



COOPERATIVE EDUCATION REPORT:
Operational and Financial Insights from a Cross-Functional Internship at Aarus Lifestyle
Hospital

Written by
Mr. Samrat Rajbhandari
Student ID: 6408040048

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Written by: Mr. Samrat Rajbhandari

Department: Bachelor of Business Administration (Finance and Investment)

Academic Advisor: Mr. Raj Sankrit

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Semester 2/2024.

Oral Presentation Committees

Raj Sankrit

(Mr. Raj Sankrit)
Academic Advisor

Nilima Bhutia Bhari

(Mrs. Nilima Bhutia Bhari)
Job Supervisor

Ashutosh Mishra

(Mr. Ashutosh Mishra)
Cooperative Education Committee

Ms. J. P. H.

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

Project Title: Operational and Financial Insights from a Cross-Functional Internship at Aarus Lifestyle Hospital
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By: Mr. Samrat Rajbhandari
Advisor: Mr. Raj Sankrit
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Abstract

This internship report titled “Operational and Financial Insights from a Cross-Functional Internship at Aarus Lifestyle Hospital” presents a comprehensive summary on the responsibilities, challenges and learnings experienced during my cooperative education period. This internship primarily focused on the finance department, while also offering exposure to administrative operations at the reception department and event management responsibilities during the hospital’s 13th Annual General Meeting. The purpose of this internship was to bridge academic knowledge with professional experience, in areas of hospital finance, administrative coordination and public communication. Key objectives included are: 1. Applying financial principles in a professional healthcare setting, 2. Understanding hospital management’s internal processes and 3. Developing public communication skills such as communication and leadership skills. Throughout this internship, I worked on financial entries, served as a front-desk reception officer and took a leading role as the event host and emcee for the hospital’s AGM. This report further explores the issues identified during the internship period such as weak inter department communication, gaps in staff training and manual dependency in the finance department and provides suggestions for improvements. This internship provided valuable knowledge of how a healthcare institution functions and significantly contributed to my professional development.

Keywords: Financial reporting, healthcare internship, reception operations, event coordination, budget management, professional growth

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Mr. Samrat Rajbhandari

Student ID: 6408040048

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Chapter 1: Introduction

1.1 Company Profile

Company Name: Aarus Lifestyle Hospital Private Limited

Address: Kupondole, Lalitpur, Nepal

Industry Type: Private Hospital

Company Logo:



Figure 1: Aarus Lifestyle Hospital Logo

Aarus Lifestyle Hospital is a comprehensive healthcare institution which provides high-quality medical services with an emphasis on preventive care. The hospital integrates modern clinical practices with lifestyle-based health management, offering a wide range of services including internal medicine, physiotherapy, diet and nutrition consultation, and chronic disease support. Aarus Lifestyle Hospital was previously known as DTECC (Diabetes Thyroid & Endocrinology Care Center) which was established on April 27, 2008 as a Clinic & Blood Test Laboratory. Later on, on 2021 the project was expanded and established as a Mid-Sized Hospital and name being changed to Aarus Lifestyle Hospital, the meaning of Aarus in Nepalese language being “The First Ray of the Sun”. Aarus currently has 23 medical departments, some of them being Endocrinology, Cardiology, Endourology, Nephrology, Dermatology, Gynecology, Pathology, Orthopedic, Nutrition, etc. The hospital’s main branch is in Kupondol, Lalitpur and has 4 more branches in locations across Nepal being, Boudha, Thimi, Pokhara and Biratnagar.



Figure 2: The Front of the Hospital

1.1.1 Mission of the Company

Aarus pledges to serve people by helping them live a better life, not just by scientifically measuring, managing, diagnosing and treating their diseases, but by enhancing their overall quality of life.

1.1.2 Vision of the Company

To help continuously improve people's quality of life by scientifically measuring, managing, diagnosing, treating, and preventing lifestyle-related diseases, introducing preventive medicines and lifestyle interventions for a healthier living, and to encourage our patients, clients, team members, and every other stakeholder to achieve a healthier lifestyle.

1.1.3 Strategies of the Company

The key strategies used by the company are as follows:

A. Specialization and Differentiation:

Rather than offering generalized services like other hospitals, Aarus focuses on endocrinology, diabetes management, and thyroid disorders. This niche specialization enables the hospital to deliver high-quality care through expert analysis, reports and protocols which helps it gain a strong reputation in the hospital sector of Nepal.

B. Preventive Healthcare Model:

Aarus focuses primarily on changing lifestyle habits for diabetes management and only relying on medicines secondarily, hence the name Aarus 'Lifestyle' Hospital. Aarus has also been implementing community health screening initiatives, lifestyle coaching programs and education workshops for elderly patients to reduce the burden of disease on the population.

C. Technology Driven Operations:

Aarus integrates modern IT solutions in their system such as Electronic Health Records (EHR), mobile health applications to view reports, book appointments and view doctor's recommended prescriptions. These tools ensure ease for both the patients and administrative overheads, which helps improve patient engagement and retention.

D. Strategic Partnerships and Branding:

Aarus collaborates with diagnostic companies, insurance providers and pharmaceutical vendors to enhance service quality while also maintaining affordability. The hospital's branding emphasizes quality care and convenience, appealing towards urban middle-class patients seeking professional healthcare.

1.2 Organizational Structure

The chart below shows the organizational structure of Aarus Lifestyle Hospital.

Interns fall under the Accountant Department.

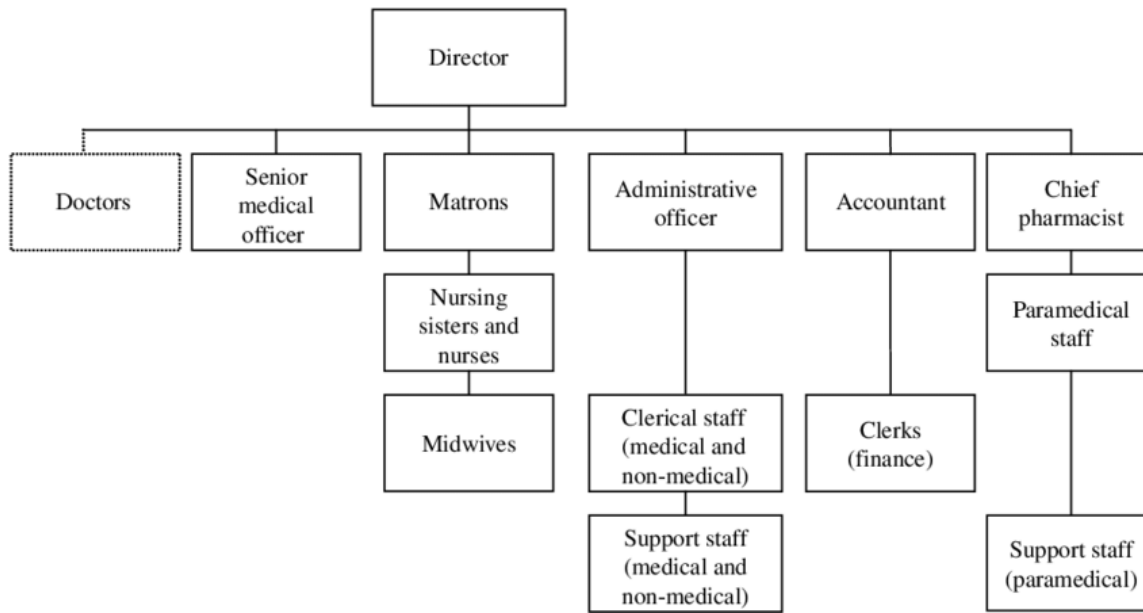


Figure 3: Diagram of the organizational structure

1.2.1 My Job Position

During the first month of my internship, I was given the role of Reception Officer, where I had the responsibilities to handle patient's requests such as booking doctor's appointment, explaining the health packages available in the hospital and guiding them towards the respective hospital departments. Following the second month, I was given the position of Finance Intern in the Finance Department of Aarus. My responsibilities covered a wide range of functions such as assisting with financial entries, managing accounts payable and accounts receivables, preparing payment voucher, updating ledges, tracking company invoices as well as maintaining digital records of financial transactions of Aarus. Under the supervision of the Finance Executive of Aarus, I was involved in hands-on financial operations during my internship and also provided practical exposure to accounting systems and financial software used by the hospital. I was also given other duties outside the finance department, alongside the administrative department where I had to make entries and maintain records of stocks of hospital equipment such as laboratory reagents,

supplies and office equipment. I was also given the opportunity to get involved during the event management of 13th Annual General Meeting (AGM) of Aarus Lifestyle Hospital. Where I was honored to serve as the host and emcee for that event. I was responsible for announcing key segments, guest coordination and ensuring proper communication between presenters and the audience.

1.2.2 My Job Position in the company's organizational structure

Within the organizational hierarchy, The Finance Executive acted as my supervisor and primary mentor. I reported directly to the Finance Executive and indirectly to the Administrative and Reception Executive. The majority of my work was part of the Finance stream and some other works during the first month of my internship at the reception desk and hosting the AGM had to be reported alongside the Reception Executive and Administrative Executive.

1.3 My Intention to choose this company

The reason to choose Aarus Lifestyle Hospital for my internship was a combination of my professional ambition and academic alignment. As a son of two doctors, I had huge curiosity towards the healthcare department, but with a degree in finance and investment, I had the ambition in the finance sector. Being able to work in a hospital's financial team was a combination of both my curiosity and ambition. Aarus had recently transformed from a diagnostic center and diabetes clinic to a fully operational hospital. This transition was not only strategic but also showed organizational evolution, making it an ideal case study in real time institutional growth. This transformation meant that being able to work in a mid-sized private hospital would help me get closely involved in daily operations, rather than narrow defined tasks often assigned to interns in large institutions. This meant, I would get the opportunity to get a more hands-on learning experience in the finance department, which made me prioritizing Aarus for my internship.

1.4 Strategic Analysis of the Company

For Strategic Analysis of the company, I decided on using SWOT Analysis method to list out Aarus Lifestyle Hospital's Strengths, Weaknesses, Opportunities and Threats as a business.

Strengths:

- **Niche Specialization:** Aarus focuses on endocrinology and diabetes prevention & treatment, making the services they offer more focused and detailed which many general hospitals lack.
- **Prioritizing Preventive Treatment:** The Hospital prioritizes treatment of endocrinology related diseases by firstly teaching lifestyle changes such as nutritional counseling, physiotherapy treatment and a more lifestyle implementation and only then going towards medication and prescription treatments, making it the first lifestyle hospital in South Asia and one-of-a-kind Hospital in Nepal.
- **Modern Infrastructure:** The hospital's newly build modern infrastructure, with the use of digital health records and mobile integrated app for patients makes Aarus a good choice for many patients.
- **Hospital Reputation:** The hospital's diagnostic center and clinic already had a high reputation towards proper endocrinology treatment and counselling which increased more with its transformation into a hospital and is considered among the best hospitals in Nepal for Endocrinology related treatment and care.

Weaknesses:

- **Limited Capacity:** The hospital only has 15 IPD beds, the hospital may lose patients during times when the IPD is full and increase in the flow of patients.
- **HR Dependency:** With the organization being a mid-sized institution, there is a high level of reliance on a small leadership/ executive team which can poses succession risk as well as capacity constraints.
- **Marketing Budget:** The organization's marketing is mostly done through word of mouth of patients, and lack of defined separate marketing budget leads to the organization being

properly known only in the following major cities: Kathmandu, Bhaktapur, Pokhara and Biratnagar and not widely known in smaller cities and villages.

Opportunities:

- **Government Collaboration on Non-Communicable Disease (NCDs) control:** With Nepal Government currently prioritizing controlling and preventing NCDs, Aarus has the opportunity to propose public-private partnerships similar to other hospitals such as Patan Hospital to run community screening camps, data collection and treatment centers.
- **Corporate Health and Wellness Programs:**
With rising awareness around lifestyle related illness in Kathmandu, Aarus could collaborate with corporations such as Banks, Insurances and other firms and offer annual health package discounts, workplace blood screenings and wellness seminars. This could help drive company revenue as well as increase brand presence around the country.

Threats:

- **Migration of Skilled Healthcare Staff:** Nepal is currently facing a major continuous workforce migration problem, with skilled workforces such as nurses, doctors and educated Nepalese migrate to countries like Australia, UK and UAE due to better salary and quality of life. Retaining specialized staffs is a serious threat for Aarus, being a specialized hospital for endocrinology.
- **Economic Instability and Inflation:** Due to instable economy and high inflation in Nepal, rising costs of medical supplies and medicines could limit the hospitals service and affordability, and if correct pricing is not maintained, they can lose their targeted demographic and class of patients/customers.

1.5 Objectives of this co-operative studies

This internship program was designed to meet both academic and professional goals by implementing classroom learnings into professional scenario. Some of the objectives of this co-operative study are:

- Bridge Theory and Practice: To Apply the theoretical concepts, we learned in our BBA program such as cash flow management, cost analysis, budgeting and operations into a real-world organizational setting.
- Enhance professional competency: To strengthen our skills such as communication skills, time management, problem solving, and decision making in a professional environment.
- Contribute to an Organization: To support the company in return for giving up practical experience both through active participation and meaningful contribution.
- Gain Industry Insight: To understand the internal workings and challenges of a healthcare organization and observe how different departments collaborate to achieve strategic goals.
- Develop Career Clarity: To explore potential career paths by experiencing day-to-day job roles and responsibilities, to make informed career decisions post-graduation.

Chapter 2: Co-Op Study Activities

2.1 Job Description

During my internship at Aarus Lifestyle Hospital, I was assigned multiple roles so that I would get a well-rounded understanding of hospital operations. My internship was primarily focused on the finance department, but I overall worked on 3 departments: Administrative, Communications and Finance.

- A. In the first month of my internship, I served as a Reception Officer, where my job was patient management, appointment scheduling and front desk coordination.
- B. Starting from the second month, I started working alongside the administrative department for preparations, planning and script writing as the host and Master of Ceremonies (Emcee) for the 13th Annual General Meeting (AGM) of the hospital.
- C. For the remaining of the internship, I was fully working as an intern in the Finance Department.

2.2 Job responsibilities, work duties

A. As a Reception Officer (Month 1)

- Scheduled appointments and managed the daily consultation doctor's schedule
- Handled the front-desk phone line answering patient's queries
- Guided patients to appropriate departments
- Assisted patients with inquiries regarding hospital service packages and new patient registration

My role as a reception officer allowed me to work on my communication skills which would affect patient's satisfaction towards the hospital's first impression.

B. As a Finance Intern (Primary Role Starting with Month 2)

- Processed accounts payable and receivable by maintaining ledger entries and financial entries.

- Made entries of doctor's consultation charges for the following months and tax payables.
- Organized vouchers and payment slip in their respective files.
- Helped maintain digital archive of past financial records'

The responsibilities helped me understand practical aspects of financial operations within a healthcare institution and also apply my academic learning practically

C. As an AGM Host and Event Planning Assistant

- Assisted with event planning which included, venue arrangement, print materials and media setup.
- Helped design the posters and certificates gives as awards to the staffs
- Wrote the script and served as the Emcee during the Annual General Meeting
- Coordinated with department heads, doctors and organization stakeholders to create event flow and itinerary.

My responsibility as the Emcee helped enhance my confidence and public speaking as well as stage presence.

2.3 Job Process diagram

The job process diagram below summarizes the finance workflow I participated in the finance department.

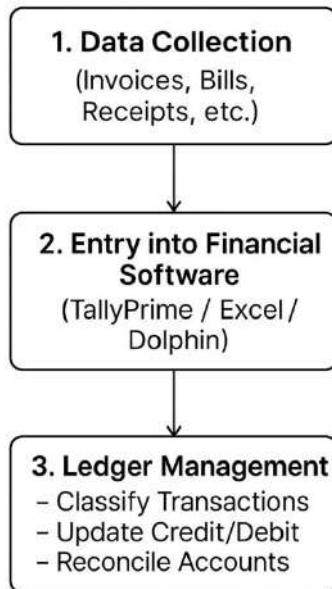


Figure 4: Finance Department Job Process Diagram:

The process diagram below summarizes my roles as a Reception officer in the reception department

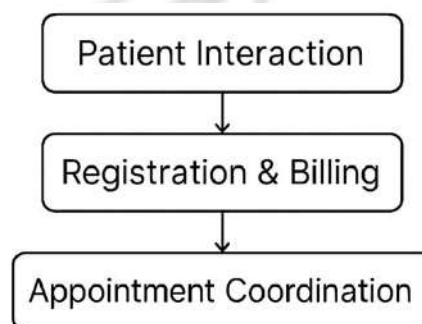


Figure 5: Reception Department Job Process Diagram:

The process diagram below summarizes my roles as the Host/Emcee during the AGM Event preparation.

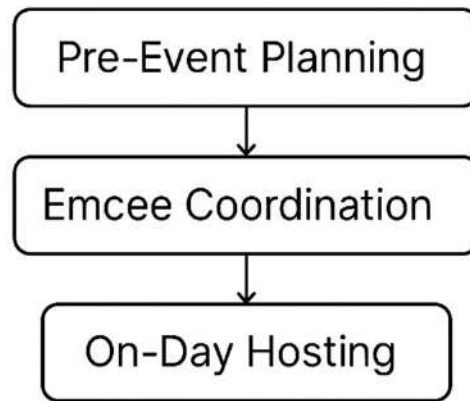


Figure 6: 13th Aarus Lifestyle Hospital Annual General Meeting Event Job Process Diagram:

2.4 Contributions as a Co-Op student in this company

During my internship, some of the ways I contributed to Aarus Lifestyle Hospital as a Co-Op student are:

A. Reception Department Contributions:

- As a reception officer, I contributed in making sure all the patients felt welcomed and received proper assistance. Throughout the time, I was able to improve my communication skills while guiding patients, booking appointments and receiving calls and made sure to make the first impression of the hospital good.
- I also started to maintain log into my copy to track patient queries whenever there used to be crowd during peak hours. The reception head appreciated me doing this as which made sure none of the patient's queries went unnoticed.

B. AGM event contributions:

- I helped co develop the event flow and wrote the script for the event. I made sure the script had a clear structure and maintained a professional tone. I was able to represent Aarus Lifestyle Hospital as the host, welcoming guests and anchoring the speeches.
- During the time of the event, due to unforeseen circumstances, the scripts had to be re-arranged due to last minute changes in the itinerary, I was able to change the script and also host without any delay, which helped in maintaining the flow of the event and not allow confusion to the audiences.

C. Finance Department Contributions:

- In the finance department, I supported the finance team with data entry works. I entered voucher details, updated daily expenses, and ensured records were accurate and organized.
- I also made sure to recheck the entries and other entries made by the department staff to make sure the end calculations and numbers were as accurate as possible without any mistakes.

Chapter 3: Learning Process

3.1 Problems/Issues of the Company

During my internship at Aarus Lifestyle Hospital, there were certain issues in both the financial department and hospital overall. Some of the issues I found within this organization are:

A. Manual Dependency in Financial Data Entries:

Even though the institution is moving towards digitalization, most of the transactions had to be entries into the system especially payments done through POS Machines and Mobile Banking Payment (Fonepay). Recording such frequent payments took a substantial amount of time of the financial departments when such payments should already be recorded automatically. Other payments such as vendor payments, petty cash transactions also had to be done manually which often resulted in errors during calculation of financial cashflows and reduced the efficiency of work due to frequent rechecking of entries leading to delays.

B. Limited Inter-departmental Integration:

Even though there was well communication chain between the different departments at Aarus, there were some departments where communication chain was not built properly. The ENT Department (Ears, Nose and Throat Department) had a different reception counter and different communication landline number opposed to the main reception of Aarus, but this was not mentioned in any pamphlets or boards. The ENT Department was also located in the 2nd (Block B) building of Aarus, but the information was not written in any boards or hospital building. This made new patients of ENT Department confused regarding the location and contact number and always spent time in queue at Aarus' reception desk instead of ENT Department's reception.

C. Event Management Gaps:

While also working as an emcee for the 13th Annual General Meeting of Aarus, the event management was given responsibility to the admin department instead of forming a dedicated event management team. Due to this, there was overlapping of planning and caused inefficient and rushing of the event management. Due to improper communication between the administration team, performers and guest speakers for the event, the itinerary

was changed multiple times due to which I was forced to change the host and emcee scripts time and again, both before the event took place and even during the event taking place. I observed gaps in event planning protocol of Aarus, which caused such inefficiencies during the AGM Event

D. Lacking Training Process for new staffs:

While working in the Reception Department, I was able to notice new staffs in the Cash Register Department made frequent mistakes while issuing bills and also took long time to issue bills for patients. This caused the patients to be dissatisfied with the service provided and brought complaints regarding the lengthy time for payment process and mistakes in bill amount. Such trial-and-error learning process showed that new staffs were not given enough training before being given important responsibilities and also caused customer/patient dissatisfaction which could bring major decrease in customer retention if such mistakes keep happening long term.

3.2 How to solve the Problems:

Based on my involvement and observations, some of the strategies the institution can utilize to solve the problems I mentioned above are:

A. Transition to Fully Digitized Financial Systems:

The hospital should invest in a more comprehensive financial management system that integrates all functions such as payment, vouchers and vendor payments automatically into the system instead of manual input. The current system used by the hospital is from a software company Mavorion. They could consider changing into other hospital management system such as Cedar Gate which has such automatic entry of vouchers and payments. This could help in the overall efficiency of the financial team as well as cause less errors which can be caused during manual input of several payments and vouchers day by day.

B. Establish proper inter-department communication and department information:

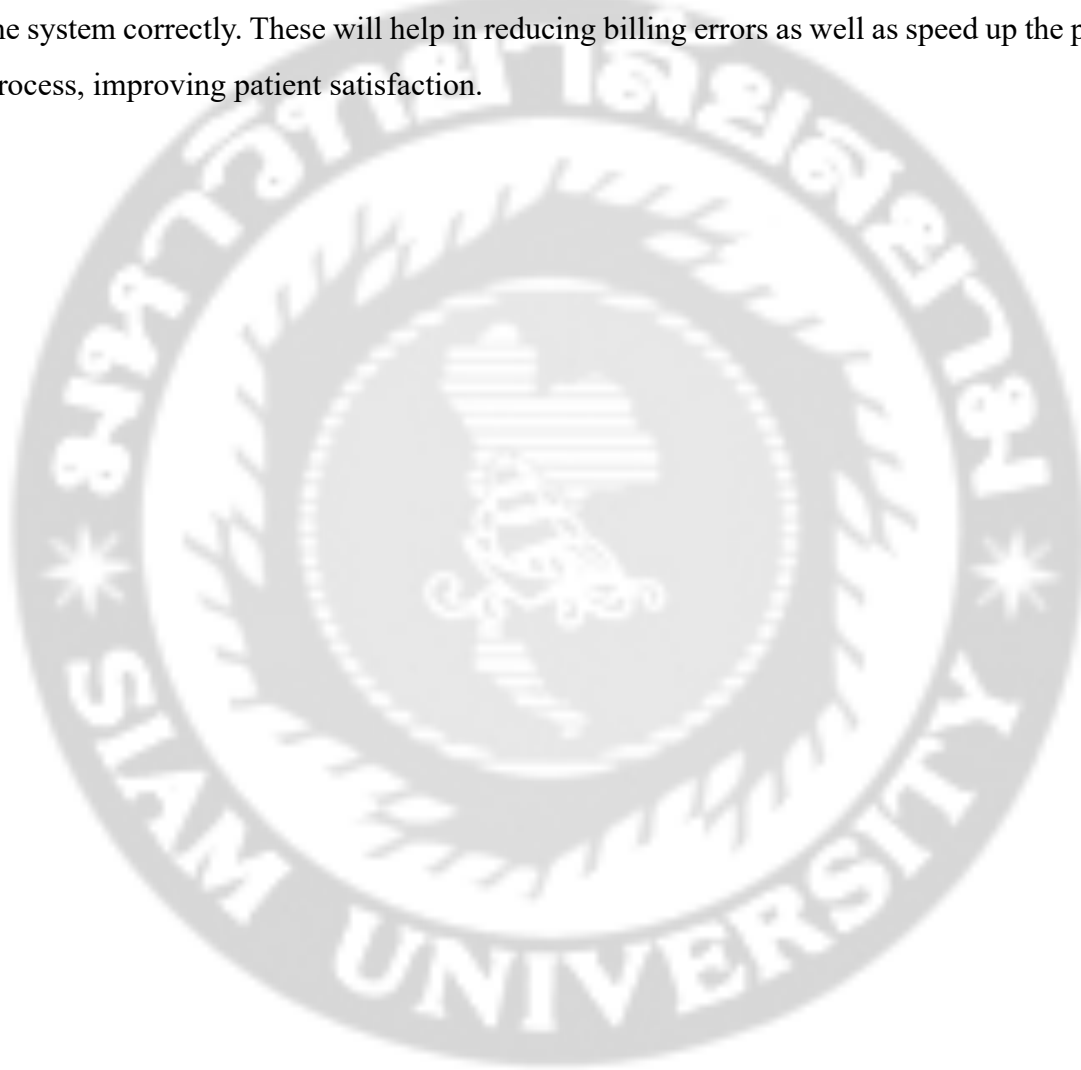
Proper inter-department communication should be done between the ENT Department reception and Aarus's main reception so that the patients can book their ENT related appointments at the main reception counter itself instead of only being able to do it at the ENT Department. Signboards should also be placed inside the hospital's ground floor entrance and parking to guide the patients to the 2nd Block B Building and to avoid confusion. The hospital should also update brochures, pamphlets and the hospital website to include ENT Department's direct contact number and location.

C. Solutions for event management gaps:

To prevent the issues faced during the 13th AGM, Aarus should form a small event planning team that includes people from different departments, temporarily focusing only on the event agenda instead of leaving everything to the admin department. The work can also be divided between staffs for tasks such as script writing, logistics and performer/speakers' communication to avoid confusion and last-minute changes. A short rehearsal of the event must also be done 1 or 2 days prior to the actual event to acknowledge and avoid mistakes and make the program smoother for both the audience and the hosts.

D. Provide proper training to cash counter staffs:

To avoid mistakes made by new staff at the billing and cash counter, Aarus should provide proper training before assigning such important tasks. A short training program with real examples should be made before the onboarding process. Senior staffs should also supervise and work alongside the new employees for the first few weeks to make sure they understand the system correctly. These will help in reducing billing errors as well as speed up the payment process, improving patient satisfaction.



3.3 Recommendations to the Company

Some of the recommendations I have which might help the hospital's management and medical system are:

A. Implement a Centralized Digital Record System:

Aarus Lifestyle Hospital should consider adopting an integrated hospital management software that combines all of the patient registration, billing, admin inventories and finance tracking. Currently 3 different software's being: Mavorion's Dolphin for patient registration and part of finance, TallyPrime for most of finance and MS Excel for admin inventories is being used. If all of these can be implemented in one centralized recording software, repetition of entries will be decreased especially for financial data.

B. Improve Patient Feedback and Suggestion System:

Develop a more accessible system for patients to provide feedback such as digital kiosk station, survey questionnaires in the mobile application or QR code surveys at reception desk and waiting rooms. By collecting such feedback from patients, the hospital can identify areas where improvement is needed and further work on such areas to increase patient satisfaction. Doing this would also help retain existing customers as well as increase customers due to work of mouth.

C. Promote Staff Wellness and Motivation Programs:

Wellness programs for Aarus' staff such as annual or bi-annual blood and health check-ups, workshops, and events such as staff picnics should also be launched. This would help improve the staff morale as well as support a healthier workplace environment and also motivate the staff to work harder. This would be a great way for staff retention especially in the current situation of Nepal where there is high rate of migration.

3.4 Learnings during Co-Op Studies

This internship opportunity was a very informative learning experience in my academic and career journey. Some of my learnings during this internship period are:

A. Applied Learnings:

I had the opportunity to apply practical learnings while in the finance department and it helped me learn practical financial skills which will be useful in my future financial career. Some of these learnings being, Tax Compliance under Nepal's Regulatory System, Vender Voucher Creation, Entry of financial data into financial software and Accounts Payable/Accounts Receivable Cycles.

B. Organizational Awareness:

Working in three different departments helped me understand how there is an ecosystem of responsibilities and how each of them have a crucial role in providing a seamless service to customers/patients. I also understood the importance of providing equal level of priority to each department as a business and how even not prioritizing the quality of one department could lead to a failure of a business.

C. Soft Skills Development:

While hosting Aarus's 13th Annual General Meeting, I was able to develop my public speaking, coordination and script writing skills. These skills overall helped boost my confidence in a public platform and also help increase my courage into participating in such opportunities if I ever get one in the future.

D. Healthcare Industry Differences:

While working as a finance intern in a healthcare industry, I was able to learn how a hospital must balance profit-loss while also maintaining patient well-being, compliance with the government and delivering service ethically.

3.5 How I applied knowledge during real working situation

The knowledge I gained throughout my BBA journey in both KCM and Siam University was useful and I was able to utilize them during my internship program.

A. Operations Management:

I was able to apply my practical knowledge while hosting events at KCM and utilized it while planning the Aarus Annual General Meeting.

B. Communication and Public Speaking:

Presentation practices both in KCM and Siam University and HRPD classes at KCM helped me improve my public speaking skills and I was able to utilize that skills while hosting and emceeing the Annual General Meeting

C. Financial Knowledge:

I was able to utilize the financial knowledge I gained during my BBA course and it helped me learn financial tasks in the finance department of Aarus faster due to already learning basic finance knowledge.

3.6 Skills and knowledge learned from this Co-Op Studies

Throughout my internship at Aarus Lifestyle Hospital, I gained multiple professional skills and knowledge which are essential when working in the field of healthcare finance department and hospital administration. First, I developed a strong foundation in financial skills which included interpretation of financial statements, tax and TDS calculation, and working knowledge regarding accounts payables and receivables. I was able to apply these skills in real work scenario by assisting and helping the finance department. These skills helped me improve my financial literacy and accuracy in a healthcare setting. In terms of management and communication skills, I significantly improved my ability to manage time effectively, work under stress, prioritize tasks and multitask. These skills grew when I had to work in the reception department where during peak hours, I had to handle both calls, patients queries and book appointments at the same time. These experiences helped sharpen by work efficiency. My communication skills also grew as I had to interact with patients. My verbal and interpersonal skills grew as my speaking confidence and habit improved. It also taught me how to communicate more formally in a professional setting, which also helped my professionalism during interaction. Another major skill I was able to grow was my leadership skills. During the planning and hosting of the company's 13th AGM, I was able to take initiatives during the planning and hosting stage of the event. It helped me grow my leadership skill, increase confidence and also prepare me better for other public speaking opportunities in the future. Planning of the event also helped increase my sense of responsibility. Finally, I gained valuable knowledge and insights into the healthcare systems. I was able to understand how private hospitals operate financially and administratively and also understand how broad the healthcare system is. I learned regarding cost structures of packages, insurance billing process as well as government compliance requirement for taxes and how these things influence a hospital's performance. I achieved a broad understanding of hospitals and healthcare institution both as a business and public service institution. These skills and experiences I gained during my Co-Op's practical learning helped prepare me for a professional role both in the healthcare sector as well as my future career in finance.

Chapter 4: Conclusion

4.1 Summary of highlights at this company

My internship experience at Aarus Lifestyle Hospital was a transformative journey that allowed me to take multiple responsibilities, starting with working as a reception officer in the first month, moving into finance department as a finance intern and later supporting in the event management team and hosting the 13th Annual General Meeting of Aarus Lifestyle Hospital. These roles during my internship gave me a well-rounded and deep understanding of how a mid-sized private hospital operates not just clinically but financially and administratively.

I had the opportunity to apply academic knowledge in practical scenarios. Being part of real day to day financial operations gave me the opportunity to contribute my classroom-based knowledge and in return gain practical knowledge and experience.

I also had the chance of working with professionals who were open to mentorship. Aarus's finance manager guided me through my learnings in the finance department and the administrative team encouraged and helped me prepare for my emcee role. My experience at the reception counter provided me lessons regarding customer service and the importance of professionalism especially being at the face of the hospital where reception officer is the first point of interaction and how making a good first impression is really important for the growth of hospital.

Hosting the 13th AGM was also a big highlight moment for me. Which helped me boost my confidence and improve my communication skills. Despite last minute changes in the itinerary, I was able to adapt quickly and maintain professionalism throughout the event. This taught me to always be prepared and be flexible.

These highlights at this company made me grow by adding new skills and learnings which helped me become a more competent and confident professional.

4.2 Evaluation of work experience

My internship at Aarus Lifestyle Hospital exceeded most of my academic and professional goals. This organization provided a supportive yet challenging environment where I could engage with core business functions and understand the real-world challenges of managing a healthcare institution. One of the major strengths of this internship was its diverse scope. Instead of being confined to a single department, I was given the opportunity to explore multiple departments and its functions. Being able to work alongside the Reception, Finance and Administrative department, I got exposed to multiple operations which was usually rare during my previous internship at a bank. After initial guidance at these department, I was also allowed to handle tasks independently especially in the finance department. This helped me be responsible to the tasks that were given to me. The feedback I received from my mentors also encouraged me to reflect what I had learned as well as the areas where I had to bring improvements.

My internship also came with some challenges. For example, there was no structured orientation and onboarding for interns. During my initial days at the reception department, I had to figure out many processes such as booking of appointments through observation of other staffs and during instances of low staffs, being alone in the reception was a challenge. There were also technological limitations in the finance department where many payments had to be manually entered due to which additional time was spent on entering repeated data and double checking of entries to make sure accurate numbers were entered. This made the tasks more repetitive and time-consuming than necessary. Additionally, planning for the Annual General Meeting also had challenges. Since there was no dedicated team for the event, the workload was unevenly distributed and last-minute changes in the itinerary caused unnecessary stress due to improper planning. Even so, these challenges served as a learning opportunity for me. They helped me understand how organizations and the employees must adapt to limitations and how we must perform under pressure. It taught me how having adaptability and flexibility will be very valuable in my career.

4.3 Limitation of Co-Op studies

While this Co-Op study was very valuable for me career, it also came with a few limitations which can be acknowledged so that the future Co-Op education programs can be improved. Some of the limitations of Co-Op study are:

A. Short Internship Duration:

The primary limitation of this Co-Op study was the duration of this internship. While I was able to gain insights and skills during these four months, a longer internship duration of at least six months would have allowed me to participate deeper into finance fields such as budgeting, cost optimizations and income statement formations. A longer-term study duration would also be better for the total experience gained from one organization in our curriculum vitae.

B. Limited Access to Data:

Due to privacy and security protocols of the organization, my access to sensitive financial data was limited. Though this is done for the safety of the company, it also restricted my ability to perform deeper financial analysis and learn more day-to-day financial skills needed in an organization.

C. Overlapping Responsibilities:

While I was given the opportunity to explore multiple roles in different departments, my responsibilities also overlapped, an example being financial entries being accumulated while preparing for the AGM. This overlapping of responsibilities led to occasional stress and also reduced efficiency of my work.

D. Lack of Technical Training:

While in the financial department, learnings were mostly through observation and no formal technical training for the software's were given to me. Offering short training sessions at the beginning of the internship would have improved the quality of my output and speed.

4.4 Recommendations for this company

Based on my internship experience, some of the recommendations I have for Aarus Lifestyle Hospital to improve operational efficiency and intern engagement are:

A. Create orientation and training manuals:

New employees and interns would benefit from an onboarding manual that outlines standard operating procedures, workflow diagram as well as necessary contact numbers of different departments within the organizations. These would help reduce errors as well as make newer staffs learn faster, which would benefit the company, especially in front desk staffs at the reception and billing counter where new staffs are prone to errors.

B. Introduce a structured internship program:

The hospital should develop a structured internship framework with a clear timeline, department goals, training sessions and evaluations. Interns would benefit from weekly mentorship sessions which would enhance learning outcomes as well as reduce work related confusions.

C. Assign dedicated teams for events:

Events like the AGM should have a dedicated planning and execution team formed at least a month in advance. Roles like logistics, hosts, design lead should also be clearly assigned. This would help prevent overlapping as well as reflect the hospital's professionalism during events.

D. Continue investing in preventive healthcare programs:

Aarus should continue to expand their community workshops, screening and health camps and other health initiatives and also focus on other lifestyle diseases such as Cholesterol, whose rate is very high on Nepalese people. These health initiatives will help increase the company's reputation as a center for preventive health care.

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Appendix



Figure 7: Reception and Cash counter of Aarus Lifestyle Hospital



Figure 8: My work station at the Finance Department



Figure 9: Engraving of Gold Coins for the AGM



Figure 10: Collections of all the Gold and Silver Coins for the Award Recipients



Figure 11: Me hosting during Aarus's 13th Annual General Meeting



Figure 12: Being presented with a certificate for hosting the AGM

Week 1: Working days; Sunday to Friday (8:00AM- 4:00PM) Holidays on Saturday & Wednesday

Date	Day	Tasks Assigned
19/01/2025	Sunday	<ul style="list-style-type: none"> - Company Orientation Program, Visited all the hospital departments, learned about company health packages - Learned about Mavorion Dolphin software
20/01/2025	Monday	<ul style="list-style-type: none"> - Placed at the Report Dispatch counter - Learned how to check patient's report, print and hand it over to the patient
21/01/2025	Tuesday	<ul style="list-style-type: none"> - Placed at Report Dispatch counter along with a senior staff - Checked, printed and handed patient's reports
23/01/2025	Thursday	<ul style="list-style-type: none"> - Placed at Reception Counter besides a senior - Learned how to answer calls, check and book appointments and direct them to their departments
24/01/2025	Friday	<ul style="list-style-type: none"> - Placed at Reception Counter besides a senior staff - Managed appointment bookings and confirmation - Answered incoming patient calls regarding appointments and queries

Week 2: Working days; Sunday to Friday (8:00AM- 4:00PM) Holidays on Saturday & Wednesday

Date	Day	Tasks Assigned
26/01/2025	Sunday	<ul style="list-style-type: none"> - Answered incoming calls, booked appointments of patients - Provided information to new patients regarding health packages
27/01/2025	Monday	<ul style="list-style-type: none"> - Supported in organizing files and documents at reception - Provided basic information to walk-in visitors about services - Updated the appointment schedule in the system
28/01/2025	Tuesday	<ul style="list-style-type: none"> - Answered incoming calls and directed them appropriately - Guided patients to respective departments or rooms
30/01/2025	Thursday	<ul style="list-style-type: none"> - Provided basic information to walk-in visitors - Updated the appointment schedule in the system - Helped organize front desk documentation
31/01/2025	Friday	<ul style="list-style-type: none"> - Managed appointment bookings - Answered telephone inquiries - Maintained reception cleanliness

Week 3: Working days; Sunday to Friday (8:00AM- 4:00PM) Holidays on Saturday & Wednesday

Date	Day	Tasks Assigned
02/02/2025	Sunday	<ul style="list-style-type: none"> - Supported in organizing files and documents at reception - Provided basic information to walk-in visitors about services - Updated the appointment schedule in the system
03/02/2025	Monday	<ul style="list-style-type: none"> - Managed appointment bookings - Answered telephone inquiries - Maintained reception cleanliness
04/02/2025	Tuesday	<ul style="list-style-type: none"> - Answered incoming calls and directed them appropriately - Guided patients to respective departments or rooms
06/02/2025	Thursday	<ul style="list-style-type: none"> - Provided basic information to walk-in visitors - Updated the appointment schedule in the system - Helped organize front desk documentation
07/02/2025	Friday	<ul style="list-style-type: none"> - Managed appointment bookings - Answered telephone inquiries - Maintained reception cleanliness

Week 4: Working days; Sunday to Friday (8:00AM- 4:00PM) Holidays on Saturday & Wednesday

Date	Day	Tasks Assigned
09/02/2025	Sunday	<ul style="list-style-type: none"> - Assisted in welcoming patients - Sorted incoming mails - Directed patients to respective department
10/02/2025	Monday	<ul style="list-style-type: none"> - Managed appointment bookings - Answered telephone inquiries - Maintained reception cleanliness
11/02/2025	Tuesday	<ul style="list-style-type: none"> - Answered incoming calls and directed them appropriately - Guided patients to respective departments or rooms
13/02/2025	Thursday	<ul style="list-style-type: none"> - Managed appointment bookings - Answered telephone inquiries - Maintained reception cleanliness
14/02/2025	Friday	<ul style="list-style-type: none"> - Managed appointment bookings - Answered telephone inquiries - Maintained reception cleanliness

Week 5: Working days; Sunday to Friday (8:00AM- 4:00PM) Holidays on Saturday & Wednesday

8:00AM-10:00AM: Reception Department (Morning)

10:00AM-4:00PM: Finance Department (Day)

Date	Day	Tasks Assigned
16/02/2025	Sunday	<ul style="list-style-type: none"> - Morning: Assisted in front desk inquiries - Day: Placed at Finance Department. Taught how to fill entries into software, how to calculate TDS, how to organize files in their respective files
17/02/2025	Monday	<ul style="list-style-type: none"> - Morning: Updated appointment schedule - Day: Verified invoice entries - Day: Filed invoices into system
18/02/2025	Tuesday	<ul style="list-style-type: none"> - Morning: Guided patients - Day: Supported invoice filing for Akshyalok Traders - Day: Assisted with Excel entries
20/02/2025	Thursday	<ul style="list-style-type: none"> - Morning: Handled visitor queries - Day: Entered data in invoice tracking sheet - Day: Helped in locating missing invoice files
21/02/2025	Friday	<ul style="list-style-type: none"> - Morning: Assisted at reception - Day: Filed invoices for Nirvan Traders Pvt. Ltd. - Day: Organized paper invoice copies

Week 6: Working days; Sunday to Friday (8:00AM- 4:00PM) Holidays on Saturday & Wednesday

8:00AM-10:00AM: Reception Department (Morning)

10:00AM-4:00PM: Finance Department (Day)

Date	Day	Tasks Assigned
23/02/2025	Sunday	<ul style="list-style-type: none"> - Morning: Assisted front desk with visitor flow - Day: Filed invoices for Shanker Oxygen Cylinders and Looza Stationeries
24/02/2025	Monday	<ul style="list-style-type: none"> - Morning: Managed reception calls - Day: Supported data entry for finance reports - Day: Helped check duplicate invoice entries
25/02/2025	Tuesday	<ul style="list-style-type: none"> - Morning: Guided patients - Day: Supported invoice filing for Akshyalok Traders - Day: Assisted with Excel entries
27/02/2025	Thursday	<ul style="list-style-type: none"> - Morning: Front desk support - Day: Sorted and filed payment receipts - Day: Verified entries in excel sheet
28/02/2025	Friday	<ul style="list-style-type: none"> - Morning: Assisted at reception - Day: Filed invoices for B.Designs Pvt. Ltd. - Day: Organized paper invoice copies

Week 7: Working days; Sunday to Friday (8:00AM- 4:00PM) Holidays on Saturday & Wednesday

8:00AM-10:00AM: Reception Department (Morning)

10:00AM-4:00PM: Finance Department (Day)

Date	Day	Tasks Assigned
02/03/2025	Sunday	<ul style="list-style-type: none"> - Morning: Front desk attendance - Day: Reorganized folders in finance cabin - Day: Assisted in payment follow-up log entries
03/03/2025	Monday	<ul style="list-style-type: none"> - Morning: Managed reception calls - Day: Supported data entry for finance reports - Day: Helped check duplicate invoice entries
04/03/2025	Tuesday	<ul style="list-style-type: none"> - Morning: Guided patients - Day: Supported invoice filing for Nirwan Traders Pvt. Ltd.
06/03/2025	Thursday	<ul style="list-style-type: none"> - Morning: Front desk support - Day: Sorted and filed payment receipts - Day: Verified entries in excel sheet
07/03/2025	Friday	<ul style="list-style-type: none"> - Morning: Assisted at reception - Day: Sorted and filed payment receipts - Day: Verified entries in excel sheet

Week 8: Working days; Sunday to Friday (8:00AM- 4:00PM) Holidays on Saturday & Wednesday

8:00AM-10:00AM: Reception Department (Morning)

10:00AM-4:00PM: Finance Department (Day)

Date	Day	Tasks Assigned
09/03/2025	Sunday	<ul style="list-style-type: none"> - Morning: Welcomed visitors at the reception - Day: Updated records of payment follow-ups - Day: Helped in organizing finance files
10/03/2025	Monday	<ul style="list-style-type: none"> - Morning: Managed front desk calls - Day: Created invoice summary reports - Day: Verified entries in excel sheet
11/03/2025	Tuesday	<ul style="list-style-type: none"> - Morning: Assisted patients to respective departments - Day: Supported data entry for finance reports - Day: Verified entries in excel sheet
13/03/2025	Thursday	<ul style="list-style-type: none"> - Morning: Managed reception calls - Day: Supported data entry for finance reports - Day: Helped check duplicate invoice entries
14/03/2025	Friday	<ul style="list-style-type: none"> - Morning: Assisted at reception - Day: Sorted and filed payment receipts - Day: Verified entries in excel sheet

Week 9: Working days; Sunday to Friday (8:00AM- 4:00PM) Holidays on Saturday & Wednesday

8:00AM-10:00AM: Reception Department (Morning)

10:00AM-4:00PM: Finance Department (Day)

Date	Day	Tasks Assigned
16/03/2025	Sunday	<ul style="list-style-type: none"> - Morning: Assisted front desk with visitor flow - Day: Filed invoices for B.Designs, Shanker Oxygen Cylinders
17/03/2025	Monday	<ul style="list-style-type: none"> - Morning: Managed reception calls - Day: Supported data entry for finance reports - Day: Helped check duplicate invoice entries
18/03/2025	Tuesday	<ul style="list-style-type: none"> - Morning: Guided patients - Day: Supported invoice filing for Akshyalok Traders - Day: Assisted with Excel entries
20/03/2025	Thursday	<ul style="list-style-type: none"> - Morning: Front desk support - Day: Sorted and filed payment receipts - Day: Verified entries in excel sheet
21/03/2025	Friday	<ul style="list-style-type: none"> - Morning: Assisted at reception - Day: Organized paper invoice copies

Week 10: Working days; Sunday to Friday (8:00AM- 4:00PM) Holidays on Saturday & Wednesday

8:00AM-10:00AM: Reception Department (Morning)

10:00AM-4:00PM: Finance Department (Day)

Date	Day	Tasks Assigned
23/03/2025	Sunday	<ul style="list-style-type: none"> - Morning: Welcomed visitors at the reception - Day: Updated records of payment follow-ups - Day: Helped in organizing finance files
24/03/2025	Monday	<ul style="list-style-type: none"> - Morning: Managed front desk calls - Day: Created invoice summary reports - Day: Verified entries in excel sheet
25/03/2025	Tuesday	<ul style="list-style-type: none"> - Morning: Assisted in issuing visitor passes - Day: Supported data entry for finance reports - Day: Verified entries in excel sheet
27/03/2025	Thursday	<ul style="list-style-type: none"> - Morning: Managed reception calls - Day: Supported data entry for finance reports - Day: Helped check duplicate invoice entries
28/03/2025	Friday	<ul style="list-style-type: none"> - Morning: Assisted at reception - Day: Sorted and filed payment receipts - Day: Verified entries in excel sheet

Week 11: Working days; Sunday to Friday (8:00AM- 4:00PM) Holidays on Saturday & Wednesday

8:00AM-10:00AM: Reception Department (Morning)

10:00AM-4:00PM: Finance Department (Day)

Date	Day	Tasks Assigned
30/03/2025	Sunday	<ul style="list-style-type: none">- Morning: Welcomed visitors and assisted- Day: Arranged cheque book- Day: Helped in organizing finance files
31/03/2025	Monday	<ul style="list-style-type: none">- Morning: Answered reception queries- Day: Supported in finance review prep- Day: Checked for invoice duplications
01/04/2025	Tuesday	<ul style="list-style-type: none">- Morning: Managed reception calls- Day: Supported data entry for finance reports- Day: Helped check duplicate invoice entries
03/04/2025	Thursday	<ul style="list-style-type: none">- Morning: Guided patients from the front desk- Day: Supported invoice filing for Nirwan Traders Pvt. Ltd.
04/04/2025	Friday	<ul style="list-style-type: none">- Morning: Assisted at reception- Day: Sorted and filed payment receipts- Day: Verified entries in excel sheet

Week 12: Working days; Sunday to Friday (8:00AM- 4:00PM) Holidays on Saturday & Wednesday

8:00AM-10:00AM: Reception Department (Morning)

10:00AM-4:00PM: Finance Department/ Annual General Meeting event preparation (Day)

Date	Day	Tasks Assigned
06/04/2025	Sunday	<ul style="list-style-type: none"> - Morning: Managed reception appointments - Day: Assisted in filing statements - Day: Helped reconcile vendor ledgers
07/04/2025	Monday	<ul style="list-style-type: none"> - Morning: Answered reception queries - Day: Supported in finance review prep - Day: Checked for invoice duplications
08/04/2025	Tuesday	<ul style="list-style-type: none"> - Morning: Assisted visitors with directions - Day: Prepared AGM preliminary files - Day: Went through previous AGM emcee script
10/04/2025	Thursday	<ul style="list-style-type: none"> - Morning: Managed reception calls - Day: Visited AGM venue for setup review - Day: Coordinated with AGM team on logistics
11/04/2025	Friday	<ul style="list-style-type: none"> - Morning: Scheduled appointments and follow-ups - Day: Helped write AGM anchor script

Week 13: Working days; Sunday to Friday (8:00AM- 4:00PM) Holidays on Saturday & Wednesday

8:00AM-10:00AM: Reception Department (Morning)

10:00AM-4:00PM: Finance Department/Annual General Meeting event preparation (Day)

Date	Day	Tasks Assigned
13/04/2025	Sunday	<ul style="list-style-type: none"> - Morning: Reception assistance - Day: Coordinated AGM menu finalization
14/04/2025	Monday	<ul style="list-style-type: none"> - Morning: Assisted front desk - Day: Prepared AGM award checklist - Day: Entered updated vendor data
15/04/2025	Tuesday	<ul style="list-style-type: none"> - Morning: Handled reception duties - Day: Coordinated AGM materials with vendors - Day: Rechecked expense entries for accuracy
17/04/2025	Thursday	<ul style="list-style-type: none"> - Morning: Reception assistance - Day: AGM logistics review, event itinerary planning
18/04/2025	Friday	<ul style="list-style-type: none"> - Morning: Scheduled appointments and follow-ups - Day: Wrote emcee script for the AGM - Day: Verified entries in excel sheet

Week 14: Working days; Sunday to Friday (8:00AM- 4:00PM) Holidays on Saturday & Wednesday

8:00AM-10:00AM: Reception Department (Morning)

10:00AM-4:00PM: Finance Department/Annual General Meeting event preparation (Day)

Date	Day	Tasks Assigned
20/04/2025	Sunday	<ul style="list-style-type: none"> - Morning: Front desk attendance - Day: Reorganized folders in finance cabin - Day: Assisted in payment follow-up log entries
21/04/2025	Monday	<ul style="list-style-type: none"> - Morning: Assisted front desk - Morning: Reception cover - Day: Created summary for AGM expenses
22/04/2025	Tuesday	<ul style="list-style-type: none"> - Morning: Assisted front desk - Day: Helped print AGM reports - Day: Went to Silver Palace to get 50g and 100g silver coin for Silver Coin Award Holders
24/04/2025	Thursday	<ul style="list-style-type: none"> - Morning: Reception assistance - Day: Went to Newroad to buy 10g Gold Coins for Gold Coin Award Holders
25/04/2025	Friday	<ul style="list-style-type: none"> - Morning: Scheduled appointments and follow-ups - Day: Wrote emcee script for the AGM - Day: Assisted with Excel entries

Week 15: Working days; Sunday to Friday (8:00AM- 4:00PM) Holidays on Saturday & Wednesday

8:00AM-10:00AM: Reception Department (Morning)

10:00AM-4:00PM: Annual General Meeting event preparation (Day)

Date	Day	Tasks Assigned
27/04/2025	Sunday	<ul style="list-style-type: none"> - Morning: Front desk attendance - Day: Finalized award sets and checked engraving details - Day: Delivered AGM FLEX and posters to venue
28/04/2025	Monday	<ul style="list-style-type: none"> - Morning: Managed reception - Day: Helped prepare final AGM presentations - Day: Created checklist for event materials and kits
29/04/2025	Tuesday	<ul style="list-style-type: none"> - Morning: Provided reception assistance - Day: Confirmed catering and seating arrangements - Day: Final writing of emcee script
01/05/2025	Thursday	<ul style="list-style-type: none"> - Morning: Reception coordination - Day: Participated in full AGM rehearsal - Day: Verified technical setup at venue (audio/visual)
02/05/2025	Friday	<p>AGM Event day:</p> <ul style="list-style-type: none"> - Assisted in AGM event execution (anchor script coordination, award handling, refreshments) - Handled guest feedback and event documentation

Week 16: Working days; Sunday to Friday (8:00AM- 4:00PM) Holidays on Saturday & Wednesday

8:00AM-10:00AM: Reception Department (Morning)

10:00AM-4:00PM: Finance Department (Day)

Date	Day	Tasks Assigned
04/05/2025	Sunday	<ul style="list-style-type: none"> - Morning: Front desk attendance - Day: Reorganized folders in finance cabin - Day: Assisted in entry of invoices
05/05/2025	Monday	<ul style="list-style-type: none"> - Morning: Directed visitors - Day: Entered invoices of Akshyalok and B.Designs
06/05/2025	Tuesday	<ul style="list-style-type: none"> - Morning: Managed front desk calls - Day: Created invoice summary reports - Day: Verified entries in excel sheet
08/05/2025	Thursday	<ul style="list-style-type: none"> - Morning: Assisted in issuing visitor passes - Day: Completed Intern Documentations - Day: Shared final report with supervisor
09/05/2025	Friday	<ul style="list-style-type: none"> - Internship officially concluded - Reflected on key learnings - Bid farewell to the team - Distributed chocolates to the Reception, Finance, Admin Department and Respective heads