

Internship Report
on
“Front Desk Executive at First Security Islami Bank”

Prepared by:

Mahir Shahriar Moon

ID: 191-10-410

Batch: 13th-B

Department of English

Faculty of Humanities and Social Science

Daffodil International University

Supervised by:

Ms. Khairun Nahar

Lecturer

Department of English

Faculty of Humanities and Social Science

Daffodil International University



Daffodil International University

Date of Submission: 22-11-2022

This Internship Report is submitted to the Department of English, Daffodil International University, for the partial fulfillment of Bachelor of Arts (BA) Degree in English.

Student's Declaration

The intern would like to proclaim that, this internship report has been completed by the intern under the supervision of Ms. Khairun Nahar, Lecturer, Department of English, Daffodil International University. The intern can likewise guarantee that neither this internship report has been submitted nor distributed to any other universities, institutions, or publications for accomplishing any degree or certificate.

Sincerely yours,



.....

Mahir Shahriar Moon

ID: 191-10-410

Section: 13th-B

Department of English

Daffodil International University

Supervisor's Certification

It is my pleasure to certify that Mahir Shahriar Moon, bearing ID: 191-10-410, is a regular student of the Department of English of Daffodil International University. He has completed his internship report or project work under my supervision. The information and finding which is demonstrated in this project, is an original piece of work.

I wish him bright success in his future life.

Supervised by,



.....
Ms. Khairun Nahar

Lecturer

Department of English

Daffodil International University

Acknowledgment

The intern would like to convey his gratitude to almighty Allah, as it would not be possible to prepare this project paper without Allah's blessing. The intern would also like to thank his supervisor Ms. Khairun Nahar, for supporting the intern. The supervisor was so kind and cooperative which helped the intern to complete the internship project report without any difficulties. The intern is also thankful to the manager and officers of the bank in which the intern worked and observed the activities.

Abstract

This is about the experience as a “Front Desk Executive at First Security Islami Bank Ltd, Birulia Branch, Savar, Dhaka”, where the information is provided based upon my experience of three months internship program in this bank. The report attempts to show the summarized picture of General Banking Department of First Security Islami Bank Ltd. The aim of the study is to evaluate the system of Front Desk activities at First Security Islami Bank Ltd. This report will focus on Front Desk activities of this Bank. Since they are standing in good position among the private banks, their overall strengths and weakness, objectives and goals will be cross examined for analysis of the fact that how they were in the past and how they will be in future. The objective of this report will be to determine how well First Security Islami Bank Limited is satisfying the employee. Lastly, the finding will be examined to prescribe a set of specifies recommendations to improve the overall service quality according to employee expectation and also to solve the existing problems in the whole organization level.

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CHAPTER – 1
INTRODUCTION

1.1 Introduction

Banking has become essential for almost every person, now a days. For that Bank has become very important to lead our everyday life. That is why everyone need some idea on the Banking system. The banking process is currently growing quicker, simpler, and the banking areas are expanding. Banking institutions are rising with innovative ideas in order to compete in the banking business. The banking industry is one of our country's most vital economic sectors. Banks supply the cash required to carry out lot of activities that promote economic growth. They gather the money of significant numbers of people distributed over the country, that would have been useless and worthless in the absence of banks. These disparate quantities are gathered, aggregated, and made accessible to businesses and industries in order to satisfy the needs. Bangladesh's financial system is among the least developed in the world. To solve difficulties in the banking system, we must concentrate on the loan and advance facilities of the finance division, which are critical in today globalized world. In our country, there are different kinds of banks available. Among them, commercial banks play a vital role in our economic sectors. Commercial banks are divided into three categories. The first one is nationalized bank, the second one is private bank, and the last one is foreign bank. Between these categories, private banks are divided into two sectors as well. The first one is traditional bank, and the last one is Islamic bank.

CHAPTER – 2
SIGNIFICANCE AND OBJECTIVE

2.1 Significance of Internship

First Security Islami Bank Limited is a major private commercial bank with a widespread network that operates as a hybrid of development and business banking to achieve its goals. To successfully complete the Honours of Bachelor of Arts (B.A) degree we need to do internship program. As I am a student of Department of English, I am doing internship program in First Security Islami Bank (FSIBL), Birulia Branch to keep pace with the trend of banks need execution with modern knowledge. My internship on this bank will give an edge on my professional learning. Finally, this experience will help me to increase my skills as a future businessman.

2.2 Objectives of Internship

To make the internship fulfil, Objectives are very important.

The objectives of this internship are given below:

- i.** To Improve the ability to adapt with a new organizational environment.
- ii.** To evaluate the performance of the particular branch and the bank overall.
- iii.** To Present the way banks handle all aspects of banking.
- iv.** To evaluate First Security Islami Bank Ltd.'s entire general banking process.
- v.** To identify the main contribution of Bangladesh's total business sector.
- vi.** To recommend better suggestions for First Security Islami Bank Ltd.
- vii.** To connect theoretical understanding with real-world experience.

CHAPTER – 3
METHODOLOGY

3.1 Methodology of Internship

The report's methodology includes direct observation and oral communication with employees from different departments. To obtain more detailed information, the topic was discussed with expert professionals associated with the bank for several years of record of FSIBL and other related secondary information.

To make this report, information was collected from two different sources: primary sources and secondary sources.

3.1.1 Primary Sources

- Face-to-face discussion with the branch's officials
- Observing the procedures of banking activities followed by Account opening sector
- Practical work experience in several areas of the bank.

3.1.2 Secondary Sources

- Annual report of FSIBL
- Website of FSIBL
- Published Booklet of FSIBL
- Information about the organization from their company profile.
- Internet and various selected report.

CHAPTER – 4
ORGANIZATION OVERVIEW

4.1 History of First Security Islami Bank^[1]

In the history of Islami sharia'h based banking system in our country with modern and progressive guidelines; "First Security Islami Bank Limited (FSIBL)" is one of the pioneers. It is a full- fledged sharia'h compliant bank which follows all the Islami rules & regulations. First Security Islami Bank Ltd. was inaugurated on 25th October, 1999. By considering public demand and justification of the prudent decision of the board & management of our bank, it was converted to a full-fledged Islami bank on 1st January, 2009.

"First Security Islami Bank Limited (FSIBL)" is relentlessly working for developing long-term strategic plan to maintain dynamic growth by realizing the changing habit of all types of clients and to become the symbol of progressiveness of banking arena of our country. It provides easy access to it's broad base of customers throughout the country via multi delivery channels which include branches, Sub-branches, Agent Banking Outlets, ATM booths located nationwide, as well as the app. "FSIBL Cloud" based internet banking and Mobile financial Services.

With over two decades of glorious history in contributing to the financial community in Bangladesh with its innovative and entrepreneurial business spirit, "First Security Islami Bank Limited (FSIBL)" is committed to delivering the best customer experience and creating long-term shareholders' value.

4.2 Corporate Information^[2]

Name of the Company	First Security Islami Bank Limited
Chairman	Mr. Mohammed Saiful Alam
Vice Chairman	Mr. Mohammed Abdul Maleque
Managing Director	Mr. Syed Waseque Md. Ali
Company Secretary	Mr. Oli Kamal FCS
Legal Status	Public Limited Company
Date of Incorporation	August 29, 1999
Date of Commencement of Business	August 29, 1999

Date of getting license from Bangladesh Bank	September 22, 1999
Date of Opening of 1st Branch	October 25, 1999
Head Office	Rangs RD Center, Block: SE (F), Plot:03, Gulshan Avenue, Gulshan-1, Dhaka-1212
Registered Office	23, Dilkusha C/A, Dhaka-1000, Bangladesh
Line of Business	Banking
Authorized Capital	Tk.30,000 Million
Paid up Capital	Tk.10,460.08 Million
Date of consent for IPO	June 04, 2008
Phone	+88 02 55045700 (Hunting), 8432614-8432625 (ICT Division).
Fax	880-02-55045699
E-mail	info@fsibld.com
SWIFT Code	FSEBDDH

4.3 Vision of FSIBL^[3]

To be the premier financial institution in the country based on “Islamic Shariah” by providing high quality products and excellence in services backed by latest technology and a team of highly motivated personnel to deliver excellence in Banking Service.

4.4 Mission of FSIBL^[4]

- To contribute to the socio-economic development of the country.
- To attain the highest level of satisfaction through the extension of services by dedicated and motivated professionals.
- To maintain continuous growth of market share by ensuring quality.
- To ensure ethics and transparency in all levels.

- To ensure sustainable growth and establish full value of the honorable shareholders and above all, to contribute effectively to the national economy.

4.5 Strategies of FSIBL [\[5\]](#)

- Employing, retaining local qualified personnel, and continually develop their skills and Expertise to provide banking services and manage operational risks in line with industry best practices. Applying equal opportunity employment principle to encourage personnel to grow within the bank.
- Establishing a set of managerial succession and adopting technological changes to ensure development of an Islamic Bank as a stable financial institution.
- Achieving financial strength and growth, including expanded market share, and generating income for its shareholders through strengthening trust and partnership with our customers and an on-going focus on providing professional and quality customer service.

CHAPTER – 5
SWOT ANALYSIS OF FSIBL

5.1 SWOT Analysis of FSIBL

SWOT analysis means the analysis of a company's strengths, weaknesses, opportunities, and threats. It is crucial for a bank to be aware of its strengths and opportunities. On the other side, the bank has to improve in the area of threats and weakness. SWOT analysis of FSIBL are given below:

5.1.1 Strength

- It is a Shariah based bank.
- It has established an integral, customer friendly relationship with its clients
- It has prominent saving scheme named DPS for a fixed or lower income group of people of this society.
- It provides services even after the banking hour to special clients.
- Experienced management team.
- Honest, sincere and dedicated employee competency.
- Wide market share and stable source of fund.
- High attention on individual performance.
- High attention on making quality investment and disposal of proposals.
- All the officials are dedicated and honest to serve their own duty.

5.1.2 Weakness

- Traditional network system and lack of full-scale automation.
- Poor marketing of investment products.
- No growth on carrier advancement.
- FSIBL does not have an individual marketing department.
- They have limited advertising strategy on behalf of their bank and accompanied by conservatism rule in this sector.

5.1.3 Opportunity

- Scope of market penetration through diversified investment products.
- Increasing awareness of Islamic banking among the clients.
- Country wide branches having wide opportunities to access in different kinds of business.
- Service charges in other banks are comparatively higher than FSIBL.
- No other banks could provide as much integral working atmosphere as FSIBL.

5.1.4 Threats

- Because of the intense competition, most of the competitor banks of FSIBL are coming up with new service line ATM.
- The competitor banks of FSIBL have more geographical coverage than FSIBL.
- In the money market of Bangladesh there is no call money system of Islamic Shariah.
- Some other conventional banks have opened their Islamic banking branch.

CHAPTER – 6
GENERAL BANKING (FRONT DESK) ACTIVITIES

6.1 General Banking

The general banking sector often handles a wide range of critical financial tasks. The general banking division is the one that is open to the most number of bank clients. It is the bank's first point of contact with its clients. All businesses generate revenue by selling either a product or a service.

A bank does not make any actual products to sell, but it does provide a wide range of financial services to its customers. FSIBL has all of the needed general banking departments, which are managed by experts with extensive banking skills.

That area includes the activities of opening an account, issuing a check, making a payment, clearing an interbank transaction, a branch transaction, and cancelling an account. Account opening is one method of collecting deposits from clients.

6.2 Account Opening Section (Front Desk)

This section welcomes the customers and clients with smiling face. The staff and officer of this section:

- Opens the new accounts (all types)
- Maintains subsidiary day books
- Gives various types of information to the customers.

This section creates multiple kinds of accounts for its valued clients. Customer selection is critical for the bank since the bank's success and failure are heavily reliant on its clients. If consumers commit fraud and forgeries through their bank accounts, it destroys the institutions' good will. As a result, this division selects its valued customers with extraordinary caution.

Function of this department:

- Account Opening
- Sending Thanks letter
- Cheque Book issue.
- Account Closing

6.2.1 Account Opening Procedure

- Receiving a completed application on the bank's specified form indicating the kind of account wanted to be open.
- The client fills out the form themselves
- Individuals are given two copies of passport-sized pictures, while businesses are given images of all partners.
- Applicants must submit the necessary documentation.
- The application must sign the samples signing page and provide an authorization.
- Administrative officer verifies introducer's identification and account information.
- The application is accepted by the Authorized Officer.
- Only cash is allowed as a minimum deposit to First Security Islami Bank LTD.
- An account is established, a pay-in-slip book are provided.

6.2.2 Required Documents for Opening an Account

There are different types of account with different terms and rules in FSIBL. Different accounts need different documents. But I have experienced with two types of account opening. The documentation required to open those accounts is given below:

6.2.2.1 Personal Account^[6]

- 2 copies of photograph of signatory
- Photocopy of National ID card.
- Signature and one copy of photograph of nominee (must be attested by account holder)
- One copy of Nominee NID (must be attested by account holder)
- Photocopy of his/her home's Utility Bill.

6.2.2.2 Proprietorship Account^[7]

- Request Letter in Firm's Letter-Head Pad for account opening purpose.
- Up-to-date Trade License, TIN & VAT of the Firm.
- Seal of the Firm & Visiting Card of the Signatory.
- 2 copies of photograph of each signatory (must be attested by Introducer).
- Photocopy of National ID card.

- Signature and one copy of photograph of each nominee (must be attested by the account holder).
- Photocopy of Account holder's shop or home's Utility Bill.

6.2.3 Sending Thanks Letter

Following initial deposits, the banker does not simultaneously issue cheques. The bank sends a letter of appreciation to those who open accounts at its branch. This letter treats clients with respect and builds goodwill and a connection with the bank. The most significant aspect of this letter is that it is a method for confirming the accuracy of the data provided by the customer. Because it is impossible to justify the risk of fraud when a registered mail is returned due to incorrect information about their name or address. The banker must then suspend the accounts and the issuing of cheques.

6.2.4 Cheque Book Issue

A cheque book is provided by the bank seven days following the request. On the book and leaves are printed the account holder's name, account number, and check number. Banks often supply cheque books with 10 leaves for savings accounts and 50 leaves for current accounts. The cost of a cheque book is Tk.5.00 per leaf. So, for a 10 leaves cheque book, the price is Tk.50.00, and for a 50 leaves cheque book, the charge is Tk.250.00.^[8]

6.2.5 Account Closing

The account opening department also handles account closing. The consumer has the option to close his/her/their account(s) at any time by notifying the bank. Similarly, the bank may cancel a customer's account on sufficient cause with or without warning if the account's behavior is not satisfactory to the bank or for any other reason(s). The bank will deduct a closing charge from the customer's account in either situation. The standard closing fee is Tk. 200.^[9]

To close an account:

- Account holders must apply on a specified form with their complete signature.
- He/she/they must return any unused leaves of cheque books.
- Signature verification and authorization by the operational manager.

CHAPTER – 7
MY ACTIVITIES IN GENERAL BANKING (FRONT DESK)

7.1 My Activities in General Banking (Front Desk) at FSIBL

I have completed my three months internship program in First Security Islami Bank, Birulia Branch. During this time, I have gained a lot of experience of corporate environment. Actually, Bank has no specific guideline for internship student. Within this period, I have mainly worked with the section named Account Opening Desk. I have done many pending works of this section. Meanwhile, I also have done different types of work in different desks whenever they assigned me to do.

7.1.1 Account Opening Desk

I have learnt the method for creating an account, as well as the paperwork required for opening an account and the sorts of accounts handled by FSIBL. Before assigning me to any specific assignment, my immediate supervisor attempted to provide me with a quick overview of his normal tasks. Later on, through personal observation and higher office supervision, I was able to comprehend the objective of many kinds of accounts as well as their characteristics. He also taught me how to deal with clients' many inquiries about different account openings, how to identify desired check books from the bundle based on the customer's needs, and many other things. The activities which are done by me are given below:

- Informing clients about the kind of documents necessary to create an account. I used to inform them that they needed two copies of their photograph, one copies of the nominee's photograph, and a photocopy of the client's and nominee's national ID and utility bill.
- Correction of incomplete paperwork identified by internal audit. For example, certain forms were filed without the account number, title name, type of the company, and so on. Some forms are preserved without a correct address, TIN, or National ID card number. My responsibility was to fill in the blanks from the attached needed certificates or copies.
- Fill out a Know Your Customer (KYC) form to evaluate personal and company risk. My objective there was to determine the risk level and risk rating of individuals or corporations using the TP form for the goal of evaluating total risk analysis.
- Making phone calls for collecting necessary photograph, photocopy of trade license, National ID card or any other inquiries.

- Distribution of requested check books by asking for their name, account number, and then validating them, getting them from the courier, and occasionally calling clients who have not collected their cheque books after three months.

CHAPTER – 8
LIMITATIONS, FINDINGS & RECOMMENDATIONS

8.1 Limitations

It is difficult to create a report on practical experience in a short period of time (just three months). The following issues and limitations were found while creating this report:

- Inadequate published information about the bank
- All required information is not available in any specific branch of the bank and there are also limited opportunity to visit more than one branch
- Due to time limitations many of the aspects could not be discussed in the present report
- Confidential information
- Lack of experience in internship report writing

8.2 Findings

During my internship at First Security Islami Bank Limited, I observed the bank's operating system. By studying the system, I discovered various issues with First Security Islami Bank Ltd. The findings are as follows:

- FSIBL has a solid management system. Efficient administration, accountable corporate governance, experienced senior management, effective management-employee relationships, employee training and development, and overall performance are the bank's strengths.
- Strong financial performance, such as capital sufficiency, financial condition, and asset quality, are at standard levels, putting the bank at the top of the list of Islami Banking services providers.
- FSIBL has been giving various kinds of deposit plans through which customers may save little amounts of money and banks can make more money for themselves and their clients.
- Though Bangladesh is a Muslim country, maximum people have no real Islamic knowledge about Islamic finance. So, people easily go to other conventional bank for their services.
- There are many illiterate clients of FSIBL.
- FSIBL has not enough strong market policy

- Its promotional activities are very poor.
- Though FSIBL using banking software but transaction process is very slow.

8.3 Recommendation

While doing my work, I gained some practical understanding of the financial system and other pertinent topics. Now I would like to make some suggestions that can be helpful for First Security Islami Bank Ltd improve its performance.

Based on the SWOT analysis some recommendations are given below:

- To meet the goals of an organization, such as a bank, decisions must be made by experienced bankers who have great knowledge and expertise in their sectors. The organization should not make any risky judgments based on the opinion of an unprofessional person.
- To make a choice First Security Islami Bank Ltd. and its branches must use a cooperative decision-making method in which each employee will provide their perspectives on an issue in order to solve it. This technique can assist the bank in making the best selection.
- To protect the branch from risks such as robbery, theft, and fire loss, among others, the branch must install a security camera, suitable fire defensive equipment, and other security systems. Customers will gain confidence and trust as a result of this.
- To establish a brand image in the minds of the public, the bank must engage in innovative promotional operations as soon as possible.
- First Security Islami Bank Ltd engages only in mass marketing. This is insufficient for addressing all market categories. The bank must determine and then develop Islamic finance communication methods based on those demands.

CHAPTER – 9
CONCLUSION

9.1 Conclusion

Doing internship at First Security Islami Bank Ltd. has been an incredible experience for me. From a learning and working perspective, I can say that I truly appreciate my experience at FSIBL. I am convinced that this program will assist me in achieving my professional goals in terms of employment. First Security Islami Bank is a leader in offering numerous innovative products and services to the country's banking market. It is now in an excellent position in the banking business, but in order to keep its position among the market leaders, the bank should up-to-date their planning and strategies. Moreover, everything has both positive and negative aspects. Bangladesh's banking sector is very competitive. First Security Islami Bank Ltd is performing well as an emerging bank, and I am glad to have had the opportunity to work with this bank and its officials. I hope, FSIBL to be one of the main private banks within the next few years.

CHAPTER – 10
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CHAPTER – 11
APPENDIX

11.1 Certificate from First Security Islami bank Ltd.



ফাস্ট সিকিউরিটি ইসলামী ব্যাংক লিঃ

فارسٲ سٲكٲورٲٲى اسلامى بنك لٲمٲٲٲ FIRST SECURITY ISLAMI BANK LTD.

FSIBL/Birulia/2022/ 381

November 16, 2022

TO WHOM IT MAY CONCERN

This is to certify that Mahir Shahriar Moon (ID No-191-10-410) a student of Department of English under Daffodil International University has been completed an internship program during the period of three months at our FSIBL, Birulia Branch, Birulia, Savar, Dhaka.

We wish every success in his life.

Md. Latifur Rahman
SAVP & Manager

Md. Latifur Rahman
SAVP & Manager
First Security Islami Bank Ltd.
Birulia Branch, Savar, Dhaka.

Birulia Branch, Savar, Dhaka

CITY UNIVERSITY BRANCH:

City University Permanent Campus (1st Floor), 69, Birulia Sharak, Birulia
Khagun, Savar, Dhaka.

www.fsibld.com

11.2 Photographs at First Security Islami bank Ltd.



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