



Cooperative Education Report
“Import Operations at Muktinath Trade Concern”

Written by:

Ichhya Shrestha

Student ID: 6208040078

This report is submitted in partial fulfillment of the requirements for Cooperative Education, Faculty of Business Administration, and Academic semester 2/2022

Siam University

Title: Import Operations at Muktinath Trade Concern
Written by: Ms. Ichhya Shrestha (ID: 6208040078)
Department: Bachelor's in Business Administration (Finance and Banking)
Academic Supervisor: Mr. Raj Sankrit
Academic Year: 2/2022

We have approved this cooperative education report as a partial fulfillment of the cooperative education program semester 2019-2023.

Oral Presentation Committees

Raj Sankrit

.....
(Mr. Raj Sankrit)
Academic Advisor

Shambhu

.....
(Mr. Shambhuram Rajbanshi)
Job Supervisor

Ashutosh Mishra

.....
(Mr. Ashutosh Mishra)
Cooperative Education Committee

Maruj Limpawattana

.....
(Asst. Prof. Maruj Limpawattana, Ph.D.)
Assistant President and Director of Cooperative Education

Project Title: Import Operations at Muktinath Trade Concern
Credits: 5
Written By: Ms. Ichhya Shrestha, 6208040078
Academic Advisor: Mr. Raj Sankrit
Degree: Bachelor of Business Administration
Major: Finance and Banking
Faculty: Business Administration
Semester/Academic Year: 2/2022

Abstract

The report focuses on the import operations at Muktinath Trade Concern, including how the company imports goods from foreign countries and adheres to regulatory compliance. This cooperative education report documents the various tasks carried out by an intern during their working experience. The objectives of the study include: (1) to gain a deeper understanding of trading, specifically the process of importing; (2) to apply the theoretical knowledge acquired in the classroom to practical implementation; (3) to gain a practical experience in the trading business; (4) to build professional networks in the industry.

This study provides a detailed explanation of all the duties and responsibilities assigned during the internship at Muktinath Trade Concern during the period from 2nd January 2023 to 24th April 2023. The role that was given to me helped me develop better communication and interpersonal skills, and a heightened sense of responsibility by working diligently for the organization. This practical cooperative education program also provided me with insights into various functions such as using new software, data entry, maintaining records, methods of importing, inventory management, approaching different people, etc. The report consists of the contribution I made during the internship, the problems and issues I faced, and how the problems were solved. Any challenges encountered were resolved with input from team members at the company and also through self-initiation and communication. The report also consists of the recommendations provided to the company such as providing proper training to the sales staff, hiring a proper inventory manager, providing motivational training and program to the staff, and implementing strong marketing strategies. Furthermore, the report consists of my learning such as the importance of communication, taking self-initiative, why making mistakes is essential, procedures of import and tender, etc., and also includes the limitations of this study.

Keywords: *import operations, communication, maintaining records, experience*

Acknowledgment

As part of my seventh-semester course curriculum at Kathmandu College of Management and Siam University, I completed an internship at Muktinath Trade Concern located in Jyatha, Kantipath.

I would like to acknowledge and express my sincere gratitude to Kathmandu College of Management and Siam University for granting me this valuable opportunity to acquire practical experience during my cooperative education period. Additionally, I would like to express my deepest gratitude to my KCM supervisor, Mrs. Maria Shrestha, and Siam University supervisor, Mr. Raj Sankrit, who continuously guided me throughout my cooperative education report and provided valuable feedback.

Furthermore, I would like to extend my heartfelt appreciation to Mr. Ganesh Lal Shrestha for allowing me to work at Muktinath Trade Concern. I would also like to sincerely thank my supervisor Mr. Shambhuram Rajbanshi, and all the team members at Muktinath Trade Concern who provided me with excellent guidance and support throughout my internship. Without the help and support of numerous individuals at Muktinath Trade Concern, this experience would not have been possible.

This internship at Muktinath Trade Concern has equipped me with significant professional experience that will greatly benefit my future career prospects and leave a positive impression on potential employers. I am truly grateful for the knowledge and skills I have gained, and I am confident that this practical exposure will contribute to my overall growth and development.

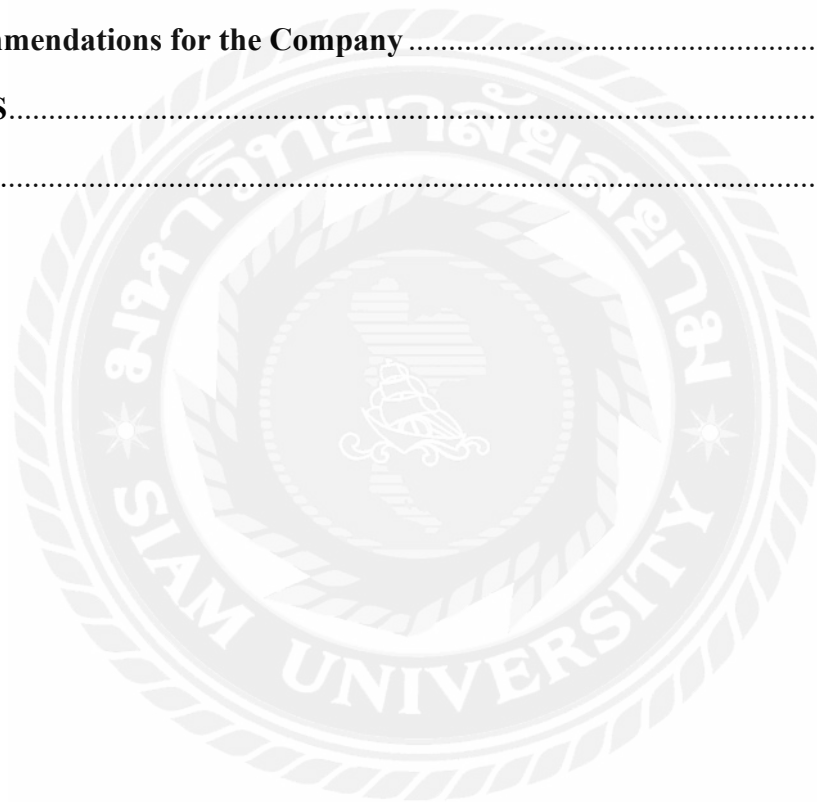
Ichhya Shrestha

6208040078

Table of Contents

Abstract.....	3
Acknowledgment.....	4
CHAPTER 1: INTRODUCTION.....	9
1.1. Company Profile.....	9
1.1.1. Muktinath Trade Concern’s mission statement.....	10
1.1.2. Muktinath Trade Concern’s vision statement	11
1.1.3. Strategies of the Company	11
1.2. Organizational Structure.....	12
1.2.1. Diagram of the organizational structure	12
1.2.2. Job position.....	13
1.3. Intention and motivation to join the Company	13
1.4. Strategic Analysis of the Company.....	13
1.5. Objectives of this cooperative studies.....	14
CHAPTER 2: CO-OP STUDY ACTIVITIES.....	15
2.1. Job Description.....	15
2.2. Job Responsibilities	15
2.3. Activities in coordinating with co-workers	17
2.4. Job Process Diagram.....	18
2.5. Contribution as a Co-op student in Company.....	22
CHAPTER 3: LEARNING PROCESS.....	24
3.1. Problems/Issues of the Company	24
3.2. How I solved the problems	25
3.3. Recommendation to the Company.....	26

3.4. What I have learned during the co-op studies.....	27
3.5. How you applied the knowledge from coursework to the real situation.....	29
3.6. Special skills and new knowledge that I have learned from this coop studies.....	29
CHAPTER 4: CONCLUSION.....	31
4.1. Summary of highlights of my coop studies at this company	31
4.2. Evaluation of my work experience	31
4.3. Limitations of the study.....	32
4.4. Recommendations for the Company	32
REFERENCES.....	33
APPENDICES.....	34



LIST OF ABBREVIATIONS

Pvt. Ltd.: Private Limited

KCM: Kathmandu College of Management

BBA: Bachelor's in Business Administration

CEO: Chief Executive Officer

SWOT: Strength Weakness Opportunity Threat

Co-op: Cooperative

LC: Letter of Credit

TT: Telegraphic/Telex Transfer

MTC: Muktinath Trade Concern

HAWB: House Air Way Bill

MAWB: Master Air Way Bill

LIST OF FIGURES

Figure 1: Company logo

Figure 2: Organizational Structure Chart

Figure 3: Recording data and updating the software

Figure 4: Inventory Management

Figure 5: Telegraphic/Telex Transfer

Figure 6: Preparing quotation

Figure 7: Research and compare products and prices with competitors

Figure 8: Customer service

Figure 9: Uploading products on Blanxer

Figure 10-18: Images and a screenshot of me working at MTC

CHAPTER 1: INTRODUCTION

1.1. Company Profile

Established in 1989, Muktinath Trade Concern is a leading reputed trading house in Nepal, which focuses on the import, export, supply, and trading of goods and services which falls under the broader category of Information and Communication Technology, Security Protocol, Office Equipment and Light and Heavy Equipment. With extensive experience gained through many years, they have diversified their array of activities in addition to the conventional import-export trade. They deliver quality products at competitive prices, which is backed up by customer service.

Their success is inextricably linked to their professional and technical capabilities and their team of highly committed, skilled, and trained staff. In addition, they have the strong support of their supplier and manufacturers from America, Europe, and Asia Pacific who give them access to a wealth of knowledge and products. They assure the quality of products that they provide which is available in the market. (Muktinath Trade Concern, 2023)



Figure 1: Company logo

The company possesses various subsidiary companies that include:

- 1. Jyoti Shree International** - Focuses on IT, electronic equipment, computer UPS, office equipment, logistics, etc.
- 2. Palanchowk Trade Pvt. Ltd.** – Ashok Leyland defense trucks for the mission, school buses for internal use, FOTON ambulances, JCB equipment for construction for different projects in which Nepal Army is involved, Eicher buses and trucks for internal logistics support, SHANTUI equipment for mission purpose, Mahindra diesel generators for mission use, SANY special cranes for mission purpose, FORCE special vehicles like ambulance, kennel van, prisoner van, etc. and many more other supporting equipment like water browser, fire

tender, truck mounted cranes, etc. and working with all above partners continuously in the tender business.

3. **Elgin Enterprises**- Communication equipment, radio set, manpack, GPS, FM equipment, transmitters, simulators, survey equipment, theodolite, CCTV, switch, server
4. **Sahas Traders** – Anti-Terrorist equipment, mine detector, metal detector, under-vehicle search mirror, baggage scanner, walk-through metal detector, bomb disposal unit, laser range finder, CSSR equipment
5. **Yogamber Trade Center**- Automobile, army vehicles, tanks
6. **Ganapati International** – Bulletproof jacket, helmet, alcohol tester, surveillance devices, army EOD equipment, rescue equipment
7. **City Music** – Speakers, headphones, microphone, mixer, musical instruments, amp, etc.

Some of the brands they import for city music include:

1. HH
2. AKG
3. JTS
4. ESI
5. Novation
6. dbx
7. CKMOVA
8. Audiotechnica
9. Digitech
10. Soundcraft
11. Behringer
12. Ahuja
13. Casio
14. BOYA

The customers of Muktinath Trade Concern are:

1. Master General of Ordnance (provision), Nepalese Army Headquarters
2. Nepal Police Headquarter
3. Armed Police Force, Nepal headquarters

4. Community livestock development program
5. Lok Sewa Aayog
6. Department of Customs
7. Didi Bahini
8. Nepal Eye Hospital
9. Department of Commerce
10. Department of Mines
11. Department of Information
12. Department of Urban Development
13. Department of Roads
14. Ministry of Irrigation
15. NARC Nepal
16. BPKIHS Nepal
17. Lalitpur Metropolitan
18. Department of Education
19. Educational institution:
 - a) Rato Bangala school
 - b) The British School
 - c) The British college
 - d) Thames business school
 - e) United Academy
 - f) White House College
 - g) Kings College

1.1.1. Muktinath Trade Concern's mission statement

- “Striving to meet the increasing and diversified demands of the customers
- Being market leaders in defending market segments
- Providing quality products & reliable services and sourcing from reputed manufacturers
- Becoming professional marketing partners for our principals to meet the objectives of sales, market information, and customer service
- Being the preferred supplier of our customers, with our products exceeding their quality requirements

- Giving timely information to the customers regarding trends of the market dynamics
- Harnessing the creative energies of all our people through teamwork, and developing a transparent work environment.” (Muktinath Trade Concern, 2023)

1.1.2. Muktinath Trade Concern’s vision statement

“To enhance our capability in delivering as per the requirements and expectations of our valued customers by following international quality standard principles.” (Muktinath Trade Concern, 2023)

1.1.3. Strategies of the Company

Muktinath Trade Concern's primary objective is to offer its customers a diverse range of products, enabling them to cater to a larger audience and reducing their dependence on a single product or market. This strategy helps them mitigate market fluctuations and reduce risk by not relying solely on a single product.

As a trading business, Muktinath Trade Concern understands the importance of building and maintaining strong relationships with both its suppliers and customers. This is crucial for their success since suppliers provide them with products while customers generate sales. They can negotiate better pricing, procure high-quality products, and build a loyal customer base by fostering strong relationships.

To remain competitive, Muktinath Trade Concern's strategy involves staying current with market trends and promptly adapting to changing demands, competition, and pricing. This enables them to adjust their strategy and stay ahead of their competitors.

Muktinath Trade Concern also optimizes its supply chain management, which involves efficient inventory management, minimizing transportation costs, and ensuring timely deliveries. This results in a smooth flow of goods from suppliers to customers, which is crucial for customer satisfaction and retention.

Furthermore, Muktinath Trade Concern strategically researches the demand for a product, the competition, and profit margins before entering the market. This ensures that they focus on profitable markets and make informed decisions to maximize their profits.

In summary, Muktinath Trade Concern's strategy includes providing a diverse product range, building strong relationships with suppliers and customers, staying current with market trends, optimizing their supply chain management, and researching the profitability of the market before entering it. These tactics help them remain competitive, mitigate risks, and ultimately achieve their main goal of maximizing profits.

1.2. Organizational Structure

Muktinath Trade Concern comprises a distinct and varied group of experts. The organizational structure is as follows:

1.2.1. Diagram of the organizational structure

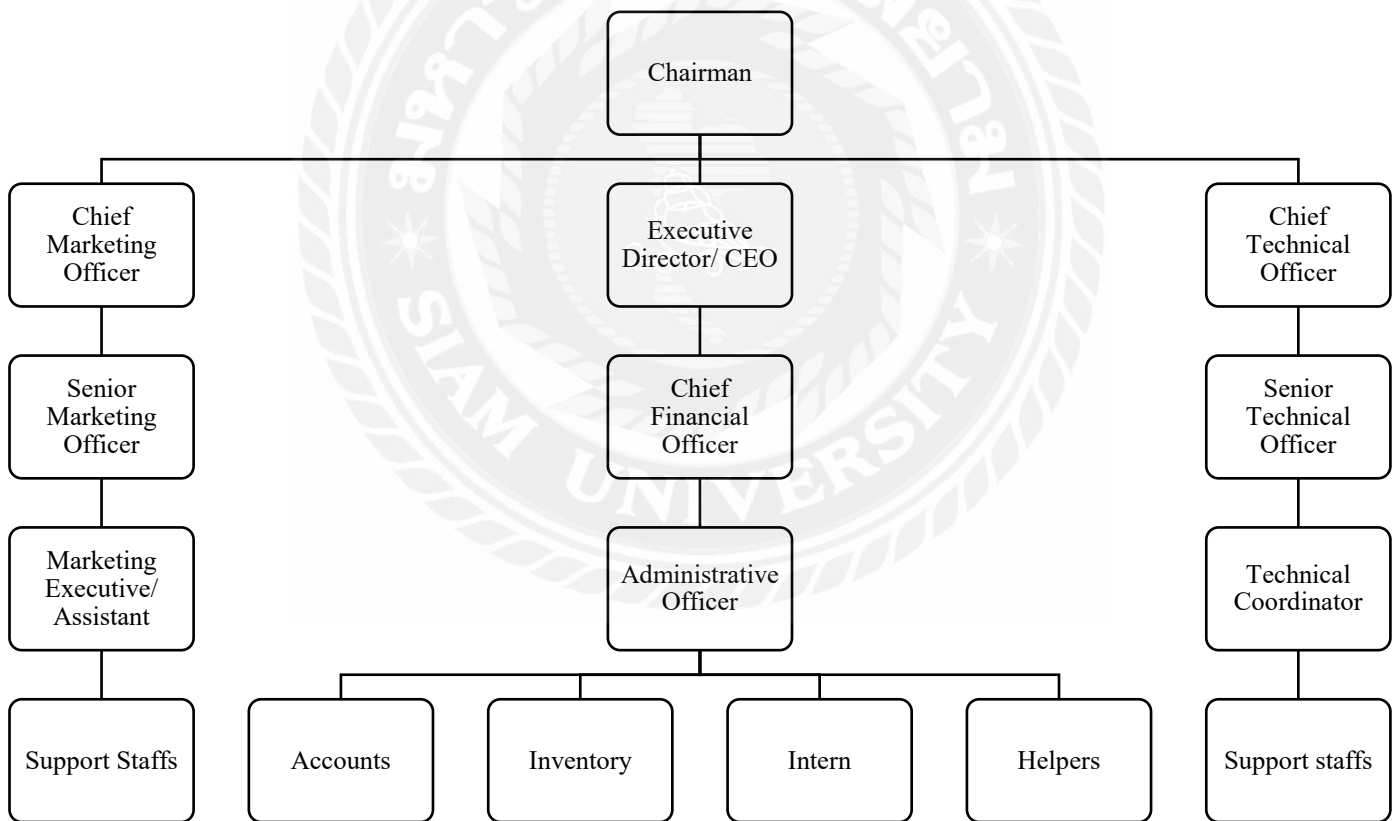


Figure 2: Organizational Structure Chart

1.2.2. Job position

1. Internship Role: Intern

2. Intern Worksite Location: Muktinath Trade Concern, Kantipath, Kathmandu

3. Length of Internship: 16 weeks

4. Internship Start date: 2nd January 2023

5. Internship End Date: 24th April 2023

6. Name of Supervisor: Mr. Shambhuram Rajbanshi

1.3. Intention and motivation to join the Company

My intention and motivation to join Muktinath Trading Concern were to gain practical experience in the field of business, especially targeting trading business. In the 4 years at Kathmandu College of Management, I learned a lot of theoretical knowledge about running a business and management of finance and marketing through different courses like financial management, entrepreneurship, marketing management, production and operation management, international business, international finance and banking, risk and insurance management, taxation, credit management, strategic management, project analysis, and evaluation, etc.

In the future I want to develop my career in the business industry so working at Muktinath Trading Concern has provided me with a unique opportunity to learn about the financial market, trading strategies, import operations, regulatory compliance, etc. from experienced professionals. I got hands-on experience working on real-life trading scenarios and contributing to the company's overall success. I also wanted to build valuable connections and relationships with other professionals in this industry which can lead to future job opportunities and serve as a stepping stone to a successful career for me.

1.4. Strategic Analysis of the Company

I choose to do a SWOT analysis for the company's strategic analysis. SWOT analysis is a strategic planning tool that helps to identify the Strength, Weaknesses, Opportunities, and Threats of a business.

Strength

1. Experienced traders and management team.

2. Good reputation in the mind of the customers
3. Strong relationships with suppliers and clients
4. Timely cash flow

Weakness

1. Vulnerability to market fluctuations and economic downturns
2. High volatility and uncertainty in financial markets can lead to significant losses

Opportunity

1. Expansion into new markets or product lines
2. Development of new partnerships and collaborations
3. Offering customized trading solutions to clients
4. Expanding the company into digital platforms to attract more customers

Threat

1. Emerging competition from new players in the market
2. Risk of data breaches and cyber security threats
3. Fluctuations in commodity prices and exchange rates can lead to losses
4. Increased regulatory scrutiny and compliance requirements
5. Macroeconomic and geopolitical events impacting financial markets

1.5. Objectives of this cooperative studies

As I am interested in the field of business so the objective of this report is to present the knowledge that I have gained through a practical experience in the field of business industry especially focusing on the trading industry. Muktinath Trading Concern is a trading company that imports goods from foreign countries such as Singapore, the United Kingdom, the United States of America, Australia, Hong Kong, China, etc. I am focusing my report on import as most of the things that I have learned in the company are related to import.

The objectives of the study include:

1. To gain a deeper understanding of trading, specifically the process of importing.
2. To apply the theoretical knowledge acquired in the classroom to practical implementation.
3. To gain a practical experience in the trading business.

4. To build professional networks in the industry.

CHAPTER 2: CO-OP STUDY ACTIVITIES

2.1. Job Description

During my internship, I was assigned to contribute to several departments, each with its own set of responsibilities. In the data entry department, my primary task was to diligently record the daily income and expenses in both physical books and the software known as "Navigator." Additionally, I was responsible for keeping track of inventory counts, ensuring a smooth transition from the warehouse to the software system. Another aspect of my role involved conducting research, specifically comparing similar products offered by competitors, and analyzing their respective prices. Additionally, I handled banking-related transactions and diligently prepared documentation for importing purposes. Furthermore, I actively engaged in customer service activities, attending to their needs and concerns promptly. Lastly, I took on the responsibility of uploading products onto the online platform called "blanxer," ensuring accurate and appealing representation of the products.

2.2. Job Responsibilities

I am an intern at Muktinath Trade Concern. My responsibilities in the company are data entry, maintaining records and documentation, administrative tasks, assisting with research and analysis, and providing customer services.

My responsibility in the company in the data entry field is to record the daily transactions, income, and expenditures in the books as well as in the software called "Navigator". Navigator is a software where we can input our stocks/ inventory and record daily income, expenses, and sales in the form of cash or credit which helps to manage and check the inventory systematically. I keep records of the stocks, verify them, update them, and enter new products into the software. I reconcile the accounts of the customers after receiving the credit amount and settle the transactions. I maintain accurate records of trading transactions as well as local sales transactions. I record accounts payable and accounts receivable. I am also responsible for making copies and filing various documents.

For administrative tasks, I am responsible for issuing and depositing checks in the bank under the supervision of my supervisor. Also, preparing documents and paperwork related to LC and TT for importing goods. Filling out the forms for processing for TT (Telex/ Telegraphic Transfer) and LC (Letter of Credit) accounts in the bank. Different pieces of information are required while filling out such documents such as beneficiary name, beneficiary bank, bank account numbers, purchase invoice number, harmonic code, country of origin, swift code, details about the importer, etc. Multiple paperwork is also required for TT and LC procedures. I assist in banking transactions and other financial tasks as needed. I have also learned about a few tender application procedures, such as filling out bid bond forms and performance bond forms. I am also responsible for preparing quotations for different customers and managing the items and making them ready for delivery to the customers according to the requirement as per the quotation.

I am also responsible for assisting with research and analysis where I research similar products sold by competitors and do a price comparison as well as compare the prices of similar products sold internationally. I do research and prepare price comparison report about the products we are importing and submit it to my supervisor.

I also worked in the customer service department where I had to deal with customers' queries, provide information about products to the customers, maintain customer records including order history and contact information, and report it to my supervisor.

The company is recently in the process of going digital one of its companies "City Music" where I was also involved. I was responsible for taking pictures of the products, editing the pictures using the application "Canva", uploading the pictures, and putting up the product description and prices on the website "Blanxer". Blanxer is an e-commerce platform where we create our e-commerce website if we do not have it priorly and can easily reach out to the customers and manage the orders effectively. We can easily track our orders, sales, and growth. This website is especially useful for those businesses that take orders from social media. But since City Music is not on any such e-commerce platforms just in social media and as every business is going digital, City Music is also planning on going digital and selling goods online.

Working in Muktinath trade concern has allowed me to work in various departments such as administration, operation, research, technology, customer service, and compliance and helped

me gain practical knowledge in these departments. Working in Muktinath Trade Concern has been a boon to me as I was not only assigned to a particular department but instead got a chance to work in various departments and gain experience in all of these departments. I got a chance to be closely involved in trading activities and got to know various requirements in the trading industry.

2.3. Activities in coordinating with co-workers

In the early stages of my internship, I was given a few tasks by my supervisor, which included data entry into the software, familiarizing myself with the software, understanding the range of products offered, and learning about the company's customers and their profiles. Over time, my supervisor gradually entrusted me with additional responsibilities such as inventory management, preparing documentation for imports, filling out different import-related forms, handling various banking transactions and paperwork, assisting with product and competitor research, and addressing customer queries.

At the beginning of each day, my supervisor would assign me the day's tasks, if any new ones were required. Otherwise, I would focus on my regular responsibilities. When it came to inventory management, my supervisor would provide me with a product list and instruct me to handle it sequentially. Following the list, I would ensure each item was managed accordingly. As I gained more experience, my confidence grew and I was able to complete my duties without constant supervision, although I still sought my supervisor's assistance whenever necessary.

2.4. Job Process Diagram

Below are the flowcharts long with the description of my work process at MTC

1. Daily data entry in the software “Navigator”

Record daily sales and expenditures in a register throughout the day

On the next day, transfer the recorded sales to the sales invoice and the expenses to the payment invoice for local sales on the software.

For specific regular customers, access their individual customer account in the software and enter the sales of goods and receipt of payment

Reconcile the accounts of the customers and settle the transactions

Maintain a separate file for each regular customer and keep a hard copy of the printed document of proof for each transaction.

Figure 3: Recording data and updating the software

2. Inventory management



Figure 4: Inventory Management

3. Administrative tasks

1. Documentation for importing

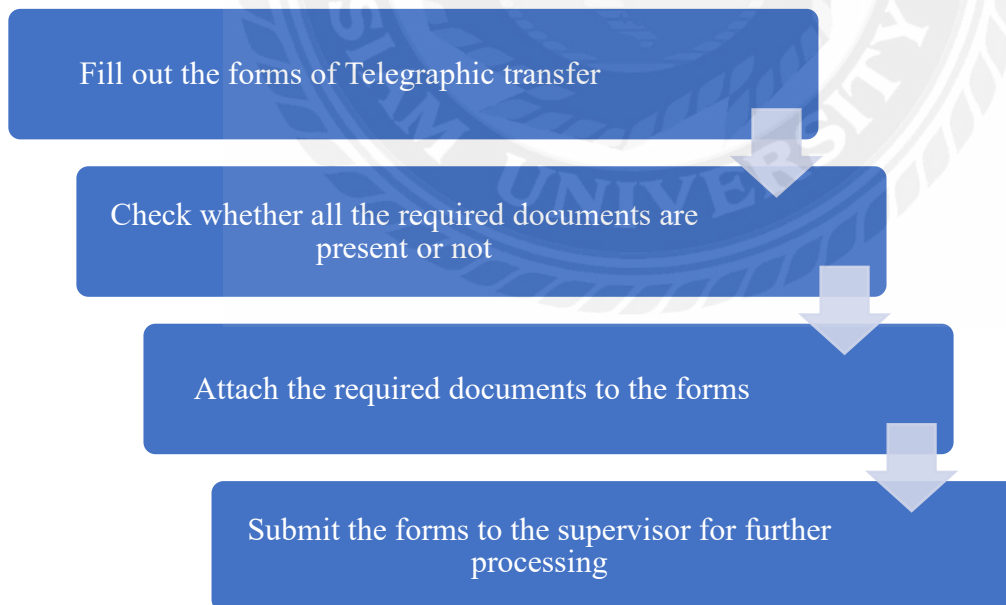


Figure 5: Telegraphic/Telex Transfer

2. Preparing quotations for customers

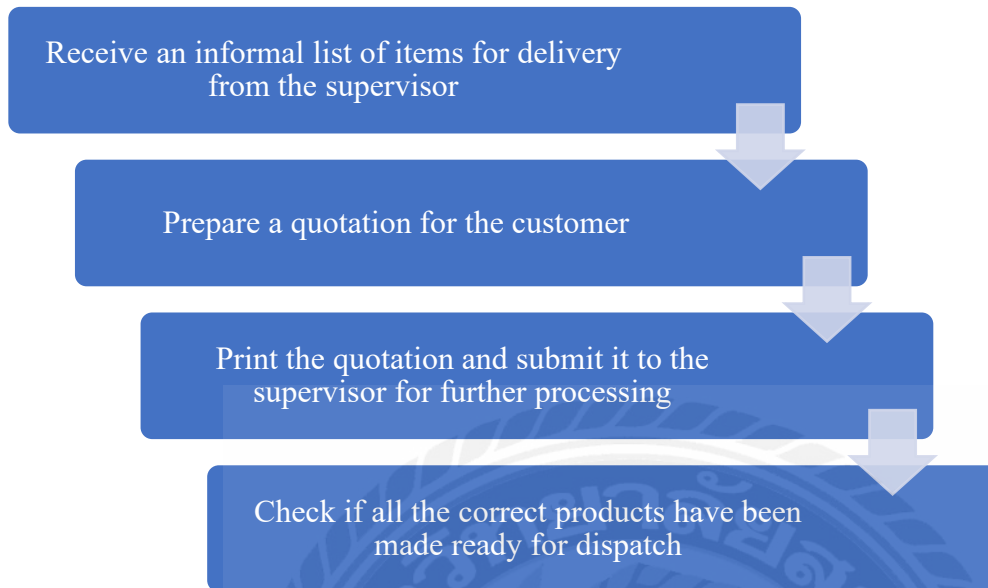


Figure 6: Preparing quotation

4. Research and compare products and prices with competitors

A business needs to do proper research to stay ahead of the competitors in the market.

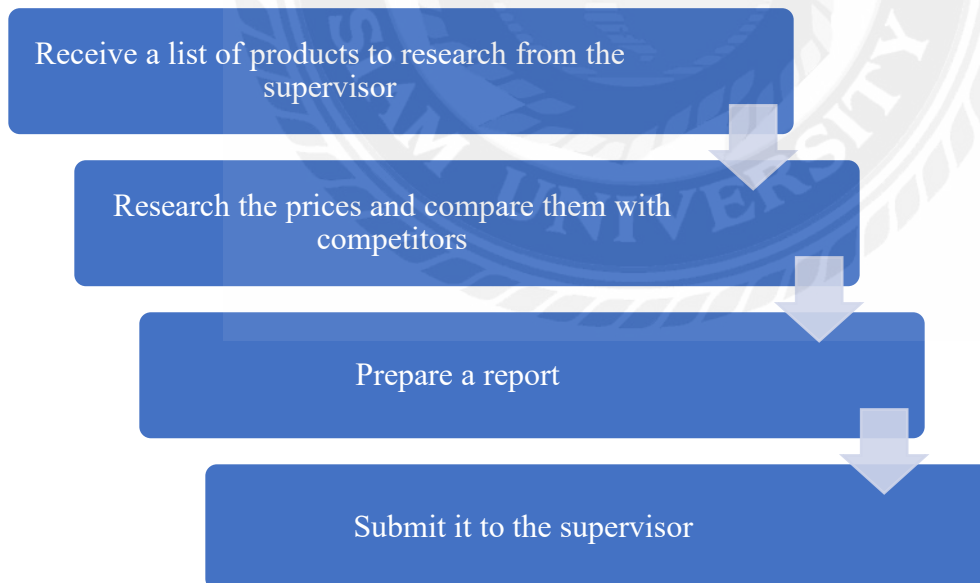


Figure 7: Research and compare products and prices with competitors

5. Customer service

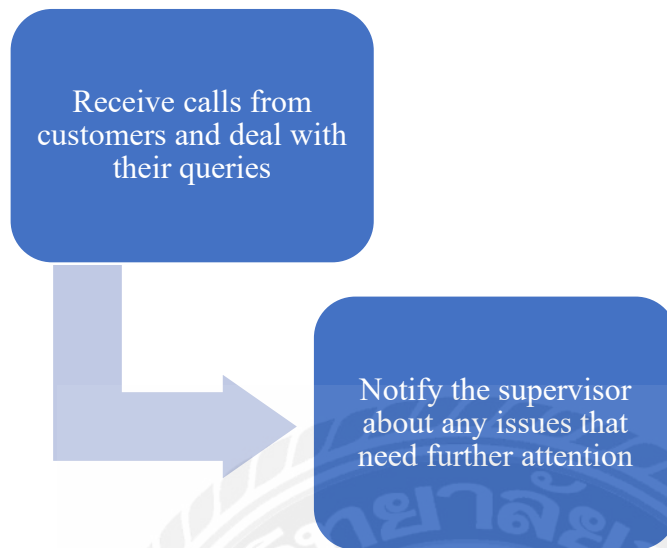


Figure 8: Customer service

6. Uploading products at digital platform “Blanxer”



Figure 9: Uploading products on Blanxer

2.5. Contribution as a Co-op student in Company

My contribution as a co-op student in the company was as follows:

1. Regarding Research

During my time at KCM, I had the opportunity to conduct research both as part of my curriculum and on my own. This experience has given me a solid foundation in the principles and practices of research. During my internship, I was able to use this knowledge to contribute to the company by researching the products and prices of our competitors. This allowed us to better understand the market and make more informed business decisions.

2. Regarding Communication

As a KCM and Siam University student, I took several courses that helped me develop my communication skills. Through these classes and my experiences at KCM and Siam, I was able to develop effective communication skills that were valuable during my internship. I was able to communicate effectively with customers, colleagues, and seniors, which helped me to build strong relationships and work collaboratively with others.

3. Regarding Teamwork

Teamwork is an essential component of the KCM curriculum, and I had the opportunity to work collaboratively with my classmates regularly. This experience has been invaluable to me, as it has taught me how to work effectively with others to achieve a common goal. During my internship, I was able to put these skills into practice and work effectively with my colleagues to accomplish our tasks and contribute to the success of the company.

4. Regarding technical skills

I was able to contribute to Muktinath Trade Concern by using my technical skill with the help of tools such as Microsoft Office packages like Microsoft Word, and Microsoft Excel, and also the software Navigator which I was able to learn quickly with the help of my supervisor. I required guidance in the first few days from my supervisor to use the software but then after I was able to use the software and do my work with little to no supervision.

5. Regarding inventory management

With the help of teamwork and technical skills, I was able to check all the inventory in the warehouse with the help of my colleagues and present the report of physical inventory to my supervisor and manually updated all the inventory in the software and solve the issue of inventory mismatch.



CHAPTER 3: LEARNING PROCESS

3.1. Problems/Issues of the Company

During my 16 weeks of internship at Muktinath Trade Concern, some of the problems that I experienced are as follows:

1. *Improper hierarchical system*

A problem that I came across during my internship at Muktinath Trade Concern was the improper hierarchical system. There was not a proper delegation of workflow as senior staff from different fields would give tasks to the same junior staff.

2. *Assignment of fewer responsibilities to intern*

When I was an intern at Muktinath Trade Concern I wasn't assigned as many responsibilities as I expected but as time went on, they started to trust me and gave me many more responsibilities than in the initial stage of the internship.

3. *Heavy work burden on staff*

What I found when working as an intern at Muktinath Trade Concern was that they gave a heavy work burden to the permanent staff and very less tasks to the interns. Even the tasks that could be done by an intern were given to the staff.

4. *Improper inventory management*

When I was given the task of inventory management at Muktinath Trade Concern, there was a major mismatch between the warehouse's physical inventory and the records of the inventory in the software. It was very difficult for me to answer my supervisor when he asked for the stock report as there was a major mismatch.

5. *Lack of training of sales staff*

The sales staff at Muktinath Trade Concern lacked training in sales as they were not as effective in their job as they should have been. They were not able to sell the items with full confidence as they were always confused about the prices and product specifications.

6. Communication gap

Communication is the key to success but a communication gap creates a lot of problems in an organization. Similarly, I found such an issue at Muktinath Trade Concern. Poor communication frequently created minor disputes between the employees. Such small disputes may someday become a big issue and may cause a major dispute between the employees. Due to disputes the employees may be in a bad mood and may not do their work effectively. E.g., Due to the communication gap, there was a discrepancy between what the customer ordered and what the company actually delivered to the customers.

7. Work ethics

What I noticed when I worked as an intern at Muktinath Trade Concern was most of the staff had discipline and work ethics but some of the staff were lacking discipline and standard work protocols. E.g., When the senior manager was on sick leave and another staff member took over his responsibility for that period and assigned the sales staff the task to sell a huge quantity of speakers and microphones at a particular price but due to his irresponsibility, he sold the items at a significantly lower price resulting in losses as well as disputes within the company.

3.2. How I solved the problems

Despite facing problems during my tenure at the company, I successfully resolved them by implementing the following solutions:

1. Self-initiation

As I was an intern at Muktinath Trade Concern I wasn't given much responsibilities and tasks as I expected. For this problem, I did go approached my supervisor time and again and showed interest in the work, and got more tasks to do which made my internship tenure more fruitful. I got to learn a lot from all the staff members when I showed curiosity and enthusiasm and even got more responsibilities in the company.

2. Proper communication

During the initial days of my work, I experienced much confusion with my tasks as I was not confident with my work. I frequently sought help from my supervisor and asked him about

the things that I felt confused about time and again until I was fully confident in my work. Even when I made mistakes, I would immediately tell my supervisor about it so that there won't be any problems later on and won't be any communication problem.

3. Resolved inventory discrepancies

I solved the problem of stock mismatches when I worked as an intern, as the previous intern had done a major mismatch while inputting the stocks in the software. The previous intern had not entered the correct name and quantity while entering the products in the software due to which it was very difficult to find the product and its remaining stocks that we wanted to find so I reviewed every item and took stock counts from the warehouse with the help of my colleagues and reconciled all the wrong stock counts and entered correct name of every item in the software.

3.3. Recommendation to the Company

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

1. Provide proper training to the entire staff

Training should be provided to the overall staff of the company not just the sales staff so that they can improve their performance and can bring better results to the company. But special training should be given to sales staff as I found them a bit incompetent as compared to other staff.

2. Hire a proper inventory manager or storekeeper

There was much mismanagement in the inventory when I worked as an intern in the company so I would recommend hiring a proper inventory manager or a storekeeper in the company so that there won't be mismanagement in the future.

3. Motivational training and programs should be provided to the staff

Motivational training should be provided to the staff to boost their productivity, employee engagement, and overall job satisfaction through workshops, seminars, and different activities. This will improve their contribution to the firm and lead to the success of the firm.

4. Implementation of strong marketing strategies

Mukthinath Trade Concern should focus on implementing strong marketing strategies so that their business can grow even more in the upcoming future and capture an even bigger market segment.

3.4. What I have learned during the co-op studies

During my internship period, I have gained a wealth of knowledge and experience. Here are some of the key things I have learned:

1. Importance of communication and interpersonal skills

After this internship, I found out the real reason why it is said that communication is the key to success. In the initial days of my internship, I did not communicate well with all the staff and didn't get many tasks to do. But as I started to communicate with everybody, I started to get more and more tasks and responsibilities in the company which made my learning process even more fruitful than what would have happened if I hadn't communicated well with everybody. Not just with the staff but with the customers too. As I had to communicate with many people every day. Gradually, I have noticed that I have been improving my communication skills. I also got to learn a lot from all the staff when I started to communicate properly.

2. Taking self-initiative

Taking self-initiative is very crucial in life. When you take initiation, it shows that you are interested in doing the thing. I got to learn so much when I started to take self-initiation. My supervisor would also teach me about new things and assign me more responsibilities than others when I started to take self-initiative.

3. Mistakes are essential for learning

During my internship, I did make mistakes in my work but I have learned a lot from my mistakes. Before joining my internship, I thought that making a mistake in the work would be unacceptable but my supervisor took it calmly and taught me how to do it the right way and I never forgot how it's done. So, mistakes help us learn even better.

4. Using the software “Navigator”

From the coop studies, I have learned a lot of new things. I have learned to use the software named “Navigator” which will be very beneficial for me in the future if I start my own business or to work in other firms using this software. I can use the software to keep track of the inventories, sales, expenses, customer details, etc.

5. Procedure for importing

The most important thing that I learned from this internship program was about the procedures of import as it was what I wanted to learn. The major reason for me to join a trading firm was to learn how to import and sell goods. So, the process goes as follows:

To import goods, the first step is to research the desired products. The importer should then search for companies that can provide the products and identify potential suppliers. Afterward, the importer needs to write an email to the supplier and engage in a back-and-forth negotiation regarding the desired quantity and prices. The higher the quantity the lower will the supplier price it. Purchasing in bulk is always profitable. When an agreement is reached, the supplier will send a Proforma Invoice containing information such as buyer and seller details, shipping information, terms of sale, and total cost, etc. This is an initial document that may undergo modifications. The importer will then fill out a TT (Telex/Telegraphic Transfer) form with the required information and submit it to the bank, which will charge its commission and hold 10% of the total cost as safety until the completion of the trade. The charges will be deducted either from our bank account or we can write a cheque to the bank which shall be disclosed in the TT form itself.

Once the bank has transferred the money to the supplier, the importer will need a freight forwarder to transport the goods. The freight forwarder will then provide documents such as HAWB (House Airway Bill) and MAWB (Master Airway Bill) for air transport and a delivery order when the goods reach customs. For customs clearance, the importer will need to send documents such as the Bi.Bi.Ni. form, swift/TT copy, proforma invoice, commercial invoice, and packing list to a customs agent who will then inform the importer of the required payment. The payment consists of 13% VAT, plus the customs charges which depend from item to item according to the harmonic code and we need to pay an extra 2% if we do not have any insurance

for the goods that we have imported. After the goods are received, the importer must settle the transaction and endorse the necessary documents at the bank, and once this is done, the bank will release the 10% hold.

6. Few procedures for applying for tender

I have also learned a few procedures for applying for tender. While bidding for tender previously the bidder had to pay Rs. 3000 just to get the bidding document but now all the documents can be found online. To participate in the bidding process, we begin by filling out a form to obtain the bid document. The bank will hold 2.5% of the total amount and then provide us with the bid document. We then prepare a comprehensive booklet of documents related to the goods being supplied, including the product catalog, pricing information, details about the importing company, company turnover, and other information to demonstrate the supplier's capability to fulfill the order. Once we are qualified to bid, we must fill out a performance bond form, and the bank will retain 5% of the total bid amount as collateral and provide us with the performance bond document.

3.5. How you applied the knowledge from coursework to the real situation

There is a huge difference between the theory we learn in the classroom and the practical implications we use in our daily work. The theory that we learn from the books is of not much use until we put it into practice. During this internship, I got to apply the knowledge from coursework to real situations which made it easier for me to understand easily and gain additional knowledge than what I had learned in the classroom.

The courses such as financial management, managerial accounting, financial accounting, entrepreneurship, marketing management, production and operation management, international business, international finance and banking, risk and insurance management, taxation, credit management, strategic management, project analysis, and evaluation, etc. helped me understand the terms and concepts faster and better as I had already learned about it in the classroom. I got to apply this knowledge while preparing to import documents, making banking-related transactions, managing inventory, dealing with customers, data entry, etc.

3.6. Special skills and new knowledge that I have learned from this coop studies

Some of the special skills that I have learned during this internship tenure are as follows:

1. Development of communication skills

During the internship, I had to regularly communicate with staff members and customers which helped me develop my communication skills. I learned how to talk with seniors and how to present myself to customers and deal with their queries.

2. Taking responsibilities

While working as an intern I was given the responsibility to update and reconcile clients' accounts payable and account receivables, recording day-to-day cash and credit transactions, updating and maintain inventory which was a huge responsibility. The internship made me realize the importance of being diligent and mindful in my tasks. Unlike math problems that can be rectified later, the responsibilities I had involved genuine transactions. This understanding compelled me to develop a heightened sense of responsibility toward my work, which I carried with me beyond the internship.

3. Application of theory into practice

The theory that I had learned in the classroom regarding international financing and importing in the subjects such as financial management and international finance and banking, I got to put into practice while preparing documents for TT. I learned to fill out the banking forms and got to prepare the documents for the process and got to witness the entire process of importing.

4. Using the software "Navigator"

I learned how to use software called "Navigator", which was previously unfamiliar to me. This software will be really useful for me when I start my own business later on. With "Navigator," I can easily keep track of stocks, sales, and expenses. It's like having a handy tool to stay updated on important business information. It gives me confidence and helps me make better decisions for my future business.

CHAPTER 4: CONCLUSION

4.1. Summary of highlights of my coop studies at this company

My time at Muktinath Trade Concern has been an incredibly valuable and enriching experience for me. While working at Muktinath I got to work alongside some of the most knowledgeable and experienced individuals. I got to learn a lot from people who have been working in this field for decades.

The things that I learned inside the closed wall of the classroom, I got to experience and learn in the real world. Not only I learned new things but I also got an opportunity to sharpen my skills which will be beneficial for me throughout my life and my career.

Moreover, I was able to develop my communication skills and interpersonal skills which I believe is one of the most essential skills for success in any career. Communication is the key to success.

In addition, I had the opportunity to learn about trading techniques and strategies that will be beneficial for me in my future endeavors. I was also able to put my theoretical financial knowledge into practice by learning to use new software and keep records of finances and inventory.

This internship opportunity at Muktinath Trade Concern has been a very fruitful tenure for me and I am immensely grateful to Mr. Ganesh Lal Shrestha for providing me with this opportunity to work in his firm and gather such insightful knowledge within such a short period. The overall team of Muktinath trade concern at some point or other has always taught me new things every day throughout my internship tenure. This internship has helped me build my confidence, professionalism, networking, problem-solving, and critical thinking skill and has made me more responsible toward my work. Overall, this internship has been a wonderful experience for me.

4.2. Evaluation of my work experience

If I have to evaluate, my experience at Muktinath Trade Concern was noteworthy. As previously mentioned, my goal of being involved in the business industry and become a

successful entrepreneur, I think I learned a lot working at MTC and have gained a lot of knowledge and ideas regarding trading. I would say that I did all the assigned work on time and as needed. Although sometimes I did make some mistakes but my supervisor was very supportive and was always there to correct my mistakes. I realized that I improved my communication skills, interpersonal skills, teamwork, and ability to take on responsibilities which helped me to work efficiently. I also learned to multitask and complete tasks in a short period. I got to know about my strengths and weaknesses and got an opportunity to work on them and gained a lot of new skills throughout this internship tenure. Overall, I feel extremely fortunate to get the opportunity to do this internship where I got to develop and strengthen my professional as well as personal character growth which I believe will be a stepping stone for my future career growth.

4.3. Limitations of the study

While my internship tenure proved to be fruitful, there were certain limitations that I encountered. Here are the limitations I experienced during the internship:

1. Due to the short tenure of the internship, I could not learn everything in detail.
2. I could not know about different documentation and activities due to the company's policy and confidentiality.
3. Limited interaction with senior executives as the senior executives did not have much time to interact with the interns, limiting their exposure to their insights and knowledge.
4. This report may not be useful to others outside of this industry due to variations in the organizational sector and other factors.

4.4. Recommendations for the Company

It was an immense pleasure to work as an intern at Muktinath Trade Concern where I got to learn an abundance of knowledge. Besides the learning's, if I had to give some recommendation to the company then it would be to provide proper training, especially to the sales staff. I would also recommend the company to do a regular inspection of the inventory as I found a major mismatch in the inventory. Lastly, I would like to recommend the company to give back to society and make a positive impact on society.

REFERENCES

- Distributors.stockists.focusrite.com.* (n.d.). Retrieved from <https://stockists.focusrite.com/stores/distributors/np/>
- HHMD_CONVEYOR x-ray scanner X ray luggage screening products.* (2015). Retrieved from <https://www.secuplusinspection.com/>
- JBL Professional Worldwide Distributors. JBL Professional Loudspeakers.* (2023). Retrieved from https://jblpro.com/en/international_distributors
- Muktinath Trade Concern.* (2023). Retrieved from <https://muktinathtrade.com.np/>
- Navy military boat.* (2016). *Wuxi Funsor Marine Equipment Co., Ltd.* Retrieved from <http://www.funsorboat.com/en/military-boat/31-navy-military-boat.html>
- SMS simulators.* (2017). Retrieved from <http://sms-simulators.com/>

APPENDICES

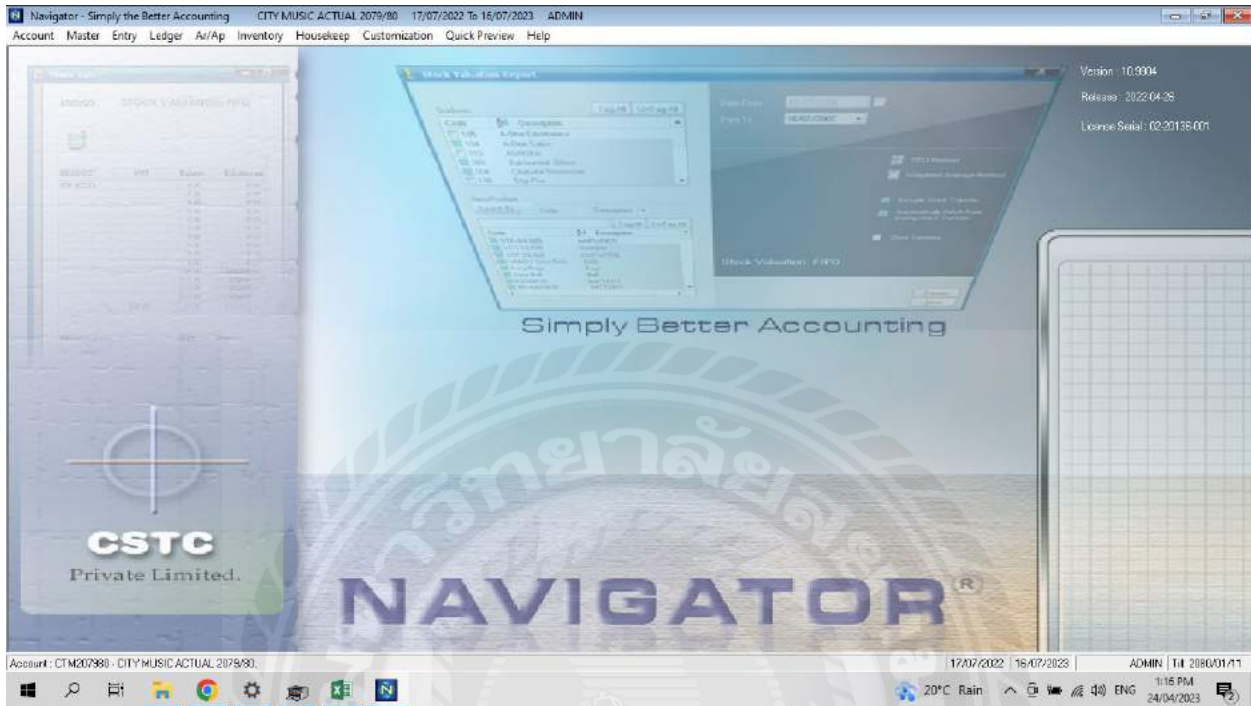


Figure 10: Screenshot of Navigator



Figure 11: Me working at MTC



Figure 12: Me and my colleague working at MTC



Figure 13: Staff working at MTC



Figure 14: Me with my supervisor and colleagues

INTERNSHIP COMPLETION

MTC MUKTINATH TRADE CONCERN



Congrats..
Ichhya..

Congrats! You have done very well and hard work in completing this internship, We can see clearly that this is going to be a milestone in your life and finally, it's gonna be the beginning of a great career in the future.

Figure 15: MTC congratulates me for the completion of the internship.



MUKTINATH TRADE CONCERN

P.O. Box 8235, Kantipath, Kathmandu, Nepal.
Tel.: 977-1-4249637, Fax: 977-1-4249123
E-mail: ntc@mtc.wlink.com.np

Date: 24th April 2023

TO WHOM IT MAY CONCERN

This is to certify that Ms. Ichhya Shrestha has successfully completed 16 weeks (From 2nd January 2023 to 24th April 2023) long internship at Muktinath Trade Concern.

From the very beginning, Ichhya demonstrated an eagerness to learn and contribute to the team. She quickly adapted to our work culture and environment, and showed attention to detail in all of her tasks. During the period of internship with us she was found punctual, hardworking and inquisitive.

We wish her all the best for her future endeavours.

Sincerely,


(Ganesh Lal Shrestha)
Director

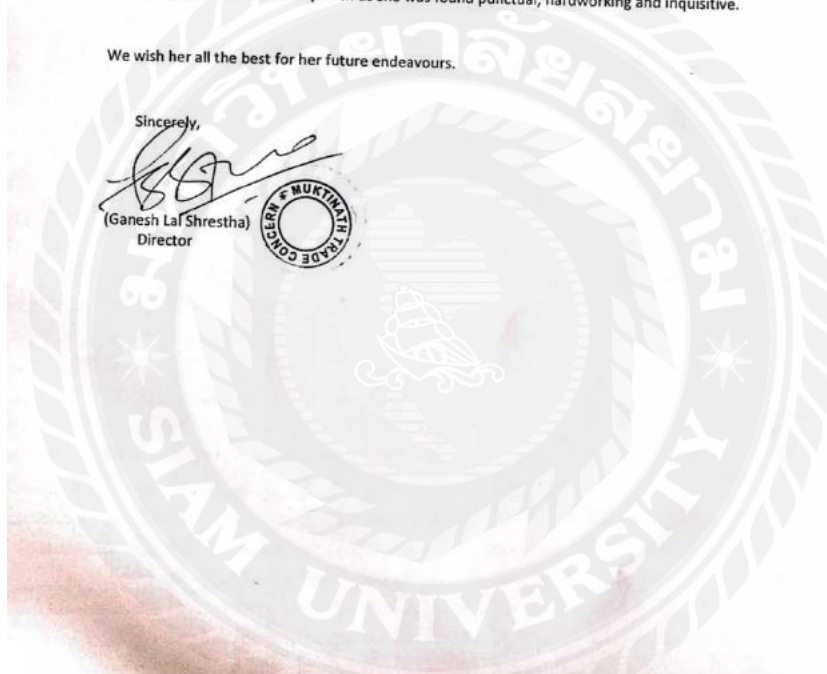
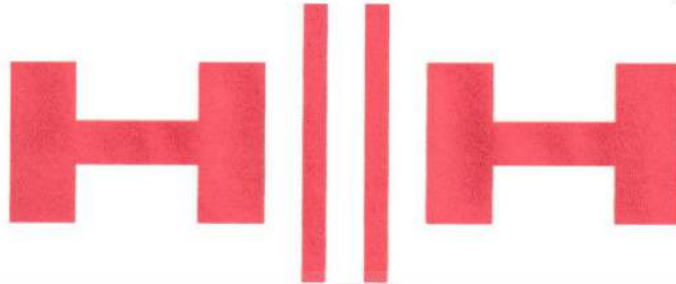


Figure 16: Recommendation Letter

This document is to certify that:



A division of the Headstock Group located at
Coombswood Business Park, Steelpark Road, Halesowen,
West Midlands, B62 8HD, United Kingdom
Appoints

MUKTINATH TRADE CONCERN

Kantipath, Kathmandu, Nepal 44600

T: + 977 1 4249637

As the HH Electronics distributor for the following region:

Nepal.

This certificate is valid from 1st Sept 2022 until 1st Sept 2023

A handwritten signature in blue ink, appearing to read 'Ian T Wright', positioned above a dashed horizontal line.

Ian T Wright

Director, Global Sales

Headstock Group



HEADSTOCK GROUP

Coombswood Business Park, Steelpark Road, Halesowen, West Midlands, B62 8HD, UK
Tel: +44 (0)121 508 8670 Fax: +44 (0) 121 508 8671
www.headstockgroup.com

Figure 17: Official distributor certification



HEADSTOCK GROUP

Coombswood Business Park, Steelpark Road, Halesowen, West Midlands, B62 8HD, UK
Tel: +44 (0)121 508 6676 Fax: +44 (0) 121 508 6677
www.headstockgroup.com



6th September 2021

WITHOUT PREJUDICE

Re: Official HH Electronics Exclusive Distributorship for Nepal.

To whom it may concern,

On behalf of HH/HH Electronics, a trading style of the Headstock Group Ltd of the United Kingdom, I hereby confirm that:

MUKTINATH TRADE CONCERN

Address: Kantipath, Kathmandu, Nepal 44600

is officially appointed to represent, distribute, and make sales of our "HH" brand name within Nepal, according to our Trading Terms and Conditions.

If any further information is required, please do not hesitate to contact us.

Sincerely

Ian Wright
Director, Global Sales
Headstock Group Ltd

iw@headstockdistribution.com

ian.wright@laney.co.uk

(61) 458 770 395

Laney Amplification & HH Electronics are part of the Headstock Group, which are all trading styles of Headstock Distribution Ltd
Headstock Distribution Ltd • Registered in England Number: 1488774 • VAT Registration: 441 8875 25 WEEE (UK): WEE/JK0557TS EORI: GB441887525000 EAOE
Bankers: HSBC BANK PLC, 8 Broad Street, Worcester, WY1 2EZ, Swift Code: HBUKGB4B, Sterling Account: No. 02763931 Sort Code: 40-47-17, IBAN: GB36-HBUK40471762743931
US Dollar Account: No. 71000001 Sort Code: 40-12-76, IBAN: GB28HBUK40127673111714
Euro Account: HSBC Trinkaus & Burkhardt AG, Königsallee 21/23, 40212 Düsseldorf, Germany, No. 1908731/006, IBAN: DE49 3003 0880 1908 7310 06, Bank: 300 308 80, BIC: TUBDDE33
Directors: L.J. Laney • K.G. Bradshaw, FCA • J.D. Laney • J.H. Waldron • S.R.B. McKenzie

Figure 18: Official distributor certification letter