



Cooperative Education Report
Handling Customer-care Department in Sunrise Bank, Nepal

Written by

Ms. Rashmi Shrestha
Student ID: 6008040084

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Title: Handling Customer-care Department in Sunrise Bank, Nepal

Written by: Ms. Rashmi Shrestha

Department: Bachelor's in Business Administration (Finance and Banking)

Academic Advisor: Dr. Eng. Duminda Jayaranjan

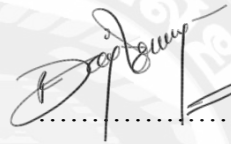
We have approved this cooperative report as a partial fulfillment of the cooperative education program semester.

Oral Presentation Committees



.....
(Dr. Duminda Jayaranjan)

Academic Advisor



.....
(Mr. Rajendra Kharel)

Job Supervisor



.....
(Aj. Thanyachanok Onkong)

Cooperative Education Committee



.....
(Asst. Prof. Maruj Limpawattana, Ph.D.)

Assistant President

and Director of Cooperative Education

Project Title : Handling Customer-care Department in Sunrise Bank, Nepal
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By : Ms. Rashmi Shrestha
Advisor : Dr. Duminda Jayaranjan
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Abstract

This Cooperative report entitled “Handling customer-care department in Sunrise Bank” has the goal to study how the customer care department of a bank works. Objectives of the study include 1) To know about the different products offered by Sunrise bank 2) To get knowledge on banking operating systems 3) To understand how to work as a team 4) To cope up with the working environment and challenges 5) To get familiar with banking terminologies. In Sunrise Bank Limited, I was assigned as customer service intern during the period of 16th August to 25th November. I was given roles and responsibilities which helped me to enhance my skills as well. The responsibilities given to me were to maintain files and documents, open different types of accounts, e-filing, filling up the KYC form, to stamp necessary documents, to maintain different kinds of registers, enter information into the financial accounting system of the company, take notes etc. I encountered a few problems during the internship like getting along with colleagues, heavy workload at times and also few problems related to the work; I was not well aware how to use banking software as there were many menu shortcuts which made me confused but as days passed by I was able to solve the problems with the help of my mentors.

This report consists of how I solved my problems faced and the learnings that I got from my internship period. This report also includes the recommendations for the specific branch where I did my internship, I would like to recommend hiring more staffs so that the work there could be strong job flow. Marketing should be done more where the branch is established so that more people will be aware about the bank and to motivate staff to work faster and efficiently to lead more output. If these recommendations are taken into consideration this might help the company to grow more.

COVID-19 Pandemic Situation

How Covid-19 has affected the company and your internship?

Corona Virus Disease (COVID-19) is a wild spread infectious disease which have affected millions of people globally. This virus is the reason why we had to shift our internship semester 6 months ahead of its time. As in Nepal, during that time the number of people suffering from corona was increasing every day. I was thinking of working from home but then I really wanted to do my internship in a bank and work from home was not available. I decided to work in a bank also because it's like literally opposite to my house so it wouldn't take much time to reach to the bank. All the staffs working there maintained social distancing with customers and had to wear mask 24/7 for their own safety. Also, customers not wearing masks were not allowed to enter the bank and also their temperature was checked and if their temperature were above 98°C, they were not allowed to enter. Covid really affected the whole country's economy resulting to decrease in the interest rates of a bank. I was really shocked to hear that the interest rate of a normal saving account of sunrise bank was 1.5%. Not only banks, all the other businesses were also affected. Few of the businesses had to shut down because of the losses that they couldn't bear. The number of people suffering from covid was increasing day by day due to which the government decided to impose second lockdown. There were uncertainties like this which affected my internship, but it is something that happened to everyone not just me. We all have to accept this and be ready for the new normal. The spread of the COVID-19 has allowed me to see how important a role of a person is no matter how small or big the position of the person is.

Acknowledgment

The 14-week internship experience at sunrise bank has given me firsthand insights on how the customer care department of a bank operates in Nepal. This report is prepared to reflect my internship experience during the internship period.

I would like to thank Kathmandu College of Management and SIAM University for including internship as a core part of the BBA degree. I would also like to thank the management for their precious support during the internship program. Likewise, it has been an honor to prepare this report under the guidance of Dr. Duminda Jayaranjan and Mr. Sitaram Dhakal. I sincerely appreciate his active supervision and feedbacks throughout the completion of this report.

I would like to extend my gratitude to my supervisor at Sunrise bank limited, for guiding me during the internship period. I am also deeply thankful to all staffs and my mentors at Sunrise Bank Limited for guiding me throughout my internship period, supporting and giving a golden opportunity. I strongly believe that this experience will be fruitful for my future career and endeavors.

Rashmi Shrestha

BBA 2017-2021

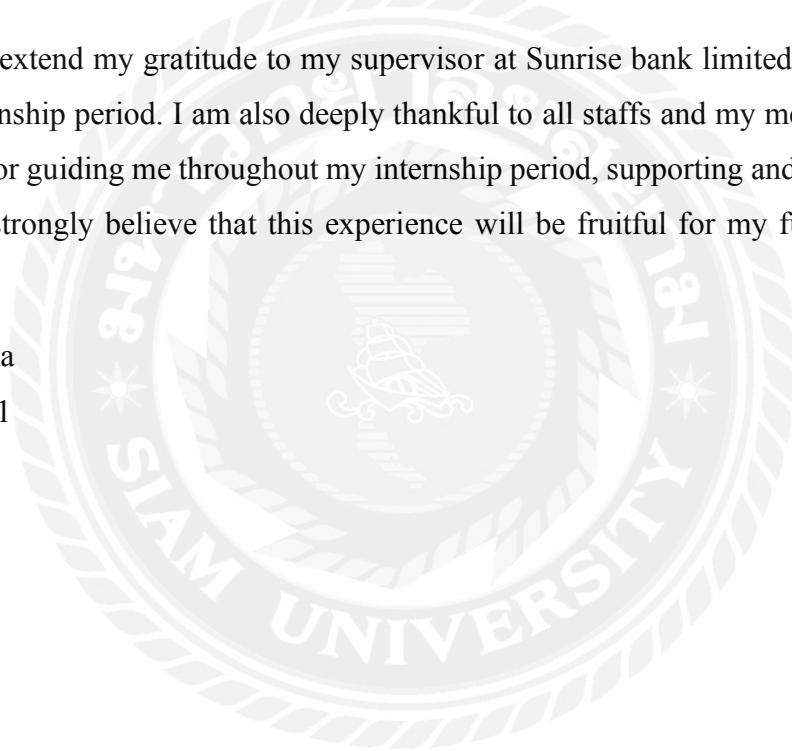
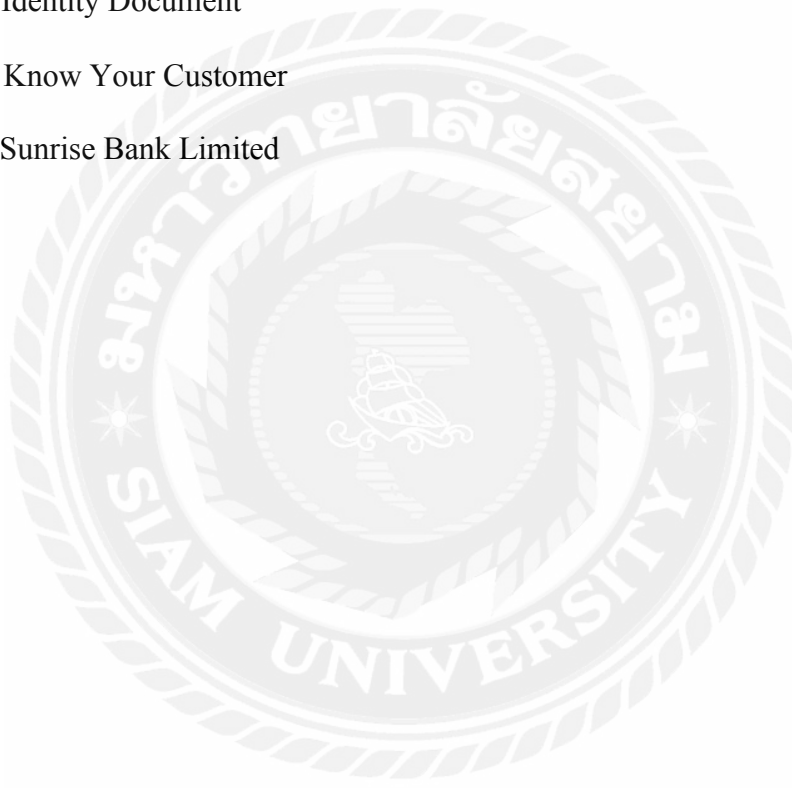


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List of Abbreviations

ATM	Automated Teller Machine
BD	Business Desk
BM	Branch Manager
CEO	Chief Executive Officer
CSD	Customer Service Department
COVID	Corona Virus Disease
ID	Identity Document
KYC	Know Your Customer
SRBL	Sunrise Bank Limited



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Chapter 1: Introduction

1.1 Company Profile

SUNRISE BANK LTD., a leading financial institution, was established as the 23rd commercial bank in Nepal on 12th October 2007. Its corporate office is located at the Gairidhara Crossing, in Kathmandu. Sunrise Bank is driven by its motto "Rising to Serve" and offers innovative products and services to all categories of clients. It also offers products that can contribute towards the economic development needs of the country. The Bank is continuously supervised by the Board of Directors that has members with extensive knowledge and entrepreneurial experience. The Chairman of the Bank, Mr. Motilal Dugar is a business leader with extensive interests in both industry and the services sector. The management team comprises of eight members including Mr. Janak Sharma Poudyal as CEO. This team of seasoned banking and management professionals is dedicated towards establishing an institution determined to cater to the needs of all categories of clients.

Sunrise Bank's continued growth and success is founded on a highly diversified and well-balanced business model. The Bank has had balanced growth throughout its first decade and is now poised to expand into new markets. The Bank's ever-growing geographical coverage has enabled it to serve a spectrum of customer segments, including retail, middle market, small and medium enterprises, and large corporations. The Bank has been continuously upgrading its services using state-of-art Core Banking technology, while remaining vigilant on risks and risk management.

The Bank serves a spectrum of customer segments, including retail, large corporate, middle market, Small and Medium Enterprises (SMEs), Rural Agricultural clients, and Deprived Sectors (Micro Finance). Sunrise Bank's continued growth and success is founded on a highly diversified and well-balanced business model and a robust multi-channel environment. Sunrise Bank keeps pushing its limits and continuously endeavors to be a market leader, thanks to a strategy based on innovation and service differentiation.

1.1.1 Mission of the Company

Establish Sunrise Bank Ltd. as a lead bank in all places of our branch locations and nationwide.
(<https://www.sunrisebank.com.np/introduction/about-us>)

1.1.2 Vision of the Company

We make commitments, take responsibilities, promote trust, and build partnership; summing up we can say, “YOU & US TOGETHER, WE CAN BUILD”. Through our best governance, disciplined management, talented and skilled human resources, a customer-oriented approach, and robust infrastructure, we have been successful to deliver the services smoothly and achieve our growth year on year. We believe in being available to you all times. Because, if “you and us” work together, we can build a better future.

With the tagline “Rising to serve”; Sunrise Bank Ltd. understands that banking is no longer a numbers game. "Success" for us is not just our profit margin. We understand that you are looking for a friend. A friend to understand, evaluate and invest in your dreams and aspirations. A friend who will safeguard your savings and give you the best value for it. For us, success is your hand in friendship.

1.1.3 Strategies of the Company

The main strategy of Sunrise Bank Ltd. are long term and the commitment towards corporate sustainability is absolute. Sunrise bank has been following the strategy of innovation and service differentiation. An innovation strategy is a plan used by a company to encourage advancements in technology or services, usually by investing money in research and development activities. Innovation plays a huge role in how products are created. An innovation strategy is essential for companies that want to gain competitive advantage. To increase the business avenues and capture the new market banks are resorting to innovation. Sunrise bank have been able to provide its customer innovative banking facilities like mobile banking, internet banking.

Differentiation of products or services is a competitive business strategy where companies try to gain a competitive edge by increasing the perceived value of their products and services relative to the perceived value of products from other companies and services. Equally important to our long-term success is our cost structure. Ongoing cost controls efforts are aimed at reducing our cost-to income ratio, which, combined with top line growth, are instrumental in meeting bottom line targets. We have always understood that supporting our ambitious plans will most certainly depend how well we manage our capital requirements now and in the future.

1.2 Organizational structure

The Board of Directors consists of 9 members. As per the directives of Nepal Rastra Bank, there are 3 Public Directors and 6 Director. Mr. Motilal Dugar is the chairman of SRBL.

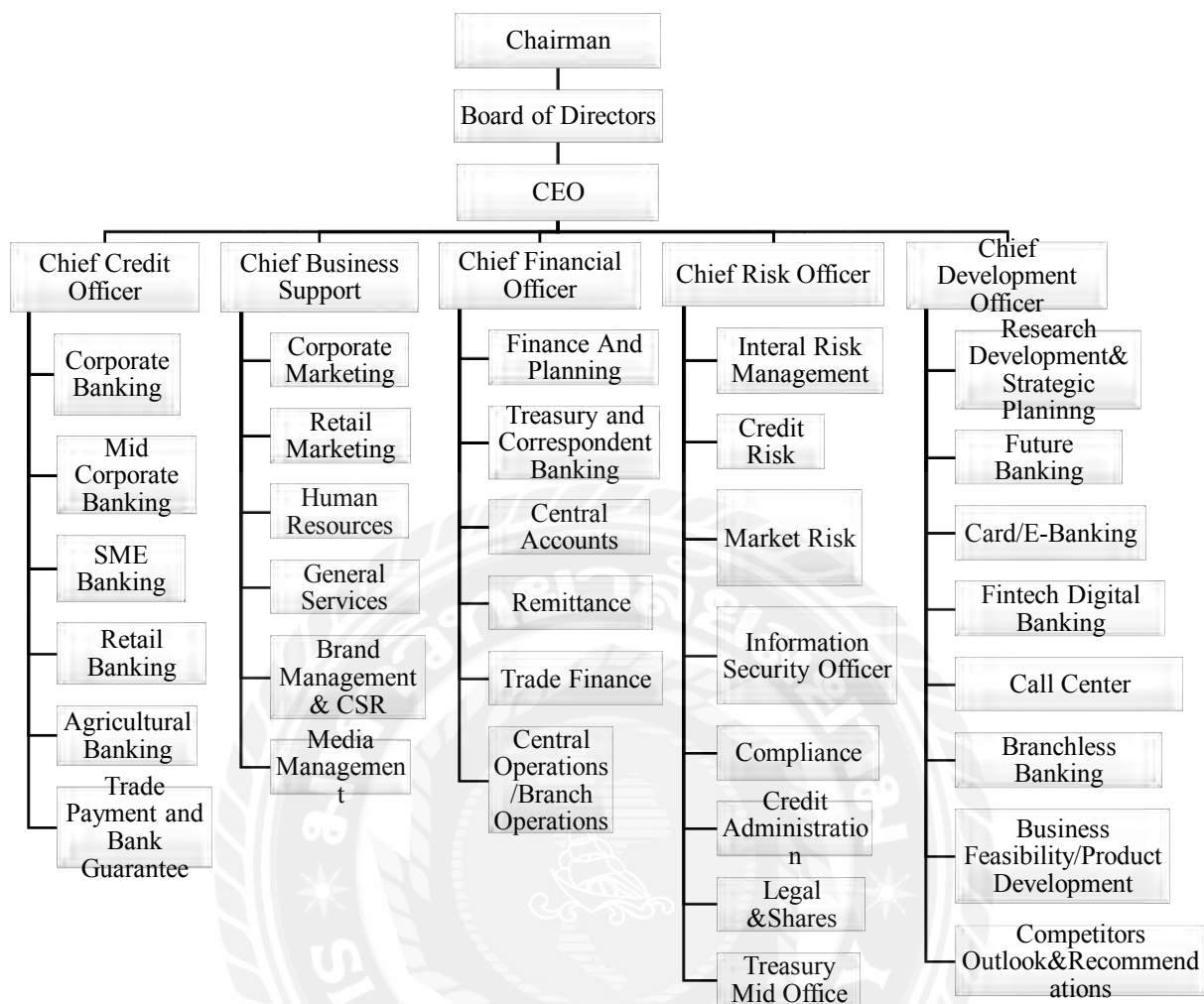


Fig 1: Organizational Structure of Sunrise bank Ltd.

1.2.1 Diagram of the organizational structure

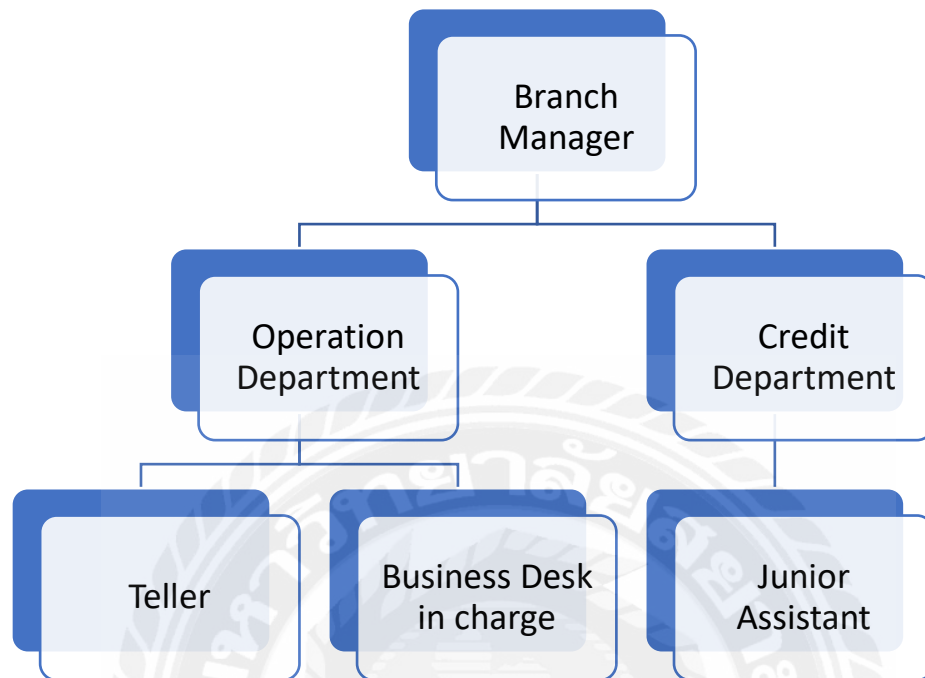


Fig 2: Organizational Structure of Naikap Branch

This is the organizational structure of sunrise bank, Naikap branch. There are 6 staffs in the Naikap branch. Branch manager is head of the organization. He supervises the employees and takes major decisions. In the credit department we only have one staff and she handle all the loan customers, make their documents as well. Junior assistant helps the head of credit department to file the documents and also help the loan customers with their documents in the land revenue office. The ready file is signed by her & branch manager and send to the head office for the approval. Operation department includes CSD and Teller department. CSD department deals with the customers directly. Teller department helps customer to deposit and withdraw cash from bank. Operation head control and supervise CSD and Teller staffs of the organization.

1.2.2 Job position

The job position that I was assigned during my internship at Sunrise Bank Ltd. was to handle the business desk. I had to work under the supervision of the business desk in charge Mr. Umesh Shrestha. As an intern I had to make sure that the customers queries were solved and also to help to finish the daily tasks like opening accounts, making cheques, helping customers

with the ATM cards usage etc. I was responsible for the documentations of the files of customer's account opening form, statement of account, cheque requisition slip.

1.2.3 Your job position in the company's organizational structure

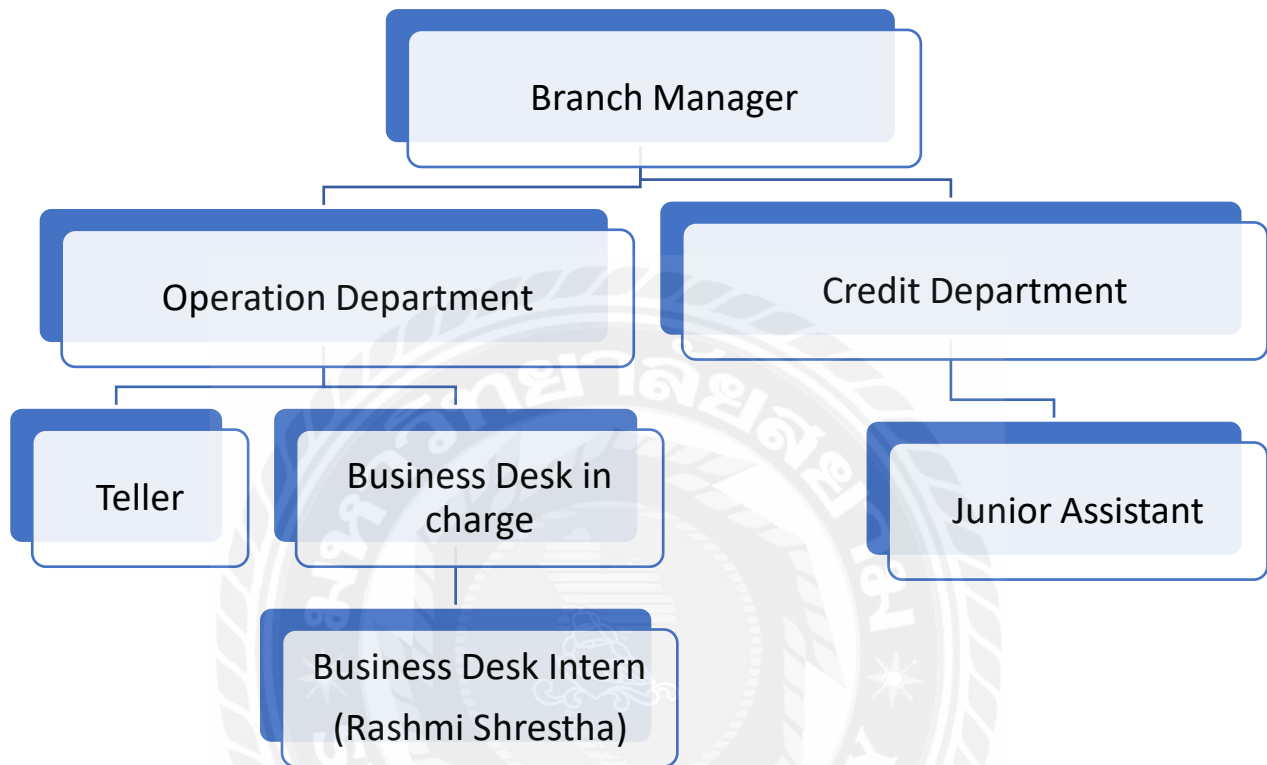


Fig 3: Company's Organizational structure (Naikap Branch)

1.3 Intention and motivation to choose this company as your Co-op studies workplace

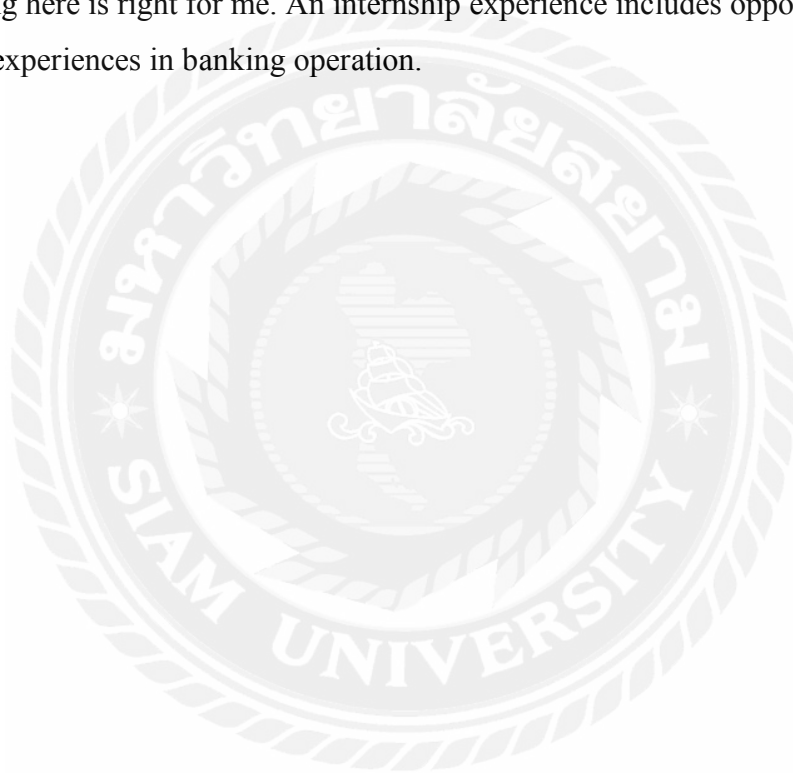
As far as I remember having an aim, I remember wanting to become a bank manager. Being in a banking sector excites me. I like how people working in a banking carrier. To make my dream come true I wanted to start working in a bank and see if it is exactly how I thought it would be. I have done my previous internship in a bank as well. I loved the environment where I interned for 3 months.

One of the main reasons I chose to do my internship at sunrise bank is because it was really close to my house. As in Nepal the “Corona-19” cases were increasing day by day during that time, thus, my parents suggested me to work nearby. But I think most importantly it was my

passion for banking sector which made me do an internship at Sunrise Bank Ltd. I wanted to look closely how each department of a bank works which may be helpful for my future.

Working in banking sector I came to know they provide different benefits to their employees; banking salaries are competitive and large bank employers often offer excellent additional benefits such as private healthcare and discounts with large retail chains. Bank employees often able to get discounts on mortgages, loans, and credit cards from their employer after a set period.

My main intention to join Sunrise Bank Ltd. was to get deeper insight on how the bank of Nepal works. Banking is a very challenging career, and doing an internship allowed me to see whether working here is right for me. An internship experience includes opportunities to learn and gain work experiences in banking operation.



1.4 Strategic analysis of the company (SWOT Analysis)

<p>STRENGTH</p> <ul style="list-style-type: none"> - Founded by reputed entrepreneurs - Strong relationship with the customers 	<p>WEAKNESS</p> <ul style="list-style-type: none"> - Less number of staffs - Insufficient marketing - Lateness in work
<p>OPPORTUNITIES</p> <ul style="list-style-type: none"> - Digitalization - Increasing level of awareness 	<p>THREAT</p> <ul style="list-style-type: none"> - Competition - Recession - Data breach - Unemployment

Strengths:

Founded by reputed entrepreneurs: They are expected to have more skills and social connections than novice entrepreneurs. Such skills and social connections could give experienced founders some advantage in the process of raising venture capital. They tend to raise more venture capital at an early round of financing and tend to complete the early round much more quickly.

Strong relationship with the customers: Communicating with your customers is a good way to build up trust and improve customer satisfaction. Regular communication with your customers across all your channels is important in keeping them up to date with your business and helps maintain the relationship. The success of any business it is very essential to maintain a good relationship with the customers. Developing a strong relationship with customers leads to creating loyal customers towards their banks. The business of the bank is dependent on the strong bondage and customer loyalty towards their bank.

Weakness:

Less number of staffs: One of the main problems I saw in the branch where I interned was that there were very few numbers of staffs working. Less number of staffs results to increase

in employee stress because fewer staffs must work faster to handle a higher volume of work. The workload gets piled on.

Insufficient marketing: This is also a result of few numbers of staffs because they haven't really been able to go out in the places to market about the bank. If they had more number of staffs they could have been able to market themselves and gain more number of customers.

Lateness in work: As already mentioned above, because of few numbers of staffs there were times when we were having piles of works that needed to be completed. I remember the employee working as a teller had to take a leave for 14 days as his father wasn't feeling well so to manage the bank, the business desk in charge had to look after the teller and I was told to handle the business desk alone. I tried my best to solve the queries of the customers and also complete the remaining work. As I wasn't given all the authority to handle the business desk on my own, there were few things that the business desk in charge himself had to do. During that period of time, there were lot of works remaining to be completed leading to lateness in work.

Opportunities:

Digitalization: Digitalization in banking does not only mean online banking, internet banking, mobile banking, or paperless banking rather it is the application of new technologies to transform the existing banking business model into a new banking business model. A model which will itself produce new customer base, unveil new financial services, ensure faster and seamless services to clients with reduced operational cost, zero error, ease of use and apparently, maximum security. Nepalese banking industry has come a long way over the last 30 years though still in these days we are unable to do much other than the management of cross-border trade volume increasing. Though government and the central bank are committed to enhancing financial inclusion through digitization of banking services, its pace is slow in Nepal.

Increasing level of awareness: The increased level of awareness of customers creates the chances of success of any organization. The major objective of business has become to make the customers aware about the banking services.

Threats:

Competition: Banks have a ton of competition; not just with other banks, but with other alternative finance companies. This includes mutual fund companies and insurance companies.

Data breach: With banks offering more online options, it also increases the risk for data breaches. People give other websites like invoicing companies access to their bank to receive and transfer money. If these companies have a breach, it gives hackers access to personal bank accounts. Although there is nothing banks can do for breaches on other websites, they can make sure their own is heavily protected against hackers.

Recession: The biggest threat to any industry handling money is a recession. It's the most critical threat that can make or break a business. If small and big businesses fall, it'll have a direct consequence on the banking industry.

Unemployment: Unemployment remains the biggest challenge for Nepal. Even though the unemployment problem continues to be aggravated during the COVID-19 pandemic period, it is a pity that no significant effort was made by the government or even the private sector to generate employment opportunities on a mass scale for the youth. If this problem is not addressed in the near future, it could pose a severe challenge to peace and stability in the country.

SWOT analysis helps to identify the key internal and external factors that are important to achieve the objective. The above analysis helps to build on what the company is doing well, helps to minimize risk, to address what the company is lacking on and also to take the greatest possible advantage of chance for success.

Doing this analysis helped me know the areas that the bank should focus on which will help them to become better.

1.5 Objectives of this co-operative studies

The general objective of the study is to understand a banking system in Nepal. In order to achieve the main objective, following specific objectives to be discussed:

- 1.5.1 To get familiar with banking terminologies
- 1.5.2 To understand the different products offered by Sunrise Bank Ltd.
- 1.5.3 To get knowledge on banking operating system
- 1.5.4 To understand the working environment and challenges

Chapter 2: Co-op Study Activities

2.1 Job description

Internship Role: Business Desk (Intern)

Intern Worksite Location: Sunrise Bank, Business Desk, Naikap, Kathmandu

Length of Internship: 14 weeks

Internship Start Date: 16th August,2020

Internship End Date: 22nd November,2020

Department Description:

Business Desk department is very important part of a bank. This department directly deals with the customers and solve their enquiries about the banks. Being in this department taught me a lot about patience and solving the customer queries politely.

Functions of Business Desk

- a. Resolve queries understand the customer's requirements, and direct him to the appropriate desk.
- b. Explain the several facilities provided by the bank.
- c. Opening and closing accounts.
- d. Assist the customers with the documentation required for completing the banking transaction.
- e. Promote various financial products sold by the bank and help the customers make the right choice as per their budget.
- f. Provide the forms to be filled for availing the facilities such as account opening, loan processing, locker facility, etc.
- g. Update the customers on the progress of their application requests.
- h. Receive feedback from the customers. Forward the complaints and suggestions of the customers to the manager.
- i. Respond to the queries made via e-mails and telephone calls and answer queries satisfactorily.
- j. Improve customers' banking experience with the bank by ensuring that the customers are attended to promptly and all their challenges are resolved without delay.

- k. Have sufficient knowledge about the banking products and services and respond to all inquiries accordingly.

2.2 My Job Description for Business Desk as Intern:

- a. Providing different kinds of forms to customer such as Account opening form, Account closing form, Debit card application form, Internet banking form, SMS banking form, Reissue of pin, remittance form, demat account etc.
- b. Photocopies of citizenship cards, passport, and other documents of the customer required for recording of customer service department.
- c. Maintaining different types of registers; accounting opening, account statement, locker visit, cheque book register, demat account, void cheques, mobile banking and atm card etc.
- d. Dealing with regular and new customers of the bank and helping them if they have any problem related to filing the forms or any other queries.
- e. Making entry of customer in banking software.
- f. Handling the telephone calls and solving the queries of the customers via phone also informing the customers to collect few forms.
- g. Printing out bank statement for the customer.
- h. Making entry of issued and void cheques for future records in the register.
- i. Advise customers about SRBL Bank's products and services and respond their queries quickly.
- j. Keeping the information of the customers private.

2.3 My day-to-day job responsibilities

The specific day to day tasks that I was assigned during my internship period were:

- a. Customer Counselling
- b. Account Opening
- c. Balance checking, scanning and photocopy
- d. Maintaining all the files

2.4 Activities in coordinating with co-workers

In the beginning all the tasks that were assigned to me be it filing up the different kinds of forms like account opening forms, account closing forms, locker opening forms etc. were done under the guidance of my co-workers. My mentor also helped me to be familiar with the system that the bank uses. It surely was very confusing at first but using it on a daily basis made me

familiar with the system. As the days passed by, I was confident enough to do the tasks all by myself without any guidance of my mentor or any other co-worker.

2.5 Job process diagram

The day-to-day tasks that I did are:

a. Customer Counselling

As we know that a bank performs well when their customers are satisfied. So, in this department an internee let the customers know about the different products provided by the bank to its new and existing customers. They try to solve enquiries, questions, and doubts the customers are having.

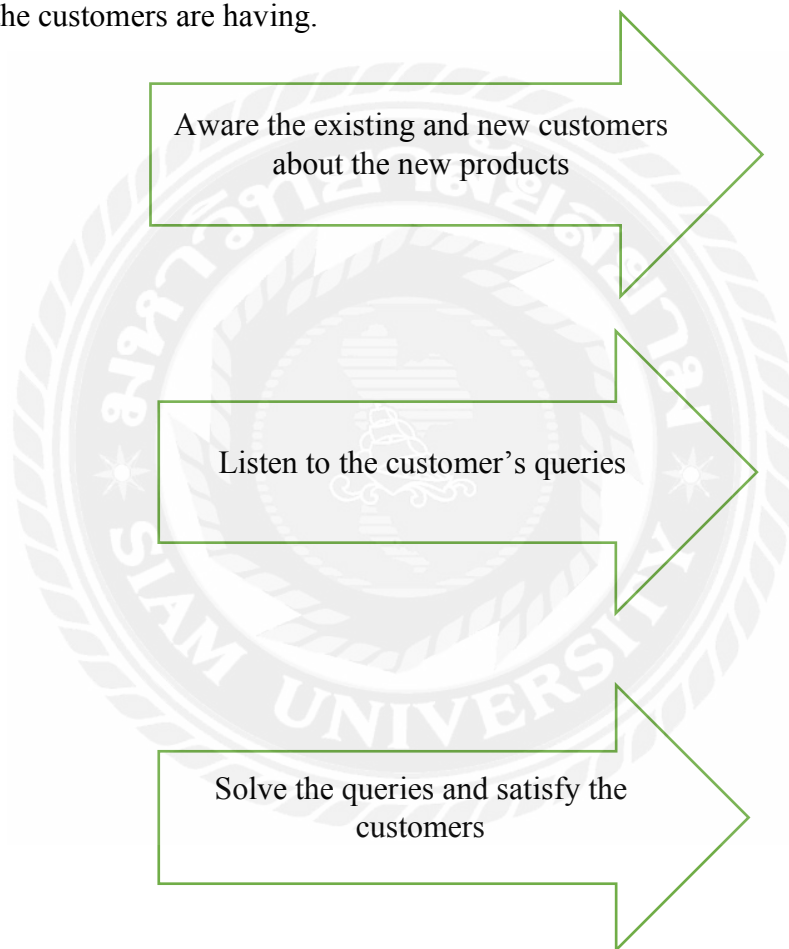


Fig 4: Customer counselling process

b. Account Opening

Here, an intern helps the customer by explaining about the types of services they need like various types of account opening facility, advantage behind the particulars account, fill up their form who are unable to do so.

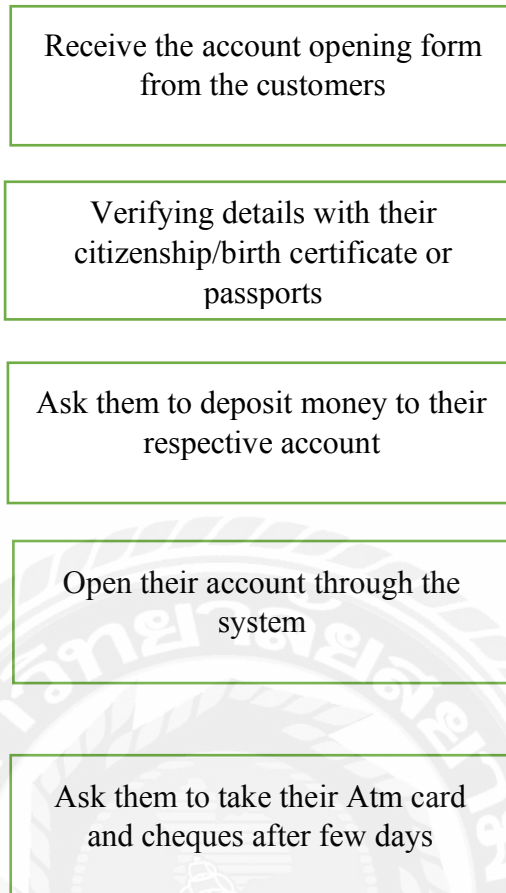


Fig 5: Steps of account opening in a bank

c. Customer Counselling

I was allowed to check the balance asked by the customer under the supervisor's authority. I also learned to scan the forms before keeping the records of the new account holder or filling them along with some other important documents. I also learned to communicate with the customer through the telephone.

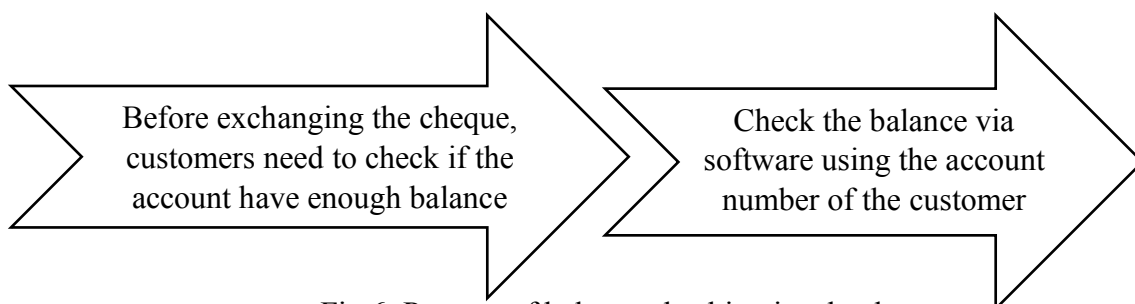


Fig 6: Process of balance checking in a bank

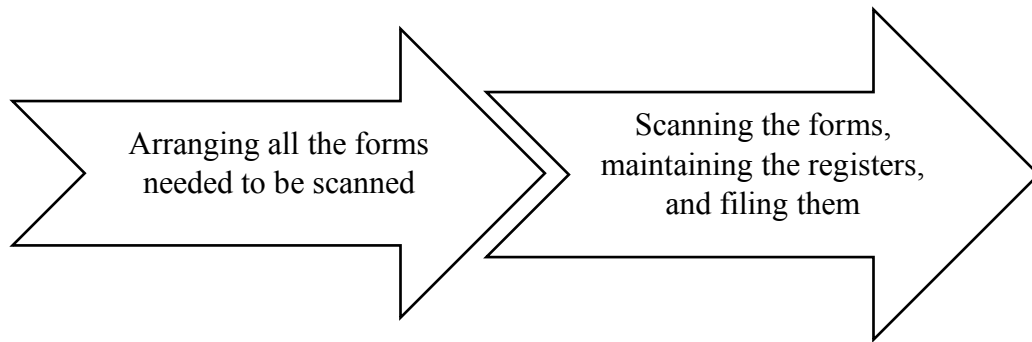


Fig 7: Process of scanning and photocopying

d. Customer Counselling

One of the most important work in a bank is to keep the record of all the files accordingly be it date wise or alphabetically. Digitalizing the files makes the record keeping safer, accurate, easier, and deficiently faster. Every company should keep digital copies of all paper records.

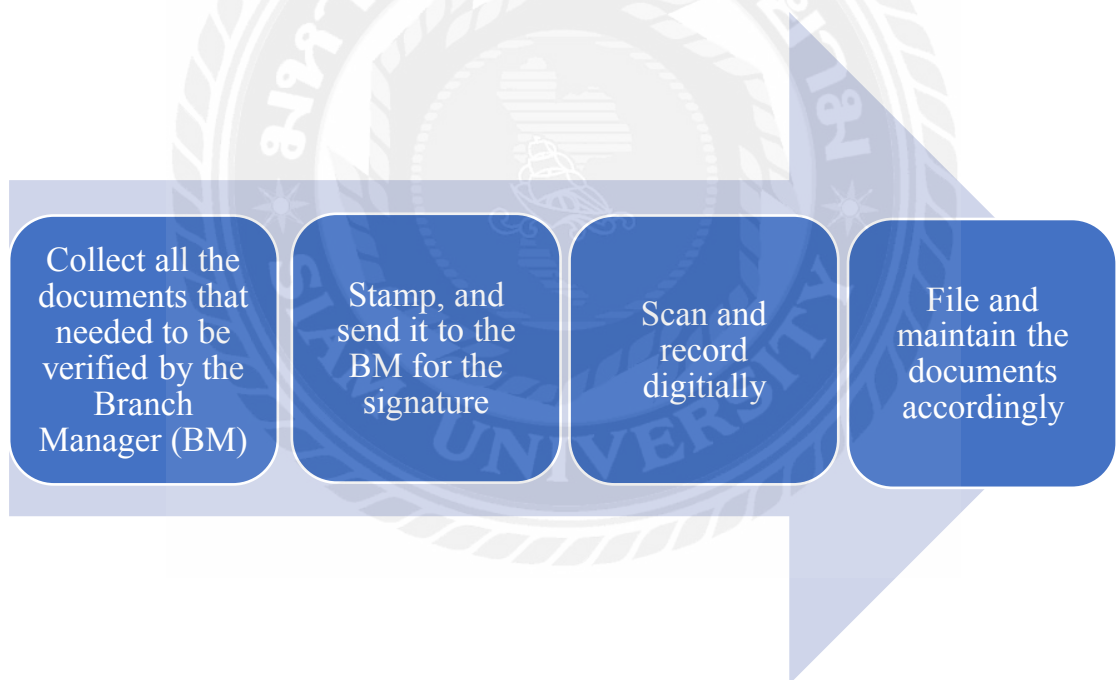


Fig 8: Steps of maintaining files

2.6 Contributions made in the company

CSD is the department usually where various problems arise. As it is the first desk customer contact the bank. Around 100-150 customers used to visit the bank. For the first 3 weeks I was told to maintain different types of registers and also help the people to fill the different forms. Every morning I have to finish the stamping of different forms like statement forms, cheque

requisition, accounting opening form before giving it to the senior employee for further actions. I slowly started to scan the documents and file them in the folder. I also helped photocopy documents. I also had insights on how the company would start loan processing as my mentor used to deal with the loan customers as well. Calling customers and writing emails were also done.

I also have to stamp the account opening everyday according to the dates and staple them together with the supporting documents such as the photocopy of the citizenship card, water or electricity bill, passport, birth certificates. Verifying the details written in the form. I also had to file all the documents according to the dates which made it easier for the senior employees to find related documents. I was slowly allowed to use the system and open the account in the Finacle. Finacle is a core banking product developed by the Infosys that provides universal Digital banking functionality to banks. I also used to check the balance of the customers before exchanging the cheque.

Working in a bank is a tough task. There are different types of customers. Some are upfront rude customers. There was one customer that I precisely remember, he was very impolite. I asked him his wife's ID for verification, and he gave me his ID. I replied him your ID won't work sir, it's your wife's account that's why we will need her original ID for verification. He created a big scene right there. I knew I was right because I was taught to check the person's original ID needs to be for verification. I consider myself lucky because I had to deal with that kind of customer for 1 time in 14 weeks' time period. I kept my calm and replied him politely, but he wasn't listening to me as I was an intern alone in the business desk, so my co-worker from teller came and solved the matter.

Chapter 3: Learning Process

3.1 Problems/issues of Sunrise Bank Ltd.

During my 14 weeks of internship period in Sunrise Bank Ltd., I faced few problems. It was quite hard for me to solve these problems.

3.1.1 Under staff

The number of staffs where I interned is 6 including the branch manager. Due to only few numbers of staffs sometimes the work cannot be finished on the same day. Sometimes I had to handle the whole business desk because my mentor had to go the head office for different purpose. I personally feel that this branch is way too understaff and needs more staff in order to run the branch smoothly.

3.1.2 Hesitant to ask questions

I am introvert kind of a person, and it takes me a long time to open up in front of new people. The first two weeks I was really struggling to socialize with the staffs and really hesitant to ask questions. But after weeks passed by, I got along with them and it wasn't much of a problem then.

3.1.3 Customer Discussion

Some of the customer disagreed on some charges and make argument on this matter for long time. So, it becomes difficult to convince them about the bank's charges. It was little difficult for me at first when trying to deal with customers who are ignorant and doesn't tries to understand bank policies.

3.2 How to solve the problems

3.2.1 Under staff

The branch where I did my internship had a very smaller number of staffs. The business desk was handled by a single person, a single person in the teller, 1 operation in charge, 1 in the credit department and branch manager. They have been handling the branch well but there were times when the operation in charge and the BD (business desk) in charge has to go to head office to take cash and also sometimes stationery items and documents as well. There used to be a rush in the branch during that period of time as only the staff in the teller and I used to be there. During that time, I handled the business desk by myself, and it used to be pretty hectic. I solved the issues of the customers.

Also, when the BD in charge used to go for site visit, I used to do all the works that used to come up during that time.

3.2.2 Hesitant to ask questions

I was having a hard time adjusting in the new environment as I mentioned earlier. I needed few weeks to open up to people. I prepped myself that I will meet new people in my life very often and I shouldn't be taken aback by my introvert nature. So, I decided to overcome that particular nature and started to have a conversation with my mentor and other staffs. I felt a little awkward in the beginning but as days passed by, I felt like I was a part of the family as they made me feel so comfortable and I wasn't hesitant to ask any questions.

3.2.3 Customer Discussions

To solve the problem of customer discussions. One thing was clear that I needed to improve my persuasive speaking skill and problem-solving skill. In order to attract more customers, I understood that it is invaluable skill for customer service. I gradually started to improve on that skill after I interacted to as many customers as possible without any help from my mentor. For instance, I was assigned to interact with different customers who was there for opening a new account. I individually suggested them which product was best suitable for them, explained each product's interest rate and helped my mentor in opening new account. My mentor was also impressed that I was able to manage different customer at same time without losing my patience. This experience has taught me that self-control is the key to build positive customer relationship.

Sometimes, I used to feel demotivated to work hard because I knew I wouldn't get anything in return. But then I realized when you do something in your life, you shouldn't always expect something in return. I agree that I didn't get paid for the hard work that I did but I surely did gain confidence, learned about the banking system and many more.

3.3 What are the things you have learned during the internship?

My major learning from working in a bank was knowing how the banking system of a country where I live works. Working in a customer care department has taught me to handle difficult situation with a lot of patience. CSD is the department usually where various problems arise. As it is the first desk customer contact the bank. Following are things I did during the internship period:

- a. Dealing with various nature of the customers who may come to bank with a different attitude: Doing internship in a bank has taught me to be patient to customers and solve their queries.
- b. Verifying the photographs and citizenship of the customers: Verifying the documents of the person is very important for the bank in order to open the bank account.
- c. Helping the customer to fill up the form and make the location map of the customers: Many customers were very confused how they should draw the map of their residence, as an intern I helped them with the map as well as filling the form as well.
- d. Pleasing the customers to visit the premises if they have any pending works like missing of photographs, signature, and any other documents: There are customers who sometimes forget to bring all the required documents to open their account. They are advised to bring the required documents as soon as possible.
- e. Finding the missing documents: In a bank there are many forms that comes in a day. Managing them is a very tough tasks and sometimes they may be misplaced. So, they are kept in a safe place. I helped my mentor to find many missing documents as well.
- f. Correcting the Account opening form: There are few minor mistakes that people often make while filing up the form themselves. While accepting the documents from the customers all the required information is double checked and then only the account I opened.
- g. Calling the customers to collect their cheque books and ATM cards: After the account is opened the customers are called to collect their ATM cards and cheque book as well.
- h. Scanning and E-filing of the documents: Most of the times when I was free, I used to scan different documents and help not only the business desk but also of the loan department.
- i. Helping the aged people to fill up cheque: In Nepal, there are people who are not able to read and write. The aged people cannot fill the cheque themselves. I used to help people fill the cheques.

3.4 Details of the related learning process and new knowledge student has received:

a. Communication and problem-solving skill

This aptitude is a lot of required while working in bank particularly in customer care department. Being in the customer care department I have learned that no matter how rude the customers are we should always reply politely to them. We should have patience to listen to their problems and then solve accordingly. Patience is the key is you're working in the customer care department; we need a ton persistence while associating with clients and adjust to the workplace appropriately.

b. Importance of time management and teamwork

I always believe in synergy ($2+2=5$) which means when two people work together, they tend to do more. Teamwork supports a more empowered way of working, removing constraints which may prevent someone doing their job properly. Properly managed, teamwork maximizes strengths, bringing out the best in each team member. Time management is also very important as we all know time is limited and if we are able to manage time we can accomplish more with less effort.

I would say because of the teamwork and time management I was able to work efficiently.

c. Balancing Work

Banks are not always busy as people believe it to be. There are days when there are very few customers visiting the banks and also there are days when customers are overcrowded. Before the Dashain break the bank was really busy and we had to do so much work and try to satisfy all the customers that came in. Also, after Tihar there were very few numbers of customers. During those days I used to try to learn about the types of loans and all the documents needed while taking a loan. I used to search about the types of products provided by SRBL in my free time. I used to make sure that I utilize my time as long as I am working there as an intern.

I gave my best during my internship period and did my work sincerely. I would like to thank my mentor and also all the other co-workers for being there for me whenever I needed their back and helping me finish the assigned tasks.

Chapter 4: Conclusions and Recommendations

4.1 Summary of highlights of your co-op studies at this company

My internship at Sunrise Bank Ltd. has taught me basically how the bank of Nepal works behind the scenes. This internship period has helped me enhance my knowledge about the banking system. I was thinking of making a career in the banking sector itself and I am hopeful that this little experience will guide me.

This internship has taught me the importance of communication, interpersonal skills, and patience. This learning period was very helpful to bridge theoretical knowledge learned during academic session with practical exposure and to learn the real-world working environment. I am lucky to be able to have such an amazing experience. The knowledge and skills I acquired here would surely prove fruitful for my further career.

4.2 Evaluation of the work experience

During the period of internship at SRBL I was guided by the staffs for understanding the banking knowledge. The learning environment of the bank was pleasant and outstanding. Overall, the internship program helped to build up the interpersonal, managerial, and entrepreneurial skills. Internship program has enhanced the knowledge, vision, ability, and confidence to work in real working environment. As we undergraduate have previously acquired theoretical knowledge from the classes, it was a lot easier for us to get along the procedures of the organization. Beside this the supervisors were extremely helpful in guiding towards the internship program.

It has helped me to enhance the technical skills, behavioral skills, and conceptual skills as well. It helped to understand the banking culture, working environment, and working procedure. It has also enhanced the basic skills and knowledge required in the future professional life. It was the great experience working as an intern in SRBL bank limited. The working environment was pleasant and friendly. There was good communication and healthy relationship in between the different staffs. Working as intern has basically provided the opportunity to learn about practical implication in our career building. Hence it is a significant platform for our future career. Social exposure with various types of the customers. Since bank deals with different clients in the process of rendering its services. Communication over the telephone and dealing with the client's problem helped me building up my self-confidence and gain practical knowledge. I am thankful that I got an opportunity to explore in the professional career. The

banking terminologies also got familiar. Communication and interpersonal skills also developed overtime. Interpersonal skills are most for the managerial level and it cannot be ignored. It has taught most important lesson about conflict and dispute handling. Socialization and environmental adaptation towards the organizational culture. Hard work always leads towards success.

4.3 Limitation of your co-op studies

During my Co-op studies, I have faced the following limitations:

- a. The time period of internship wasn't enough to know everything about the banking system.
- b. Other departments working is excluded from the report.
- c. This report may not be useful to others because of different organizational sectors, locations etc.

4.4 Recommendations for the company

The recommendations I would like to give to the company are:

- a. For the specific branch where I did my internship, I would like to recommend hiring more staffs so that the work there could be strong job flow.
- b. Marketing should be done more where the branch is established so that more people will be aware about the bank
- c. Motivate staff to work faster and efficiently to lead more output

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Appendices

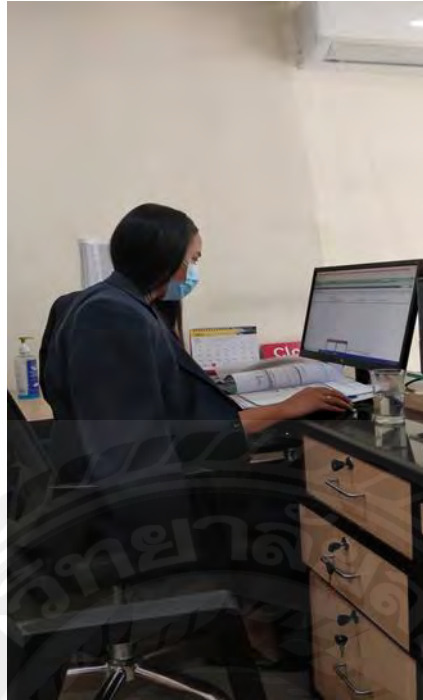
Banking terminologies:

- a. Banking transfer- For persons who have more than one credit card, this is a credit card payment option. Balance transfers, as the name implies, are transactions in which you move the balance of one credit card to another. This is advantageous if a cardholder is unable to make full payment on his or her card, or if the second credit card has a lower interest rate.
- b. Collateral- Collateral is any security given to a bank in exchange for a loan. Land, gold, and other valuables can be used as collateral. This is known as a secured loan, and it is less hazardous for the lender than an unsecured loan. In the event of secured loans, if the borrower fails to repay the debt, the lender may auction off the collateral.
- c. Floating rate- A floating rate of interest is the inverse of a fixed rate of interest and refers to interest rates that fluctuate during the loan's term. These interest rates fluctuate in response to changes in the economy's interest rates.
- d. KYC- KYC (Know Your Customer) is a procedure that all banks must go through in order to verify a customer's identification. This is done to ensure that no fraudulent transactions take place in the bank.
- e. Beneficiary- A person who has the right to the benefits or proceeds of a will, trust, insurance policy, retirement plan, annuity, or other arrangement.
- f. Canceled check- A check that has been paid by a bank, charged to the account holder's account, and endorsed. A cheque that has been canceled is no longer negotiable.
- g. Certificate of Deposit- A negotiable instrument provided by a bank in exchange for monies deposited with the bank, generally with interest.
- h. Deposit Slip- An itemized list of cash and other funds presented to the bank for credit to a customer's account.
- i. Drawee- When a check or draft is delivered for payment, the individual (or bank) who is expected to pay it.
- j. Line of Credit- A loan authorization that has been pre-approved and has a set borrowing limit based on creditworthiness. Borrowers with a line of credit can acquire many loans without having to reapply each time, as long as the total amount borrowed does not exceed the credit limit.

- k. Minimum Balance- The quantity of money that must be deposited in an account in order for the depositor to be eligible for special services or to have a service charge waived.
- l. Overdraft- When the amount of money removed from a bank account exceeds the amount of money actually available in the account, the excess is referred to as an overdraft, and the account is said to be overdrawn.
- m. Power of attorney- A written document that appoints one person to act as the agent or attorney for another. The power of attorney can be for a specific act or for something more generic. The written power of attorney's terms may state when it will expire. If this is not the case, the power of attorney normally expires when the person who granted it dies.



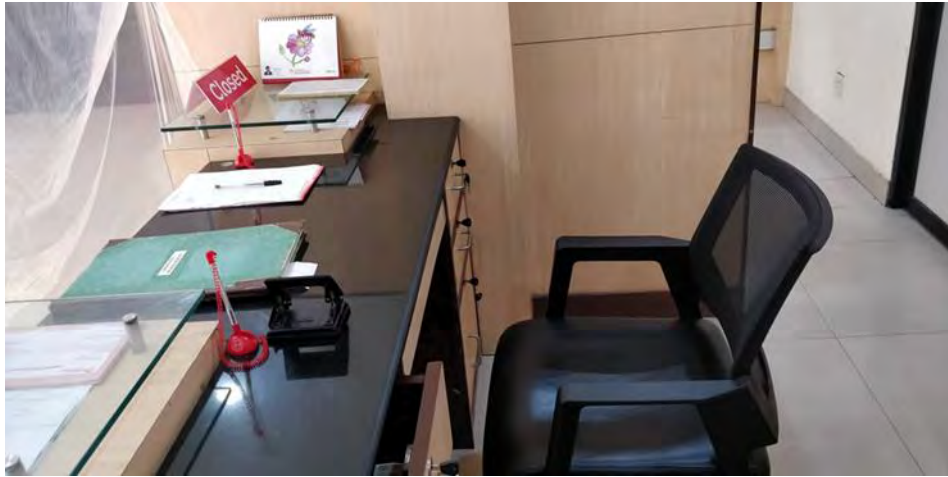
Annex



Pic 1: Opening new account via the banking system



Pic 2 : One with the team



Pic 3: My working space



Pic 4: How my working space looks at the end of the day after completing the work



Pic 5: Verifying the account opening form