

A Report
On
Internship Experience at Sonia & Sweaters Limited

Organization

Sonia & Sweaters Limited

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



Daffodil International University

Dhaka, Bangladesh

July 2022

Internship Experience at Sonia & Sweaters Limited

Submitted to

Fatema Begum Laboni
Assistant Professor
Faculty of Humanities & Social Science

Submitted by

Tanjina Tabassum
ID: 191-10-521
Semester: Summer-2022
Course Title: Project Paper with Internship
Course Code: 431

Daffodil International University
Dhaka, Bangladesh

July 2022

Declaration

I declare that the project entitled “Internship Experience at Sonia & Sweaters Limited” embodies the results of my internship report, perused under the supervision of “Fatema Begum Laboni” Assistant Professor, Department of Bachelor of Arts in English, Daffodil International University. I also affirm that this internship report has been submitted in the partial fulfillment of the requirements for the award of the course Project paper (ENG 431) of the degree B.A in English.

Tanjina

.....

Signature of the Intern

Name: Tanjina Tabassum

ID: 191-10-521

Department of English,

Daffodil International University

Certification of the Academic Supervisor

This is to certify that the project paper “Internship Experience at Sonia & Sweaters Limited” is submitted for the award of the degree of Bachelor of Arts, Department of English from Daffodil International University carried out by Tanjina Tabassum, bearing ID- 191-10-521 under my supervision, is accepted in term of quality and forms. I pray for her overall well-being and hope she achieves more success in the years to come.



.....

Supervisor

Fatema Begum Laboni,

Assistant Professor, Department of English,

Daffodil International University

Acknowledgements

I am grateful to almighty Allah for making me able to finish this internship report. It was very enjoyable to work and effective learning. I would like to express my gratitude to my report supervisor Fatema Begum Laboni, Assistant Professor, Daffodil International University, for her support and valuable advice throughout the progress of this project. I would also thank all other faculty of the English Department for helping me to acquire the necessary knowledge for making this internship report. I also express my gratitude to the Founder of Sonia & Sweaters Limited for helping me to complete the report and also who were my respondents, deserve my appreciation for their support and willingness for providing the required information during my study. I am sure that their energetic managerial activities will encourage anybody to build one's career properly.

Abstract

“Sonia & Sweaters Limited” has been chosen by me and the company has selected me to complete my internship period. I have conducted analyses, made observations, collected necessary data, conducted many employees, and prepare myself to take on the necessary measures needed for the completion of the work. This report also consists of propositions that can elevate the company to a higher level. I can know about the garment industry; how to deal with people and also know the value of time management and also collect the primary and secondary data of the company.

Table of Contents

1. Declaration.....	i
2. Certification of the Supervisor.....	ii
3. Acknowledgement.....	iii
4. Abstract.....	iv

Serial Numbers	Chapter Numbers	Particulars	Page Numbers
5	1	Introduction	1-2
6	2	Objectives of the Internship	3
7	3	Methodology	4
8	4	Organization Details	5-7
9	5	Internship Activity	8-11
10	6	Limitations of the study	12
11	7	Observations and Findings	13-14
12	8	Recommendations	15
13	9	Conclusions	16
14	10	References	17
15	11	Appendices	18-20
16		Plagiarism Result	21

Chapter 1.0 Introduction

1.1 Introduction

My internship experience at Sonia & Sweaters Ltd. has been overwhelmingly great. I am from the English department, but I did my internship in the garment industry. This platform is new to me, but I have learned so many new things daily from this company. This internship allowed me to learn about the garment industry. We all know that there are so many garment industries in our country. Our country's largest source of foreign exchange is the garment industry, which plays a very special role in creating employment and is related to our lifestyle. I chose this industry because I want to learn about this platform and work in it as a career. It will be easy for me in the future to work in the garment industry. I have learned lots of new things and met lots of new people. I used some skills that I learned from my courses and developed many skills from this internship session, which will help me in the future. During the internship period, get to know the working conditions and functions. Although everything was very difficult for me, I was able to slowly learn these new things. In that case, the people of this company helped me a lot. I love to learn new things. Now I know a lot of information about this organization, like when it was founded, how many employees work in this organization, what they do and so on. This report gives me the chance to learn about the garment industry. It is a good opportunity for me to learn and gain experience and also to make preparation.

1.2 Background of the Report

The internship course is an important part of the BA program to complete the honors. No one can complete their degree without taking an internship course. The internship course gives students the chance to become familiar with practical company actions. Students work under the supervision of the people of an institute and learn about the functions of that institute. For the completion of this internship course, I joined Sonia & Sweaters Limited as an intern for three months. This report would be based on Sonia & Sweaters Limited.

1.3 Topic of the Report

This report is on my internship experience at Sonia & Sweaters Ltd. company. Here, I am going to mention important information about this organization,

1.4 Origin of the Report

This report helps me to learn about the garment industry, how it is in their environment, what kind of work is done there, and how important the garment industry is in our country.

Chapter 2.0 Objectives of the Internship

2.1 Background

The internship program provides me with the following things:

1. Learning about the garment industry and how they work.
2. Visit the office and try to learn about the procedure and also try to find out some fundamental things.
3. To discover the connection between academic learning and real-world practical learning.
4. To develop my knowledge in this field.

Finding out the relative position of Sonia & Sweaters Ltd. in the company sector:

1. Identifying my knowledge of the garment industry.
2. To understand the functions of the company.

2.2 Objectives of the Internship

1. To introduce the organization's activities.
2. To know the extend of English use at Sonia
3. To find out the limitations of the organization.
4. To understand the communication process.
5. To improve professional quality.

2.2 Significance of the Study

This study would be effective in researching and increasing awareness. It will be helpful for any person to find out the actual meaning, working system, and everything that relates to the garment industry.

Chapter 3.0: Methodology

3.1 Introduction

The chapter provides an outline of the internship paper. I prepared this paper based on the knowledge I gained while doing my internship.

I was looking for a company where I can work well and learn a lot of new things. Then I found this company and I mailed them in their official email. Then I got offer letter from this company. They have a very good environment and employees of this company were so helpful. I had the opportunity to work the General Manager of the Human Resource department. I was introduced to rules and regulations, time managements of the company. I worked six days a week, worked with team members.

1. Observing of various types of organization activities.
2. Communicating with the clients.
3. Maintaining records, using MS Excel to make an attendance sheet.
4. Organizing documents of the company.
5. Checking official website.
6. Using official email to mail clients.
7. Using PowerPoint to make presentation.
8. Collecting important information from the company.

These things are new to me, which is why I discussed with employees, management and tried to observe various tasks in the industry.

Chapter 4.0: Organization Details

Sonia & Sweaters Ltd

1. Name: Sonia & Sweaters Limited.
2. Location: Kondolbagh, Taibpur, Ashulia Road, Savar, Dhaka-1341, Bangladesh.
3. Year of Foundation : 2003

4.1 Brief Description of Sonia & Sweaters Limited

Sonia Group is a Bangladeshi-based organization of the Ready Made Garments sector. It is maintaining a role in the international fashion industry. Designing and producing fully fashioned knitwear, Sonia & Sweaters Limited develops specialized fashion collections for specialty clothing retailers and boutiques across the world.

4.2 Origin of Sonia & Sweaters Limited

The inauguration year of Sonia & Sweaters Ltd was 1994. It started as apparel designing and sourcing business encompassing a variety of knitwear and woven clothing products primarily for importers, retailers, and private labels in the European and North American markets more than 20 years ago when they were first founded and formed.



4.3 An Overview of Sonia & Sweaters Limited

Sonia Limited functions as a professional trade and design house, receiving garment orders from overseas clients and fulfilling them through the production facilities of the Sonia Group and other recognized business partners. In keeping with its function as a trading company, Sonia Limited conducts all manufacturing-related activities, including but not limited to raw material procurement, production planning, trade documentation processes and order tracking from inception through product distribution. The designers at Sonia Limited also put a lot of effort into developing a unique collection of cutting-edge apparel creations and premium fashion labels that are targeted at various age groups and demographics. To serve brands and retailers at all price points and in all product segments, they have been enhancing their designing and production capabilities through their knitwear manufacturing factories. The company provides products to numerous factories and facilities focused on exports in addition to the domestic market. They are inspired for what is to come by the ideation and creation phases of each fashion collection on which they are allowed to work together. Their core product categories include sweaters, cardigans, vests, tricots, ponchos, t-shirts, polo-shirts, sweatshirts, tank-tops, pajamas, and so on using a wide range of natural and synthetic fibers across intricate styling and knitting pattern.

1. Safe, clean, and family-friendly working environment.
2. Guide every decision-making process.
3. Ensuring occupational health and safety.
4. Assimilating eco-friendly manufacturing practices.
5. Creating sustainable growth opportunities for employees.



They aim to contribute to environmental protection and take the required steps to address environmental degradation as part of their responsibility to the environment. They put a lot of effort into expanding their knowledge of organic production and producing more environmentally conscious fashion collections using resources from organic farms.

4.4 Customers and Brand

U.S.A. | Canada | United Kingdom | Germany | France | Sweden
Netherlands | Denmark | Turkey



Chapter 5.0: Internship Activity

5.1 Activities

I am from the English department, totally new to this sector. But I started doing new works in Sonia & Sweater's Ltd. Sometimes I had to deal with little issues. I first struggled to adjust to the employees, employers, and managers of the company. In terms of my work, my introverted personality sets a limit on my abilities. They felt that I lacked particular talents and sparks, so sometimes they did not offer me any work. That time I broke down and felt so bad. At that moment, I just thought I had to improve myself. The way I improved myself is that I started talking to the company people, trying to be free with them. Some of them started communicating with me in a friendly way. Then I was able to open up a little bit, and I expressed my talent with my work. I always tried to listen to them carefully; I observed how they worked and how they manage the task carefully. I used to use their official email to mail clients. First, I had to take appointments from clients, and then I mailed them about the work. Sometimes I send documents about the company. Sometimes I checked their official website to see how to design a website officially even though I have learned this new only for this company. It will help me in the future. I used to make annual reports of the company.

Communication: I have to communicate with the employees of these companies. I speak and write clearly to make the message understandable. I have to keep in touch with the team members and employees. I mainly have to maintain strong communication with them. At first, I was very afraid of how to communicate with my team members. But later, they talked to me in a friendly way. Usually at lunch time or free time we communicate in an informal way. But at office time we communicate in a formal way. My fear disappeared, but I was very nervous about communicating with the manager of the HR department, his name is Md. Anisur Rahman. He guides me and teaches me new works about content writing, how to arrange an event for a company, how to make an attendance sheet for a company, and so on. It is a pleasure to work with him. Because I have learned so many new works which will be useful in my future career.

Time Management: Every organization needs to maintain time management. It means organizing time intelligently. I always tried to use my time properly. But sometimes I failed to organize my time properly. Because I live in Mirpur and the office is in Savar, and we all know how much traffic there is in Dhaka city. So, sometimes I was late going to the office. One day, I arrived at the office late. That day, the General Manager scolded me and he told me about time management. Then I always tried to reach office on the time. One day, I failed to send mail to a client. My client was getting very upset about this work, which caused me a lot of scolding from the company. I have learned from my mistakes that everything must be done on time. Since then, I have tried to do everything on time.

Teamwork: I worked with the team. The human resource management made the team and I worked with them. We made a PowerPoint presentation slide together. This presentation mainly presents Polo t-shirt, the products of the company and also designs creative new thing to represent the product in front of the clients of the company. One day, our department made a group where we had four members. I made a PowerPoint presentation slide. Mainly they gave me the responsibility of making slides. My team members liked my work and everybody praised my work. I made that slide about the product of the company. My team members also helped me to make the slide. Their contribution was amazing. They provided me with all the information and guided me. They explained everything to me very nicely. I did not feel any hesitation to ask any questions.

5.2 Information of the skills developed & used internship process

1. The whole process required various types of communication skills. I did the “Listening, Speaking and Pronunciation” course, and “Presentations skill Development” where I learned about how to communicate using correct pronunciations. I also developed my communication skills more perfectly. I figured out that not a single task can happen in an office without good communication. I realize it can be a key success factor in the development of a career.

2. A sense of teamwork is very important when we do work in the office. Without group work, nobody can manage their work properly. Both “Employability and Art of Living” courses helped a lot to build the mentality for efficient teamwork.
3. Timing is one of the most important factors. All work has to be done on time in the office. If we do not work on time, the work will never be completed properly. So, utilizing time in any task was an important thing that I learned.
4. I developed my confidence to do any work confidently. Because when a person works in an organization he needs to be confident about himself. I do the “Employability 360” course where I learn how to be confident about myself and that knowledge I applied in my intern time and I developed.
5. I have done the "Employability 360" course, and it helped me deal with people and maintain office etiquette. I was able to keep up with all the necessary functions. Studying English helped me communicate with the people of the company. Otherwise, it would be very difficult to communicate with people who were used to talking in English.
6. I have done the “Translation Studies” course, which helped me deal with people and also it developed my English. I had to deal with clients who were from abroad and I had to communicate with them in English. Even translate some information from Bengali to English for work purposes.
7. Every employee working is different, but they are all connected in some way, thus the workplace environment appears quite nice to me. This is advantageous because if someone makes a mistake, another employee can find it and inform them.
8. I have done the “Art of Living” course, and it helped me to come out of the box. It means I worked in a new environment where everything was new to me, but I had to come out of the box so that I can learn new information about the company and express my thoughts.
9. I have learned how to be polite with my team members and others people which I have learned from the “Art of Living” course.

5.3 Learning from participating in the internship

1. Listening is an essential part of problem-solving because listening is a vital skill in the workplace.
2. Always being honest and determined about the work.
3. Optimism is the faith that leads to achievement. Nothing can be done without hope and confidence.

5.4 Soft Skills Learning

1. Behavior.
2. Helping Mentality.
3. Patience.

A good behavior, helping mentality, and patience these all are so much important for company. Because I observed that some times when any employee did any mistake or delay for any work that time the general manager lost his patience and scolded that employee so much. That thing is create a negative impression. Even I also got scolded from him I late for the office. When a manager scolds his employee, it will be effect on the organization. Because When I got scolded that time I did not focus my work properly. This thing actually hurt me and this will be hurt others employees when they got scold.

When we work in any organization we need to help each other. Some time some employees of this company do not want to help to each other they think that “why I do his work. It is not my work.” I think we should change this mentality. But not everyone is the same. Some are very helpful. They try to help others employees.

Chapter 6.0: Limitations of the study

6.1 Limitations of the study

The main limitations from my perspective are given below:

1. My level of experience is a bit less but I have tried to make the Internship report as refined as I could.
2. Sometimes crucial information was not obtained due to the busy schedule of seniors.
3. The whole department analysis and data aren't enclosed in this report.
4. Most of the information is so much confidential that they do not want to share these and that's why I am not able to know some important things.
5. Working as a team member where most of the people were very well experienced, sometimes I felt nervous to ask any questions about any information about the company.

Chapter 7.0: Observations and Findings

7.1 Observations

During this observational internship, I cannot always take note of every activity of the company. Sometimes I need to observe new information, situations, and works. Even I note down the things and after that, it helps me to find the important information about the company. There are many things and ways to improve this industry proficiently.

7.2. Findings

I mentioned the Strengths, Weaknesses, Opportunities, and Threats of Sonia & Sweaters Limited from my perspective:

7.2.1 Strengths of Sonia & Sweaters Limited

1. 'Sonia & Sweaters Ltd' company consists of highly trained employees who work in a good way.
2. They have a good reputation.
3. This company provides a very good environment.
4. They have skillful management as their main strength.
5. They are very concerned about the overall well-being of all of their clients.
6. They have all sector knowledge about the company.
7. They tried to provide the best services to their clients.
8. They have better communication skills and practice.

7.2.1 Weaknesses of Sonia & Sweaters Limited

1. They provide fewer advertisements. Advertising is very important for the customers and clients.
2. After the Pandemic situation, there is a huge crisis of clients at present.
3. They do not use social presence properly. They can run Facebook, Twitter, and other social media platforms so that they will catch the attention of the people of our country and people who are from abroad.
4. Lack of patience.

7.2.2 Opportunities of Sonia & Sweaters Limited

1. They can provide better service quality and make a better relationship with clients and customers.
2. They are more adept at dealing with problems and other issues. They can deal with a variety of issues and gain experience. If they can recruit youthful and experienced staff, their management can quickly and efficiently resolve any issue.
3. They can provide proper training to employees about modern technology.

7.2.3 Threats of Sonia & Sweaters Limited

1. Lacking many modern facilities.
2. The Economic slowdown may reduce demand.
3. Lacking modern technologies.

Chapter 8.0: Recommendations

8.1 Recommendations

Recommendations from my perspective:

1. Sonia & Sweaters Ltd has a good and friendly environment.
2. The company needs to give more opportunities to an intern to learn more new things and give importance to an intern because it is the best time to develop their career.
3. The organization needs to improve the employees. From my perspective, everyone needs to be trained more on the work. Because sometimes I observe when an employee is absent then it becomes difficult for someone else to handle that work. As a result, the work is delayed.
4. The company needs to maintain the rules and regulations.

Chapter 9.0: Conclusions

9.1 Conclusions

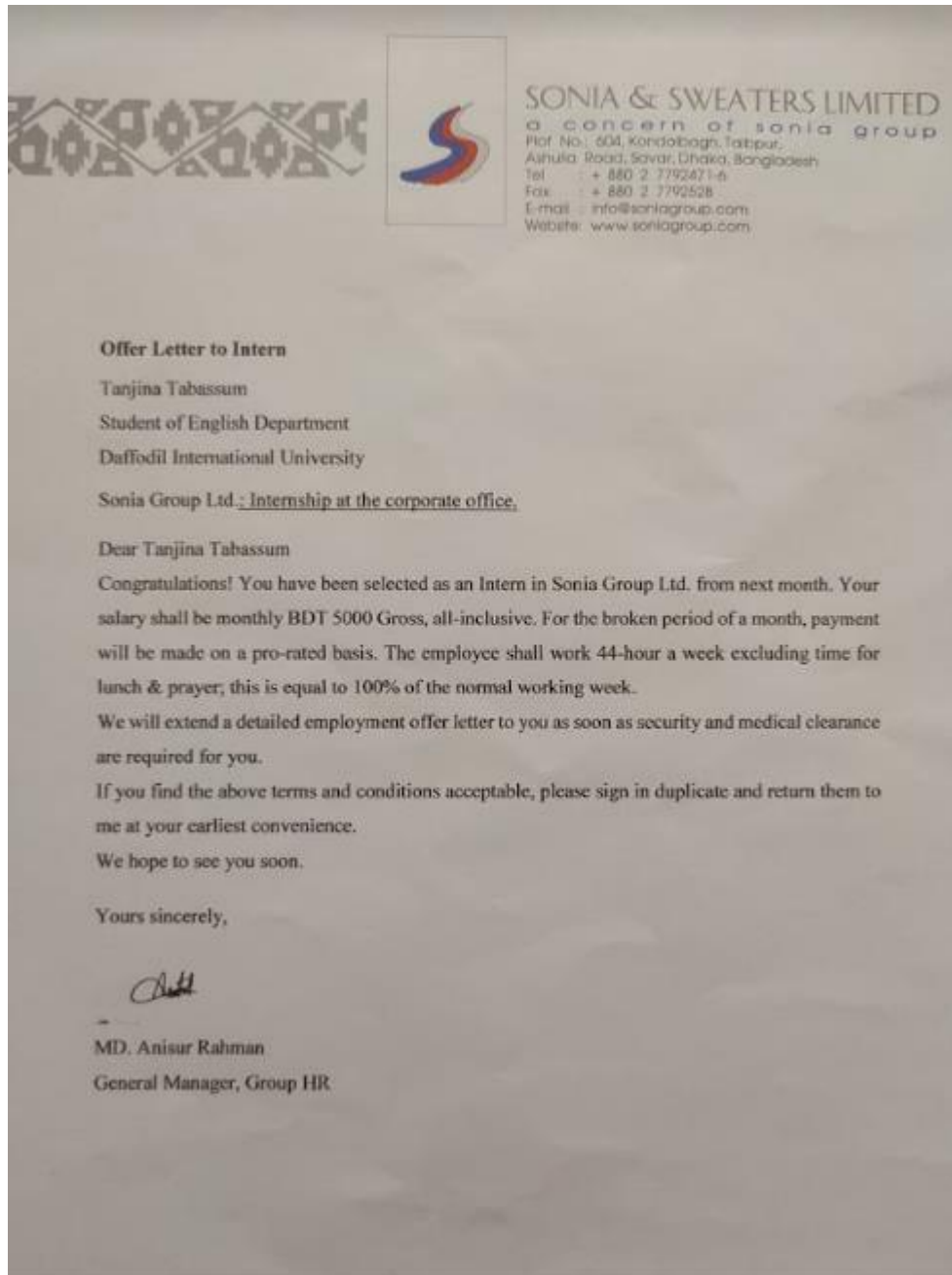
My internship experience at Sonia & Sweaters Limited was one of the most exceptional experiences. The whole process of working was new to me, but I have learned about new sets of skills that I should develop. I have gained knowledge about the company. I had to learn how to take responsibility and how to interact with different types of people. This whole process will help me in my career greatly. I was able to note down valuable information and also got to learn how to practically apply the acquired information. But I want to mention it was a phenomenal journey because I met so many people, learned so many things, and gained confidence in myself. All of these things will always be a big part of me. Every employee's work is different, but they are all connected in same way, so the workplace environment appears quite nice to me. Now I am looking forward to applying the knowledge and experience which I have gained from "Sonia & Sweaters Limited" in my future jobs. I believe that the whole process will help me in my career. I would like to thank my supervisor, my faculty, and "Sonia & Sweaters Limited" company for providing me with this amazing experience.

Chapter 10: References

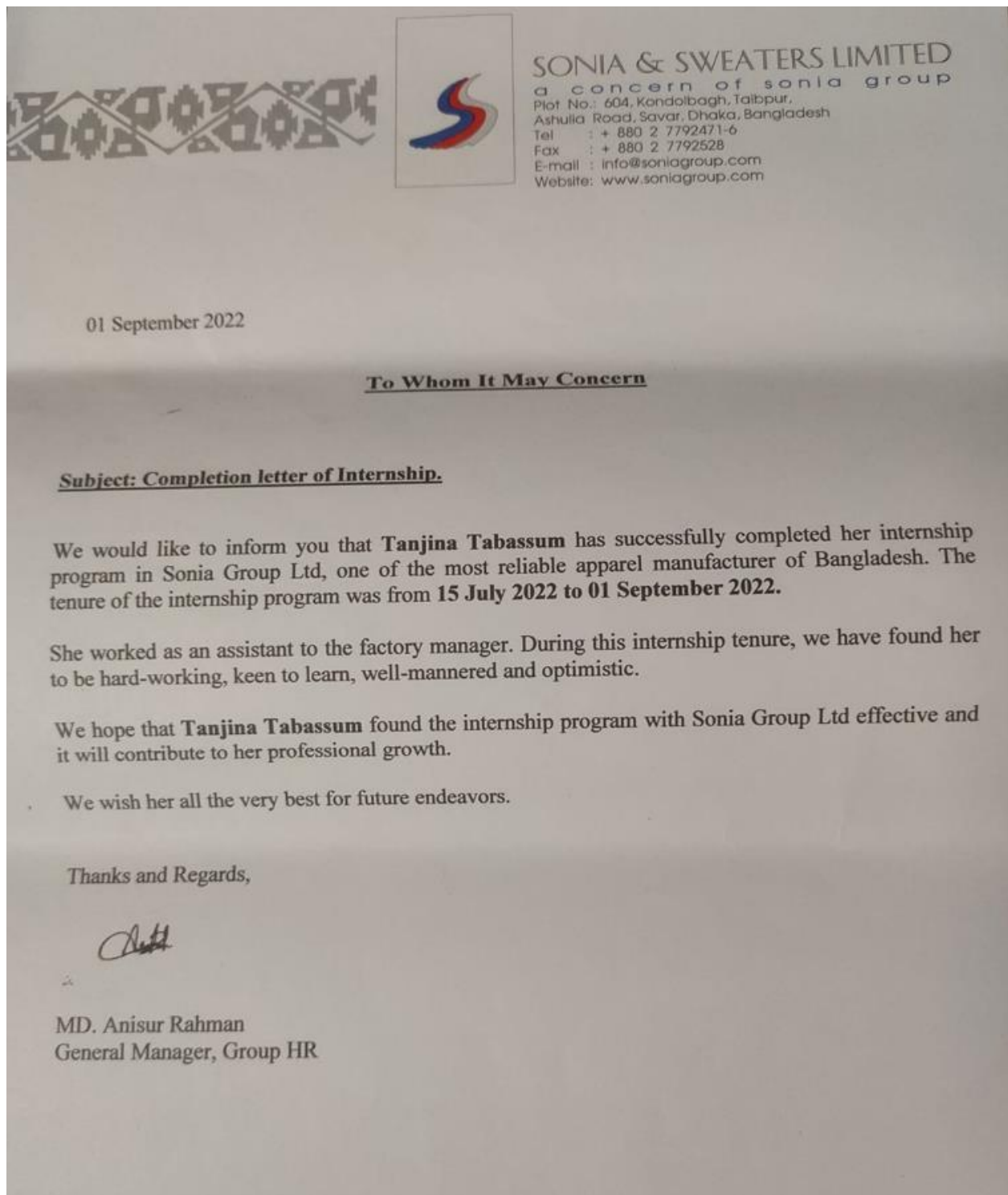
1. <https://www.youtube.com/watch?v=1Cb8SrjOskU>
2. <https://soniagroup.com/>
3. <https://www.bgmea.com.bd/member/3628>

Chapter 11.0: Appendices

11.1 Appointment Letter



11.2 Completion Letter of Internship



11.2 Photographs of Observations



Plagiarism Result

Turnitin Originality Report

Processed on: 31-Aug-2022 12:44 +06

ID: 1889885845

Word Count: 4160

Submitted: 1

191-10-521 By Tanjina
Tabassum

Similarity Index

10%

Similarity by Source

Internet Sources: 7%

Publications: 0%

Student Papers: 7%