



Daffodil
International
University

Internship Report on “ Corporate Office Front Desk Automation & Communication” at Daffodil Family

Submitted By: Kakuly Akter

ID: 191-10-1992

Program: BA (Hon’s) Department of English

Course Title: Project Paper with Internship

Course Code: ENG 431

Submitted to: Dr. Ehatasham Ul Hoque Eiten

Assistant Professor

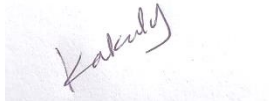
Department of English

Daffodil International University

(A report has been prepared for the partial fulfilment of the requirements of degree of Bachelor of Arts in English

Declaration

I hereby declare that the project paper entitled “ Experiencing of corporate sector at Daffodil Family, Dhaka” which is submitted to the department of English at Daffodil International University is a record of my original work experience which is completed by myself under the supervision of Dr. Ehatasham Ul Hoque Eiten , Assistant Professor, department of English , Daffodil International University. I also state that this report submitted in the partial fulfilment of the requirements of degree of Bachelor of Arts in English.



.....

Name: Kakuly Akter

ID: 191-10-1992

Department: English Daffodil International University

Certification

This is to certify that the intern, Kakuly Akter bearing student Id: 191-10-1992 has undertaken the course project paper with Internship with me. For her thesis she selected Corporate Office of Daffodil Family & she maintained regular communication with the facilitator in the host office. She attamed all the official duties regularly for the last 6 months. During this whole process she was in touch with me and asked for my guidance on regular basis. As she fulfilled all the conditions and rightly done all the procedure of the course , now the intern is qualified to submit her report being subject to evolution of the panel of examiners. She must present the findings of the evaluators. During the Internship period, I found her sincere, hardworking, honest and skilled.



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Supervisor

Dr. Ehatasham Ul Hoque Eiten

Assistant Professor,

department of English Daffodil International University.

Acknowledgement

First of all, I would like to express my sincere gratitude to Almighty Allah for giving me the opportunity to do an internship in a company and helping me every step of the way. Yes, because it can be used to acquire skills in a particular subject within a few months. For this, an internship was organized at Daffodil Family, Dhaka. Secondly, I would like to express my deep appreciation and gratitude to my boss, Dr. Ehatasham UI Hoque Eiten . And thanks for the proper guidance, for which I was able to finish the work correctly. He guided me very well. I am really grateful to Mr. Md. Abdullah - Al - Mamun (Badshah) , for giving him the opportunity to do an internship in the organization. I would also like to thank everyone who were involved at the office of the Chairman, Daffodil Family, for their help during the internship.

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(Introduction)

In my BA program Internship is must for a course called Project Paper with Internship. I took it as a part of my education and my plan was to learn the work style of Corporate Office. So, I target to complete my Internship at Daffodil Family. Luckily, I got the chance to work here. For collecting all the necessary data first day I went to the office. And showed my skill to ensure why they should give me the chance to work here. I have selected corporate office for some reasons like : Offices play a vital role in collaboration, creating an environment for collective innovation, productivity and wellbeing, as well as spaces where employees can work and relax. Ideas can be shared and developed more easily as a team. Better distribution of workspace. Working in an office involves, on certain occasions, to carry out tasks in functional and highly optimized workspaces. Working as a team. Conduct face to face meetings. Establishing new links and contacts. The most importantly, there is a verity in the work of corporate which attract me always. In my this journey I always followed some points. Such as: understand my employer's expectations. Make sure I understand my company's culture. Have a positive attitude. Be a team player. Willingness to take on extra duties. Don't gossip. Be considerate. Keep my personal life private. Personal business on company technology. Behave Professionally. Learn how to do my job well. Work Hard. Be part of the solution. Cultivate relationships. Volunteer for new projects. Be on time. Set big goals for myself and my career.

Objectives:

The main objectives of the practical field of corporate sector are given below:

1. Learn about challenges .
2. Understand the curriculum of Daffodil Family.
3. Information of the outcomes of other concerns.
4. To get all the information in Smart Edu.
5. Create new module in GoEdu.
6. Learn to create file

I followed some the steps to reach my goal

- ✓ I followed my seniors at office how they deal with their duties.
- ✓ I listened to my supervisor & took his orders as advice.
- ✓ Worked to implement new system for better communication
- ✓ Always tried to be active & worked smartly

Methodologies:

- ✓ I had chosen “ Daffodil Family” for my Internship.
- ✓ I had contact to Skills Job to get the chance to work with them.
- ✓ I contacted with the assistant director of Daffodil Family .
- ✓ They selected me as a student associate
- ✓ I got offer letter from them and mentioned my schedule and timing.
- ✓ I joined as front executive of the office.
- ✓ From my whole work experiences, I have prepared my project report.

When I came to know that I have to select a company for my Internship , I could understand it will not be easy for me. Most importantly, I was very serious in the selection of the company. As I needed to go to Ashulia it was much hard for me to continue my Internship at Dhanmondi . But fortunately my supervisor helped me. He allowed me to continue my classes and internship. The reason for selecting this company is that the company has gained a very good reputation among my countries.

Observing the Seniors :

I observed how my seniors work. For example, I noticed their talking style, their speaking style, their presentation style, even I also notice how they write mails and invitation .

Using Checklist There were four checklist to maintain my duties:

- . 1. Maintaining conference room. Which I used for maintain the meeting schedule .
2. Collecting the documents from visitors who came to visit the CEO of the company and other respected seniors.
3. Documents collection & replace them to the right person and right place
4. Maintaining the Smart Module.

Using Checklist By following checklist I could organize my works very perfectly. If any one wanted any information or any data I could deliver that in a short time.

Work Report My job responsibilities were :

1. Updating employee's database of the Daffodil Family when and where required.
2. Keep front desk tidy and presentable with all necessary materials such as (Pen, Papers, Forms, etc)
3. Greet and welcome guests with a smiling face, politely and take care of them.
4. Dealing with PABX Calls, answering & transferring the calls to the right people, and keeping notes if necessary.
5. Receive letters, and other documents and place them with the proper person and place.
6. Maintain a schedule of the Conference Room and confirm general, IT & logistic support.
7. Coordinating programs and events arranged by Daffodil Family and DIU .
8. Dealing with students, guardians, and outsiders with proper honor and etiquette .
9. Maintain the SmartEdu modules in a proper way, especially the front office module.
10. Back Office Tracking.
11. Look after social media. DIU forum, website, wiki, and website of Daffodil Family, all concern website and update wherever necessary through proper channel.
12. Drafting general letters and notice when required as per the guidance of the supervisor.
13. Support the organization in an emergency, anytime.
14. Perform any other job as and when needed to be assigned by the management.
15. Attend & Coordinate meetings & Interview

Contribution Task Details

- ❖ I have posted 200 Islamic Contents at DIU Forum through the guidance of Honourable Chairman Sir.
- ❖ I checked the monthly Newsletter of Daffodil Family. I did correction if its needed.

- ❖ I have made a list of 673 videos of Honorable Chairman Sir. Categorized the videos in different categories. Where I have also attached the link of the videos.

- ❖ I have maintained the Smart Desk for visitor & documents management for smooth & safe communication.

- ❖ I helped the compliance as a student associate.

- ❖ I helped the foreign students to know the visa process as Mr. Noor- E-Alam Sir guided me.

Here I am attaching some links of my works:

<https://docs.google.com/spreadsheets/d/1D0CkHxcxRf9osYVGOudJWYAPyMWeAxlKhay6XzLwdY/edit#gid=0>

https://docs.google.com/spreadsheets/d/1LsMiT2kQseT0Doo1bUi_kcxCY_X9vV3RF AHeZzO-hyc/edit#gid=0

<https://docs.google.com/spreadsheets/d/1a5invV94eJfLA-LtFrpQ8fDKLbN5jRzMHfE Yw-u2UY8/edit#gid=0>

Value Added Task:

- ★ I have worked on the implementation of SmartDesk module.
- ★ I am working as a student associate in the reformation of DIU Change Together Club through the guidance of Honorable Chairman Sir & Mrs. Ana Ma'am. I am playing the role of president of the club
- ★ I have worked with Zakat Fund. We have received total 133 applications from Daffodil Concerns supporting staffs I had read the applications & communicate with their supervisor for primary verification. 1 to 1 communication with all applicants and verify to their supervisor. Other necessary verification process based on guidance from CM Sir & seniors. We called for an interview & coordinate. Finally we recommended 57 staff from Daffodil & 7 staff from KGC with the guidance of Chairman Sir. I have collected the documents to ensure of them how they used the help which they got from Zakat Fund. I have worked with the scholarship project. I called to every student. Collected all the relevant information to verification. Finally we found 14 eligible students.
- ★ I worked to update the websites of Daffodil Concern. I collected all the data of the concern (phone number, email, address, URL link etc). I called them to ensure if their number is correct or not, how they approach, they are providing the right information of the institution etc. For ensuring their mail I send mail from my student mail. Text on the social Media page. Finally informed to the relevant people.

Future Initiatives:

- ❖ I want to look after our social media & always keep up to date for positive impression.
- ❖ I want to find change makers with the guidance of Honorable Chairman Sir & Mrs Ana Ma'am.
- ❖ I want to keep eyes on the websites of Daffodil Concern and make sure the update information.
- ❖ I want to work with Transcendental Meditation in our university.
- ❖ I want to work to make sure the smooth use of Smart Edu.
- ❖ I want to contribute in different events/ programs.

Conclusion :

The whole journey was really wonderful to me. I have learnt a lot. I literally walk all over the office talk to people and help them if I can and in return I gain their respect and friendship. Because of these networking, I have improved my communication area. The internship project's goal is to achieve corporate knowledge and apply it in practical life. I believe that this report can help me to do better in my corporate life.

References:

https://www.facebook.com/messenger_file/?attachment_id=1469797123430306&message_id=mid.%24gABOcPAwKNDqKv-VOemEjp_unr9Xv&thread_id=5519806271468602

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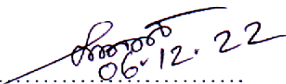
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Ref: DIU/PRO/Concern-letter./22
Date: 4-12-2022

To Whom it May Concern

This is to certify that **Ms. Kakuly Akter**, Student Id: (191-10-1992), bearing Employee ID: (740000441), has been working as a Student Associate, at the Office of the Chairman, Corporate Office, Daffodil Family since 1st May 2022.

I wish her every success in life.


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Mr. Md. Abdullah - Al - Mamun (Badshah)
Assistant Director

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