in terms of quality and forms. I pray for her overall well-being and hope she achieves more success in the years to come.



.....
Supervisor

Ms. Mahinur Akther Lecturer
Daffodil International University

Acknowledgements

First and foremost, I want to thank the Almighty for his daily assistance and direction.

I want to thank my parents for their love and support, which allowed me to finish my studies at Daffodil International University (DIU) and complete my three-month internship at Global LPG Services. It is now time for me to submit my internship report for the academic course ENG431.

I would like to take this opportunity to express my gratitude to my faculty supervisor, Ms Mahinur Akther, a lecturer in the Department of English at Daffodil International University, for her unwavering support and direction throughout my internship time. I am happy to have her as my advisor, and she will receive this report for a final assessment and grade.

Last but not least, I want to express my gratitude to Daffodil International University for providing me with this opportunity and four years of guidance. I feel grateful to be a student at Daffodil International University.

Abstract

LPG gas is important in the economy of Bangladesh mainly because it serves as an alternative to natural gas, which is in short supply. The government's decision to stop providing new connections of natural gas to households and industries has led to a surge in demand for LPG. This has created a lucrative market for LPG suppliers and distributors, contributing to the country's economy. Moreover, LPG is used for cooking, heating, and other purposes in households and industries. Its affordability and availability make it a popular choice in rural and urban areas. However, since the LPG industry is primarily dependent on imports, the country needs to focus on promoting domestic production to reduce reliance on foreign sources. An extensive literature search was first carried out in order to collect data and information on many of the topics that have been covered and are relevant to the topic of this study. "Global LPG Services," has been chosen by me and they (Global LPG Services) have selected me to complete my internship period. I have done analyses, I have made observations, I have collected the necessary data, and I have taken the necessary measures for the completion of the work. I can learn about the LPG industry, how to deal with people, and how to know the value of time management. I can learn more about the LPG market and how it works. I also collect the company's primary and secondary data. Future research will concentrate on determining exactly how to reduce the industry's challenges and problems.

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Chapter 1: Introduction

This report provides an analysis of the LPG gas sector in Bangladesh and its contribution to the country's economy. The surge in demand for LPG gas, due to a shortage of natural gas, has created a lucrative market for suppliers and distributors. The report aims to meet the objectives of the internship program by providing practical job experience and applying theoretical knowledge in a real-world setting. The report also highlights the importance of effective communication in the LPG industry and the potential benefits for English graduates. In addition, the report explores the labor laws of Bangladesh in relation to the LPG gas sector and whether they are being properly implemented. Ultimately, this report offers insights into the LPG gas industry in Bangladesh and the potential avenues for future research to address the challenges and opportunities within the sector.

1.2 Topic of the Report

This report is on my internship experience & uses of English at Global LPG Services. Here, I am going to mention important information about this organization.

1.3 Background of the Report

This project Paper is prepared as a requirement for the completion of BA Honors in English at DIU. The internship course provides students the chance to become familiar with applied company actions. Students work under the supervision of an organization's people and learn about that organization's roles. For the achievement of this internship course, I joined Global LPG Services as an intern for three months. This report would be based on Global LPG Services.

1.4 Origin of the Report

English is very important for communicating in different languages. It's really important for businesses that work around the world to have good English skills. This report looks at what kind of English skills people need to work in the LPG gas industry in Bangladesh. It also talks about how English is used in this company. Reading this report helped me learn more about the LPG gas industry and how important it is to our country.

Chapter 2: Objectives of the Internship

2.1 Objectives

The general objective of preparing this report is to meet the necessity of the internship program as completion of the B.A Program through gaining practical job expertise and thinking about applying theoretical information within the real world. The objective of the report are as follows:

- To know the LPG gas sector in Bangladesh and gain valuable expertise
- To visit the office to learn about the process and discover important information
- To get insight into the LPG gas industry and how they work
- To get experience as a communication officer in the LPG gas industry
- To understand the significance of English in the company and how it is utilized
- To know how graduates of English can benefit from this Project Paper

2.2 The Internship Goals

- To find out the limitations of the organization
- To understand the communication and management processes
- To improve professionalism
- To determine the volume of English usage at Global LPG services

2.3: Significance of the Study

This study might be useful for learning. Any person will benefit from learning the significance of working procedures in the LPG gas industry. Industrial practice provides students with an opportunity to study about industrial culture and apply their academic understanding to the real-world . It helped me to develop myself according to the industrial environment. This experience allowed me to put my academic knowledge into practice in a meaningful way. I believe that all students can benefit from similar opportunities in order to prepare themselves for successful careers in their chosen industry. The LPG gas sector involves many stages, starting from getting crude oil or natural gas to refining it to remove impurities and turn it into a liquid. The gas is then stored and transported. It's a big industry, so internships are the best way to learn how it works and get ready for a job in it.

Chapter 3: Methodology

During my Internship Program at Global LPG Services, I followed a practical observation methodology. I interacted with the company's staff and management to familiarize myself with their policies and procedures. I used MS Excel and relevant software to maintain records. I also organized and filed official documents and correspondence for future reference. I collaborated with other team members and took part in group discussions to learn more about the company's activities and operations. I observed the company's managers and other employees closely and learned from their actions and decision-making. This hands-on approach made it easier for me to understand the tasks that were required of me. By employing this methodology, I was able to gain a better understanding of the company, its workflow, and its organizational structure. I applied the knowledge and skills I learned during my internship to complete my assigned tasks successfully.

Overall, my practical observation methodology proved to be an effective approach for me during my internship at Global LPG Services. It allowed me to learn and grow while contributing to the company's daily operations.

Chapter 4: Organization Details

Name: Global LPG Services

Location: Hafiz Mansion, 1st Floor, 33 Kazi Nazrul Islam Ave, Dhaka 1215

4.1 Description of Global LPG Services

Global LPG Services is a company that is considered as one of the top providers of LPG in Dhaka city. This company is responsible for the distribution and supply of liquefied petroleum gas, which is efficiently separated from unprocessed natural gas using the latest refrigeration techniques. The product that Global LPG Services is offering is separated into propane, butane, and isobutene, which is widely used in various industries. The company takes pride in providing an LPG fuel called AUTO GAS that is environmentally friendly, cost-efficient, and cleaner. This type of fuel is also known as LPG-powered cars. In Bangladesh, Global LPG Services is considered as one of the main contributors in promoting the usage of LPG auto gas, which is a sustainable alternative fuel to traditional gasoline. Overall, Global LPG Services is dedicated to providing high-quality LPG products that are beneficial for the environment and for the consumers as well.

Date of Establishment:2017

Founder: Kazi Amin

Manager: Mrinmoy Karmakar

Company type: LPG gas

No of Machines: 187

No. of Employees:56

Contact Person: Name: Mrinmoy Karmakar (Manager)

4.2 Products



1: 627 Model high-pressure Regulator (Lpg/ng)



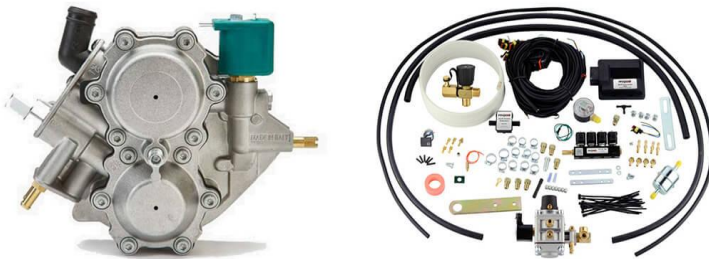
2: Boiler dual fuel



3. D Gas Meter G-1.6



4. Electronic regulator



5. Conversion kits



6. Vacuum regulator



7.rifeng pipe

These are the main products. Besides, there are many other products.

Chapter 5: Internship Experience and Learning

As a Correspondence Officer at Global LPG Services, my main responsibility was to handle all official communication and ensure that all information was properly documented. To accomplish this task, I had to work closely with the company's senior managers, supervisors, clients, and other stakeholders.

5.1 Some of the activities I performed during my internship include:

- ❖ **Managing Official Correspondence:** I handled all official communication channels including email, phone calls, and postal mail. I was responsible for drafting emails and letters, including follow-ups and reminders, as well as properly filing and storing them for future reference.
- ❖ **Assisting with Client Communication:** I assisted senior managers and supervisors in communicating with clients, preparing presentations, and coordinating meetings. I also maintained client information and updated the client database regularly.
- ❖ **Record Keeping and Filing:** I managed the company's official files and documents, ensuring that they were properly organized and easily accessible. I also worked on digitizing and indexing documents for future reference.
- ❖ **Office Support:** I provided office support to the team when needed, including running errands and assisting with office management

5.2 Communication: Communication was a crucial factor in my daily work as a correspondence officer. I had to communicate with clients, senior management regularly. To ensure effective communication, I always wrote and spoke clearly and tried to make sure that my messages were easily understandable to others. At first, I felt anxious about communicating with my coworkers and the managing director. However, with time, I found them to be friendly and supportive. I learned a lot from the Managing Director, who helped me develop skills related to content writing, event organizing, and attendance sheet creation.

5.3 Time Management: Time management played a vital role in my internship experience. As the office was located in Kawran Bazar, and I lived in Dhanmondi, the commute was often challenging due to traffic. I arrived at the office late on one occasion, and the General Manager

advised me on the importance of good time management. From that day onwards, I made a conscious effort to arrive at the office on time and complete all tasks on schedule.

5.3 Teamwork: Teamwork was an essential aspect of my internship experience. Many times we have to work in groups. I had a group. My manager was in my group. We used to collect information from previous meetings that would be useful for our next meetings. I received praise from my Manager for my work, which motivated me so much.

5.1 Learning

During my internship as a Correspondence Officer at Global LPG Services, I was able to gain valuable knowledge and skills that I can apply to my future career. One of the biggest takeaways from my experience was the development of my communication skills. As a Correspondence Officer, I was responsible for responding to a high volume of emails and drafting letters on behalf of the company. This allowed me to improve my career.

Firstly, I learned how to effectively communicate with customers and clients through email, phone, and in-person correspondence. This helped me develop strong interpersonal skills which is essential in any professional setting. I was also able to sharpen my time-management skills and learn how to prioritize tasks so that I could meet deadlines. This is an important skill for any job, especially in a fast-paced environment where competing demands can create stress.

Additionally, I gained a better understanding of the LPG industry and the complexities that come with it. This knowledge has helped me to appreciate the complexities of the industry and how it relates to the larger scale of energy production and distribution.

Finally, my internship allowed me to better understand the importance of teamwork and collaborating with others. I learned how to work effectively in a team setting and how to collaborate with people from different backgrounds, experiences and perspectives.

Overall, my internship at Global LPG Services was a beneficial experience both in terms of professional development and acquiring new knowledge, which will undoubtedly help me in my future career.

Chapter 6: Integration of my knowledge from the English Department

- ❖ My ability to interact with others and maintain professional demeanor improved thanks to the "Employability 360" course. I was successful in finishing all required chores on schedule. Due to my English studies, I was able to converse with the company's staff. Otherwise, it would have been quite difficult for me to communicate with those who spoke English.
- ❖ Throughout the process, several communication skills were required. I learned how to communicate effectively with the courses "Listening, Speaking, Pronunciation" and "Presentations skill Development." I also improved my communication abilities. I came to know that every office task requires effective communication. That might be essential for someone's job progress.
- ❖ When we work in the office, working together as a team is very important. Nobody can effectively manage their work without group work. The "Employability 360 and Art of Living" courses were very helpful in developing the mindset necessary for effective teamwork.
- ❖ Working together as a team is crucial when we are at the office. Without collaboration, nobody can manage their workload well. Developing the mentality required for productive teamwork was made much easier with the help of the "Employability and Art of Living" courses.
- ❖ I developed the confidence to carry out any assignment with assurance. Because having self-confidence is crucial for anyone working in a company. I participated in the Employability 360 course, which helped me develop my confidence, a trait I polished during my internship.
- ❖ The "Art of Living" course helped me break out of my comfort zone. It means that I worked in a new setting where everything was new to me. However, I had to think outside the box to learn about the company and share my thoughts.

Chapter 7: Strengths, Weaknesses, Opportunities, and Threats in Global LPG Services

7.1 Strengths:

- The company receives a lot of orders, indicating there is a high demand for its services
- The manager is involved in all aspects of the business, ensuring that nothing is overlooked
- The company has a presence abroad, indicating potential for global expansion
- The company has some employees who can speak English, allowing for communication with international clients

7.2 Weaknesses:

- Machinery is sometimes broken, indicating a need for better maintenance and repair
- Lack of adequate modern machinery hinders productivity and efficiency
- Crowding of equipment and resources in one area indicates a need for better organization
- Limited number of English-speaking employees puts pressure on those who can speak the language

7.3 Opportunities:

- The company has potential for global expansion due to its presence abroad.
- With better maintenance, repair, and modern machinery, productivity and efficiency could improve.
- Hiring more employees who speak English could improve communication with international clients.
- The LPG industry is growing, indicating potential for increased demand for the company's services.

7.4 Threats:

- Other companies in the LPG industry could compete for market share.
- The global economic climate could impact demand for the company's services.
- The lack of modern machinery and organization could put the company at a disadvantage compared to competitors.
- Language barriers could hinder communication with international clients and impact the company's reputation.

Chapter 8 : Findings, Limitations & Recommendations of the study

8.1 Findings

1. Understanding of LPG Industry : During my internship, I gained a deeper understanding of the LPG industry, including its supply chain, distribution channels, and key stakeholders.
2. Regulatory Compliance : I learned about the various regulations governing the LPG industry, including safety and environmental standards, and how Global LI learned about the LPG industry and its critical role in the energy sector. LPG is a versatile energy source that is easy to transport, store and use. It is used for various applications, including cooking, heating, industrial processes, and transportation fuel.
3. Safety Standards : Safety is a top priority in the LPG industry, and Global LPG Services maintains stringent safety standards for its operations and its staff. These safety standards include training and regular inspections to ensure that the facilities and equipment are in good condition and meet the required safety standards.
4. Customer Satisfaction : One of the key objectives of Global LPG Services is to satisfy the needs of its customers. The company offers various products and services tailored to the specific needs of its customers, including LPG supply, installation of LPG systems, and maintenance of LPG equipment, among others.
5. Environmental Sustainability : Global LPG Services recognizes the importance of environmental sustainability, particularly in the energy industry. The company ensures that its operations are compliant with environmental regulations, and it is committed to reducing its carbon footprint by using energy-efficient technologies and promoting the use of clean energy sources.
6. Innovation : Global LPG Services is continually looking for ways to improve its operations and services. The company invests in research and development to find new and innovative ways to enhance its products and services and stay ahead of the competition.

8.2 Limitations:

Global LPG Services is a company with various limitations that are hampering its productivity, efficiency and customer satisfaction. One of the most prominent limitations is the lack of modern machinery. The company has been relying on old machines, which are not only outdated but also inefficient in carrying out their tasks. This has resulted in longer working hours and more significant costs, ultimately affecting the company's profitability and competitiveness in the market.

Another limitation faced by Global LPG Services is the lack of English-speaking personnel. This makes it difficult to communicate with foreign clients or customers who do not speak the local language. Moreover, this communication barrier impedes the growth of the company as it limits its ability to expand its customer base in foreign countries.

The company also faces a shortage of space to store its machinery, leading to its poor maintenance and cleanliness. The lack of space affects the quality of work and makes it challenging to ensure a proper working environment. Broken equipment is yet another issue that the company's management needs to address. Such equipment adds to the overall cost of the company and reduces its productivity.

Efficiency is another major concern for Global LPG Services. The company is not effectively utilizing its resources, leading to increased costs and revenue loss. This lack of efficiency directly impacts the quality of service the company provides and dissatisfies its customers.

Global LPG Services has been struggling to maintain its records. Often valuable information gets lost or becomes challenging to retrieve due to a lack of an organized system. This mismanagement of records further adds to the company's difficulties in meeting its customers' demands.

8.3 Recommendations:

'Global LPG Services' need to focus on addressing the limitations that are impeding its productivity, efficiency, and customer satisfaction. One recommendation is to invest in modern machinery, which will reduce working hours, costs, and improve productivity. It will also increase the company's competitiveness in the market.

To overcome the communication barriers, the company should recruit more English-speaking personnel, especially in areas where foreign customers are frequent. This addition will help in improving the communication channels and expand the customer base in foreign countries.

The company needs to find ways to increase its storage space. This can be achieved by utilizing off-site storage facilities or implementing efficient space management strategies. Proper maintenance of machinery is also crucial. Regular equipment checks and repairs will reduce costs in the long run and improve productivity.

Efficiency can significantly improve by optimizing the company's resources. This can be achieved by improving the workforce's skills and training them to meet industry standards. Inefficient processes and systems need to be identified and resolved to eliminate waste, increase productivity, and reduce costs.

Global LPG Services needs to digitize its record-keeping system. This will create an organized and accessible database, which will reduce the chances of information loss and ease data retrieval. The implementation of digital systems will also allow the company to monitor its performance and identify areas for improvement.

○ :

Chapter 9: Conclusion

In conclusion, the LPG gas sector in Bangladesh plays a significant role in the country's economy by serving as an alternative to the scarce natural gas resource. The increasing demand for LPG has led to a lucrative market for suppliers and distributors, and further opportunities exist for domestic production to reduce reliance on foreign sources. As an intern at Global LPG Services, I had the opportunity to gain valuable experience in managing official correspondence, assisting with client communication and record keeping. The internship allowed me to understand the communication and management processes within the company, improve my professionalism quality, and determine the volume of English usage at Global LPG Services. Moreover, this report highlights the importance of effective communication in the LPG industry and how English graduates can benefit from job opportunities in the sector. Furthermore, the report explored the labor laws of Bangladesh in relation to the LPG gas sector and whether they are being properly implemented. There remains a need for further research to address the challenges and opportunities within the sector, including identifying ways to reduce the industry's reliance on imports. The internship at Global LPG Services has been an excellent opportunity for me to gain practical job experience and apply theoretical knowledge in a real-world setting. It has allowed me to recognize the importance of effective communication and has provided me with insights into the LPG industry in Bangladesh.

Chapter 10: References

<https://autogasbd.com/contact.php>

<https://www.facebook.com/autogasbd>

Chapter 11: Appendices

11.1 LPG gas



12.2 LPG reticulated system



13.3 Warehouse



Date: 2nd April, 2023

To Whom It May Concern

We would like to inform you that Mrs. Evana Parvin Bristy has successfully completed her internship program at Global LPG Services, one of the most reliable LPG Company. The tenure of the internship program was from 1 February 2023 to 01 April 2023.

She worked as "Correspondence Officer". During this internship tenure, we have found her to be hard-working, keen to learn, well-mannered and optimistic. Her sense of responsibility, maturity beyond her age in dealing with clients, understanding with team makes her universally acceptable and she gets along with all. Her work output is positively influenced by her strength in communication and task-orientation.

We hope that Mrs. Evana Parvin Bristy found the internship program with Global LPG Services effective and it will contribute to her professional growth. We wish her all the very best in her future endeavors.

Thanks & Regards

A handwritten signature in black ink, appearing to read "K. Amin", is written over a horizontal line.

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