

An Internship Report
on
The Work of Merchandisers in the RMG Sector

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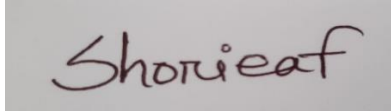
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An internship report is submitted to the Faculty of Humanities and Social Science in partial fulfillment of the requirements for the degree of Bachelor of Arts (BA) in English.

Students of Original Authorship

This report is titled "Internship Report on the work of merchandisers in the RMG Sector. " This internship report was submitted to the Department of English at Daffodil International University. I have done this internship report, and this paper is my original work under the supervision of Mr. Mohammad Elius Hossain, Assistant Professor, Department of English. This internship report has been submitted for the award for my degree of B.A. (Hons) in English.

A rectangular box containing a handwritten signature in black ink that reads "Shorieaf".

Md. Shorieaf Hossain Robin

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Program: B.A. (Hons) in English

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Certificate of Supervisor

I hereby, certify that the student named Md. Shorieaf Hossain Robin, bearing ID:191-10-343, is a student of the Department of English. He has completed his report under my supervision. His course name is “Project Paper with Internship” (ENG431). He regularly communicates with me during his project work. When he needed any help at that time, I helped him. This internship report contains his original work, and he put extraordinary efforts into this report. I pray for him, and I hope he experiences continued success in his life.



Mohammad Elius Hossain

Assistant Professor

Department of English

Daffodil International University

Acknowledgment

First, I express my heartiest gratitude towards almighty Allah. Allah gave me this opportunity to complete my project paper as an intern in merchandising sector. I want to thank my supervisor, Mr. Mohammad Elius Hossain, Sir. I am thrilled to get him because of his excellent supervision and direction. He gave me all the information I needed to complete this internship report.

I also thank Mr. Zakir Hossain Sir, Head of merchandise at Shrabony knitwear ltd., and Aminul Islam Sujon, Senior merchandiser at Shrabony knitwear ltd., for giving me the opportunity to their place to complete my internship.

Dedication

I dedicate my report to the juniors of my English department. Because we are the first batch of interns in different sectors from the English department, I hope our juniors will learn something from my internship report.

Abstract

This internship report is about the work of merchandisers in the ready-made garments sector. To gather knowledge and first-hand experience about the work of merchandisers, I was offered a three-month internship at a renowned knitwear factory. During this internship, I learned many things, such as how a merchandiser communicates with their buyers and how they complete a Labdip report. In a word, I learned and observed the whole process of merchandising sector. This report presents my findings about the work of merchandisers in the RMG sector.

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Chapter 1: Introduction

1.1 Introduction/Background

Merchandising is an essential part of ready-made garments, because buyers directly communicate with merchandisers. Then merchandisers discuss the price, cotton, fabrics, and other accessories. Afterward, they fixed the shipping dates. On confirmation, those order merchandisers give those products in the sample section. Then a merchandiser must go into every sector, like the knitting sector, dyeing sector, sewing sector, and finishing sector, to check the condition of ordered products. Merchandising is a brilliant job right now. Nowadays, most young people are interested in this sector. If I dedicate myself to this sector, I can easily make my future in this merchandising sector.

1.2 Purpose of the Internship

I am a student in the department of English. My department gives us internships or project papers. So from here, I choose an internship. First of all, I am doing this Internship for My academic qualification. This Internship is another course, and it carries three credits. The name of the course is Project Paper with Internship. The course code is ENG431. So I need to do this Internship to complete my graduation. For those who are from the Department of English, most of the students go to the education sector to complete their internship. But I choose the garment sector because I aim to be a merchandiser. That's why I came to this garment sector.

There is another purpose for doing this Internship. This Internship helps us to adjust to a job environment.

1.3 Significance and Scope of the Report

An internship is a process of setting up a bachelor's degree and making a new source of employability. Most of the students need to learn about that. Those who know about that are rarely known. I am completing my bachelor's degree from the humanities and social science faculty. Doing my internship as a merchandiser was too much hard. This sector belongs to the textile department. This Internship opens a scope of earning for me. Now I'm related to this sector. Now I'm eligible to apply in this sector.

1.4 Specific Objectives

The specific objectives of this internship project on the following:

- a. To gather knowledge and experience about work conditions and other aspects of the merchandiser's sector.
- b. To introduce how a merchandiser makes communication with the buyers.
- c. To Introduce how a buyer gets their products.
- d. To introduce how a merchandiser negotiates the price of a product.

1.5 Organization of the Report

In this Introduction Chapter 1, I have already introduce with the introduction/Background, Purpose of the Internship, Significance, Scope of the Report, and Specific Objectives. Then I introduced chapter 2 and it is literature review. Chapter 3 is about methodology. Here I discuss my selection and working method. Chapter 4 is about Organizational Overview, in here I discuss about

my organization. Chapter 5 is about my internship activities. Chapter 6 is about observation and Findings and the last chapter 7 is about conclusions and recommendations.

1.6 Summary of the Chapter

Merchandising is essential to work in every garment sector. So, the merchandiser job is significant in garments. In this job, the employer must need patience, observation, a hard-working mind, etc. I am doing this Internship for My academic qualification. This Internship is another course, and it carries three credits. I need to do this Internship to complete my graduation. This Internship has some objectives like how a merchandiser deals with his buyers, how they communicate with his buyers etc.

Chapter 2: Literature Review

2.1 Professional Soft Skills

Soft Skills are personal habits and traits that shape how you work independently and with others. (www.indeed.com)

Examples of some Professional Soft skills are:

- a. Teamwork : In the job sector, teamwork is vital for completing a task. Teamwork makes your problem easy, and it helps to generate some new ideas.
- b. creativity : This is essential to show your Creativity in the job sector. It helps you to improve in your job sector.
- c. critical thinking : You can face some problems in the job sector. As a result, you have to think critically to get out of this problem.
- d. Effective communication: Effective communication is an essential part of soft skills. In this effective communication, you must listen to what others say. You have to know when to stop.
- e. Integrity: Integrity is also an essential part of the job sector. Because in the job sector, you can't share secrets and confidential information with others. If you are doing wrong, then you have to admit it.

2.2 Professional Hard Skills

Hard skills, also known as technical skills, are technical knowledge or training on gains through any life experience, including in your career or education.

(www.indeed.com)

Examples of few major professional hard skills are:

- a. Problem-solving: It helps you to Identify and define the problem. And it also helps you to Choose the best solution.
- b. Computer Skill : All jobs are managed by computer skill. So, computer skills are required for the job. For example, if you've taken an accounting class, you may know how to use Microsoft Excel.
- c. Bilingual or multilingual : In the job sector, People of different countries have to communicate in different languages, so it is necessary to be bilingual or multilingual in the job sector.
- d. Technical skills: Technical skills are needed in job sectors. It will help you to use specific software or equipment, and it also helps you in technical writing.
- e. Presentation skills: Today, presentation skills are required in every job sector. Because Presenting information clearly and effectively is a crucial skill in conveying information.

2.3 Internship to Develop Soft Skills and Hard Skills

Nowadays, internship is significant for students. Internships give real work experience, which is very important for students. It also develops students' soft and hard skills. Most companies prefer fresh graduates with specific work experience and skills. Now let's look at some soft and hard skills that an intern student could learn and develop through an internship. (thecareerlabs.com)

- a. **Teamwork:** By doing this Internship, an intern student can develop teamwork. Because in the job sector, most employers expect a team player who can collaborate and communicate well with a team. So, Internships are the best opportunity to develop this skill.
- b. **Critical thinking:** Critical thinking is essential because this skill is needed in all aspects of a business and all departments of an organization. So, if an intern student wants success in their career, Then the intern student needs to learn and develop critical thinking skills.
- c. **Bilingual or multilingual:** These skills are essential to succeed professionally and personally. During this Internship, an intern student has to communicate with his clients. This client might belong to any region. For this, s/he needs to know other languages like Bangla, English, Hindi, etc. It will help develop his skills.
- d. **Computer Skills:** It's significant for every internship student. In the job sector, we must know how to use Microsoft word, Excel, etc. So, by using this thing, an intern student gets to be an expert, and s/he can develop this skill.

2.4 Overall Importance of Internship

An internship is a period of work experience offered by an organization for a limited period. It can be paid or unpaid. An internship gives a student the opportunity for career exploration and development and to learn new skills. There are lots of benefits of an intern student. Like, they can take job experience or research experience. The most important thing is that they can create a professional network. That's why this is very necessary for an intern student. Because s/he can take the experience, in the future, when they get a job in that time s/he can feel confident in their new office environment.

Chapter 3: Methodology

3.1 Placement Process Followed by the Intern

I have a dream that one day I want to be a merchandiser. For this reason, I chose to merchandise sector for my internship. So, I went to Shrabony knitwear ltd and talked to the Head of merchandising sector. They have some rules. As a result, they want CV and a recommendation letter from my university. That's why I took a recommendation letter from my university. Before that, I gave all kinds of information about my internship sector to my university. After that, I dropped my CV and recommendation letter at their office. When I went to their office, they asked me some questions about this sector. A senior officer from merchandising sector took a one-hour session. In this session, he gave me basic information about this sector. Then they notice my activities and interests in this sector. They observed me for 2/3 days. After that, they accept me as an official intern.

3.2 Conduction of the Project Work

I did my internship in merchandising sector at Shrabony knitwear ltd. When I went to their office, they advised me to visit their garment sector. So, I went to every sector of garment like knitting, dyeing, cutting finishing sector. Approximately I visited the whole garment in 4/5 days. Then they told me to collect some fabrics because if you want to be a merchandiser, you must know about fabrics. After that, my supervisor taught me how to complete a file and determine the size of the clothes. My supervisor gave me some work. For example, how many fabrics need for 100 t-shirts? Several times I had to check the buyer's email. By this time, I had learned how to send and check the buyer's email. So, this is how I conducted my project work.

3.3 Collecting Data for the Specific Objectives/Skills

There are mainly two types of data for the specific objectives/skills. I have collected primary and secondary data that I have used in this report.

- a. Collecting data from my supervisor about this merchandising sector. For example, The formula for determining the size of clothes

$$M/L = YDS \times 36" + \text{inch} \times MW \div MP \times \bullet \text{GSM} \div 1550 \times 12 = \text{RESULT}$$

M/L= Maker Length

MW= Maker With

MP= Maker Piece

- b. Visiting the whole garment factory of Shrabony Knitwear Ltd to introduce every machine and collect data on every machine. For example: cutting machine, overlock machine, cad maker machine, etc.

- c. Collecting data from online articles, journals, and websites for my internship report.

3.4 Process of Data Analysis

I have some data about fabrics. The fabrics which are mostly used in garments are: Single Jersey, Lacro Single Jersey, Pique/PK Fabrics, Lacro Pique, Slav Single Jersey, Slav Jersey, Terry, Fleece And Rib. I will include the pictures of the machines in appendices chapter which make this particular kind of fabrics.

3.5 Limitations of the Study

a. There was a time shortage in my internship, which was only three months. It's impossible to learn about the merchandising sector.

b. This Internship is challenging for me because of my class lessons. I have to attend university for my study. As a result, I needed help to focus on my internship. Besides that, I have to write the internship report for my final defense. So, this is the main reason I needed to give the proper time to it.

c. I come from an English background, and this sector comes from another background.

Sometimes, its difficult to understand because it is totally unfamiliar to my academic study.

Chapter 4: Organizational Overview

4.1 Introduction

Shrabony Knitwear Ltd established on 12th July 2008. Belayet Ripon is the owner of this garment. A total of 1000 employees work in this garment. Most of the employees are female. The number of female employees is 700 and 200 male employees. There are 100 employees for management.

They have some brands and agents. Examples: C&S, LPP, Piazza Italia, Walmart, Rich Cotton LLC, etc. Their exporting countries are Belgium, Canada, Denmark, Finland, France, Germany, Ireland, United States (USA). In this garment, there are some excellent facilities and communities. For example, Child care facilities, separate gender-Specific toilets, an Anti-harassment committee, a participation committee, and a safety committee. They have a membership with BGMEA and BKMEA. They have 500 machines, and Their production capacity is 700000 (Yearly in dozen)—this garment is located in Kathgora Bazar, Zirabo, Ashulia, Dhaka-1341.

4.2 Organizational Overview

Shrabony Knitwear Ltd is the leading garment in the Ashulia area. It is a knit-type garment. Shrabony knitwear ltd was established in 2008. Shrabony knitwear Ltd provides garment manufacturing services to their clients at a reasonable cost. They take care to complete every task in the manufacturing process, such as sewing, cutting, making, machining, repairing, finishing, assembling, and preparing any garment or accessory designed or intended for anyone to wear. In 2020 their annual turnover was 711875000 Taka, a considerable achievement. This thing happened to their brilliant merchandisers. They have certificates like Accord, RSC, BSCI, SEDEX, etc.

4.3 Corporate Information of the Organization

The corporate information of Shrabony Knitwear Ltd is provided in the table below:

Registered Name of the Company	Shrabony Knitwear Ltd.
Year of Establishment	2008
Type of Garment	Knit garment
Head Office	Kathgora Bazar, Zirabo, Ashulia, Dhaka-1341
Garment Location	Kathgora Bazar, Zirabo, Ashulia, Dhaka-1341
Export Market	Belgium, Canada, Denmark, Finland, France, Germany, Ireland, United States (USA)
Web page	www.ponditgroup.com.bd
Email	belayet@ponditgroup.com.bd

4.4 Mission of the company

Shrabony Knitwear Ltd is committed to achieving the best customer satisfaction with the highest quality garments through an effective quality management system and continuous improvement.

4.5 Products

Shrabony Knitwear Ltd is a knit-type garment. That is why they manufacture knit products.

Their products are:

- a. T-shirt
- b. Fleece Shirts
- c. Polo Shirts
- d. Ladies Tops
- e. Trouser
- f. Jacket

Chapter 5: Internship Activities

5.1 Introduction

Nowadays, Internship is significant for this generation. I started working here as a merchandiser, which is what I want to be. My job is perfect because I understand and learn everything concisely. Learned everything in the garment sector. I learned how to deal with buyers, from here to order, and all kinds of processes. My supervisor, Mr. Sujon and Mr. Zakir were always by my side. They helped me with all kinds of work from start to finish. He taught me how to be a merchandiser. They taught me everything in a practical way.

If I talk about my skills, I have acquired rough skills because although I am new in this sector. I am now able to conceptualize the garments made. Everything about how a garment is handled and learned to work in various fields: acquired skills to operate all types of machines. I learned how to manage a product from start to finish. These skills will come in handy in my career because no skill is wasted.

Sometimes I faced problems to work, which was a part of my learning. I am happy to solve these problems. My instructor taught me how to recover from a little mistake in this sector. In this way, I fixed everything on my own according to the instructor's advice which was a bit difficult for me, but I managed to learn. I learned a lot at this institution. I have learned everything I need to build a career in this sector and am now ready to prepare to build my career here.

5.2 Work Condition

I work as an assistant merchandiser at Shrabony knitwear ltd. My supervisor is Aminul Islam Sujon. He is a senior merchandiser in this office. He always tries to teach me about this sector. I was the helping hand of my supervisor. As a result, sometimes he gives me easy work, and somethings he gives me difficult work. When I faced some difficulties, he helped me and gave me the solution. I also thank Zakir Hossain, sir, for being the Head of merchandising sector. He always motivates me and gives me some tips every day, which is very important for this sector.

5.3 Details of the Skills Developed

I have developed some skills by doing this internship. For example, I am doing better than ever with PowerPoint, Microsoft Word, and Excel work. I have learned how to communicate effectively with my clients. I learned how to write formal emails. I know how to do problem-solving. I had no idea about fabrics, but now I'm well aware of fabrics. I have improved My technical, presentation, and other skills. I developed effective communication. By doing this internship, I learned the ethics and The integrity of a job sector. In a word, I developed most of the hard and soft skills that I needed in job sectors.

5.4 Details of Analytical and Problem-Solving Cases

I did an internship in merchandising sector. These sectors manage buyers and deal with them when they face any problems. They face only one problem. It is a shipment problem. But this problem is infrequent.

When the merchandisers get many orders at once, the production sector is under much pressure. As a result, workers are to work extra at night. But even after that, sometimes the product

is late to be ready.. As a result, sometimes, the shipment does not happen according to the client's exact date. Although Merchandisers take enough time from clients, sometimes this problem occurs but rarely. So if the client cancels the shipment for this delay, Then the merchandisers face the problem. But they know the solution to this. The solution is that they sell these products at low prices in other places. As a result, their profit is reduced but not lost. During this internship, I faced some problems. The problem is about fabrics. Some fabrics are almost the same in color. As a result, it is difficult to recognize this. But there is a color book, and it is called Pantone book. In the beginning, I had trouble understanding colors even after reading this book. Now I solved this problem.

5.5 Learnings as an Intern in the Organization Chapter

Nowadays, Internship is significant for students. Internships give real work experience, which is very important for students. At present, the clothing industry of our country has advanced a lot. There is much emphasis on the apparel industry, and efforts are being made to improve it. I want to learn about this industry. Currently, I am doing my Internship in a Garments factory in the merchandising sector. I am trying to learn everything about the garment industry from here. I am learning all types of fabrics and also learning about all types of machines. And research about how to run a successful garment factory. By acquiring all kinds of knowledge and skills, I am trying to succeed here. I am trying to do everything with my thoughts. I am learning everything from the trainee of our office. I observe all the things in my workplace every day and gain knowledge about them. I talk to the workers in my workplace and ask them about things I don't understand.

Chapter 6: Observations and Findings

6.1 Observations

There are lots of opportunities in merchandising sector. If a merchandiser does well, then he can work in a buying house. I have already told you why I chose this sector. By doing an internship in this sector, I have experienced and observed many things like how they complete a file, how they handle their customers, and how they communicate with clients. When a merchandiser gets an order, they talk to the manager. The client sent some designs to them. After that, they create a sample product and show it to their clients. If their client says yes, they booked other accessories to complete this order. I observe all the things in my workplace every day and gain knowledge about them. I talk to the workers in my workplace and ask them about things I don't understand. This is how I conduct my observation activities.

6.2 Findings

Strengths:

- a. They have a pattern designer. For this reason, they don't depend on others.
- b. Good relations with employees.

Weakness:

- a. Their official page needed to be fixed.
- b. There is no female merchandiser.
- c. Sometimes, merchandisers fail to negotiate with buyers.

Opportunity:

- a. If an intern student is doing well, then they offer them a job.
- b. If a merchandiser is doing well, then s/he can get an offer from buying house.

Threats:

- a. There is no rest in work time; as a result, employees need to focus on their work properly.
- b. Unstable economic and electricity problems.

6.3 Interns' Overall Growth

Before my Internship, I had yet to learn about Merchandising sector. But after joining the merchandising sector as an intern student, I now know how a merchandiser conducts their work. Now I will describe my overall growth by doing this Internship.

Computer skill is crucial for every job sector. I could have improved at Microsoft word, office, Excel, and other things. Now I am doing better than ever with PowerPoint, Microsoft Word, Excel, and other things. It's relevant to my future life. In the job sector, communication skill is also an important part. After joining here, I experience how to talk and approach my clients and staff. Right now, I'm well aware of any fabrics. So, this is my overall growth.

Chapter 7: Conclusion and Recommendations

7.1 Conclusion

In conclusion, I have learned a lot and have experience which will help me to do great. Merchandising is an essential part of the RMG (ready-made garment) sector. Merchandising is a brilliant job right now. Nowadays, most young people are interested in this sector. But we must maintain our time in this sector, and we must have to be aware of all the time. The reason is that most of the communication happens by email. So ,we have to keep our eyes on email. A merchandiser must know all kinds of fabrics, cotton, and other materials. My future goal is to see myself as a merchandiser. That's why I look forward to the opportunity to learn more about this Internship.

7.2 Recommendations

On the basis of the findings of the present project paper, I am suggesting the following recommendations:

- a. There is no female merchandiser. So, if a female student comes here for an internship, she might feel uncomfortable. So, I recommend that you take some female employees.
- b. Their salary is inferior, so they need to increase their salary otherwise this company might lose some brilliant employees.

Reference

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Appendices

Appendices 1

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Turnitin Originality Report

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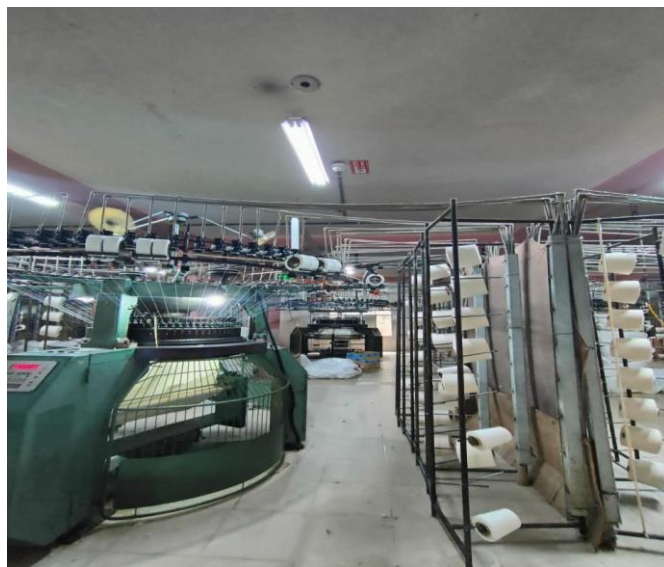
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Appendices 2

Photo 1



Photo 2

**Caption: Cad Machine and Yarn Machine**

Appendix : 3



Photo : 3



Photo : 4

Caption: Office Time

Appendix :4

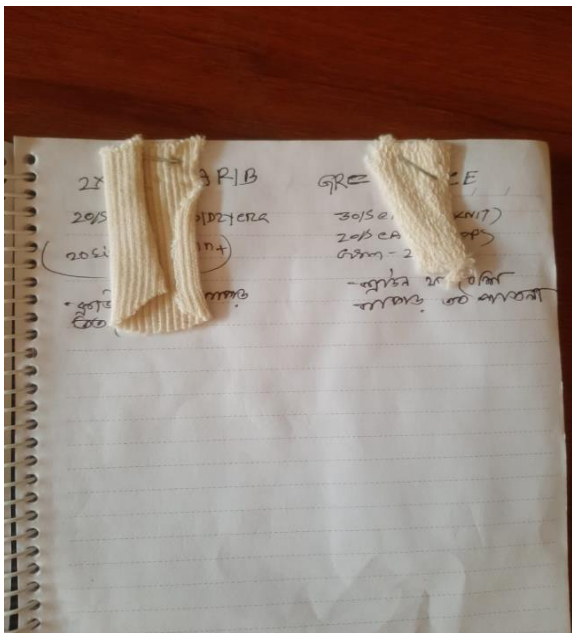


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Photo : 6



Photo : 7

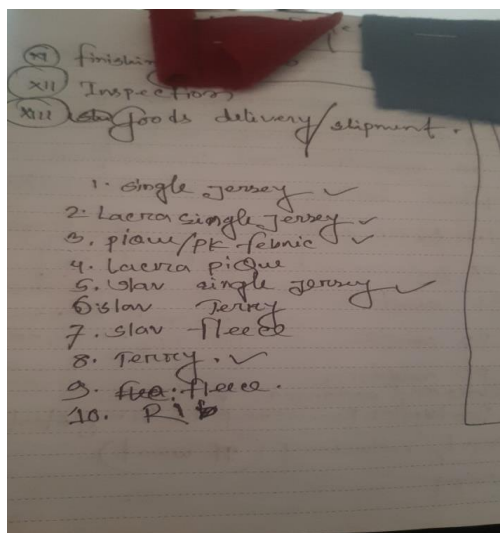


Photo : 8

Caption : Some sample of Fabrics

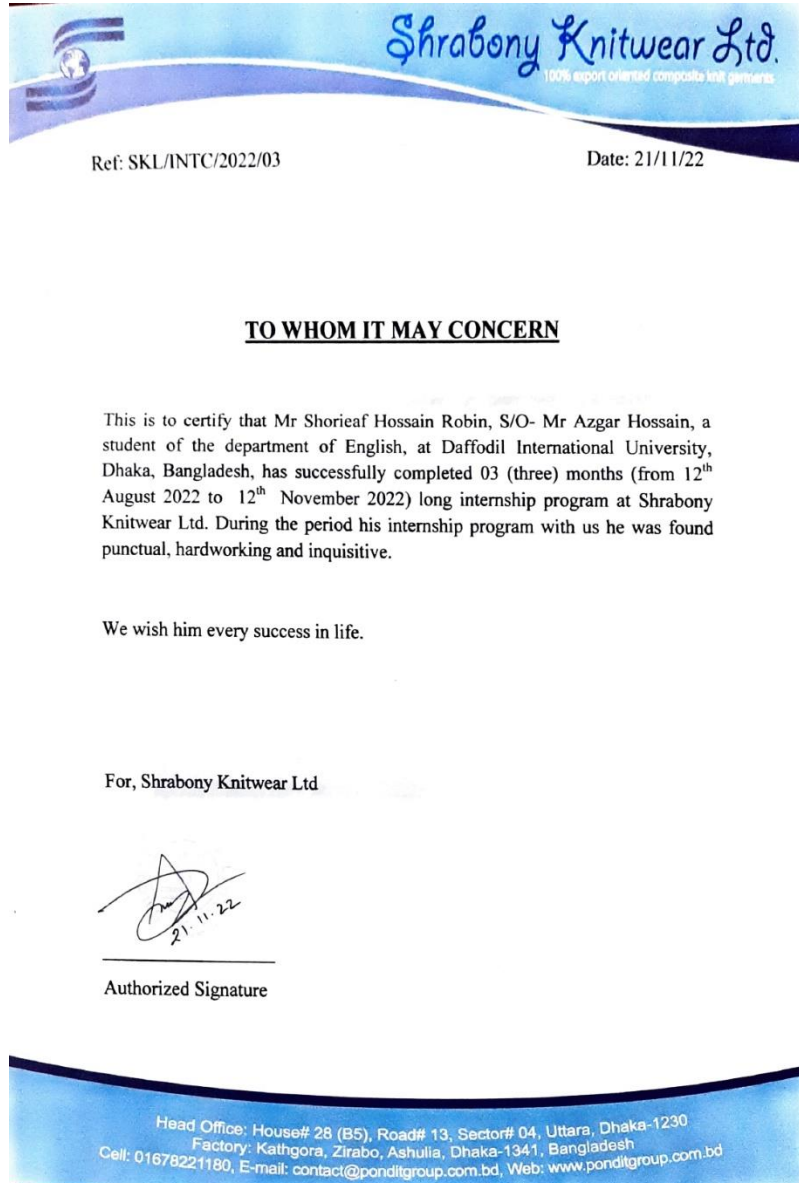
Appendix : 5

Photo : 9

Caption : Certificate from my company