



INTERNSHIP AFFILIATION REPORT ON

**“A Study On The General Banking
Activities Of Prime Bank Limited,
Gulshan Branch”**



Faculty of BRAC Business School
BRAC UNIVERSITY

INTERNSHIP AFFILIATION REPORT ON
**“A Study on the General Banking
Activities of Prime Bank Limited, Gulshan
Branch”**

An Internship Report Presented to the Faculty of BRAC
Business School in Partial Fulfillment of the Requirements for
the Degree of Masters of Business Administration (MBA)

Supervised by

Dr. Suman Paul Chowdhury
Assistant Professor, and
Coordinator, MBA Program

Submitted by

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ID# 14164034
Major in Finance

Date of Submission: 18th September 2016

September 18, 2016

Mr. Dr. Suman Paul Chowdhury
Assistant Professor and Coordinator,
MBA Program
BRAC University

Subject: Submission of Internship Affiliation Report.

Dear Sir,

This is a great pleasure for me to submit the internship report, which is a partial requirement for the MBA program. I have prepared my internship report on “**A Study on the General Banking Activities of Prime Bank Limited, Gulshan Branch**”. I believe that the experience I have acquired from this study will be an invaluable asset in my life. I have confidence that the internship program has increased both of my practical experience and theoretical knowledge to a great extent.

It has also to be mentioned that without your expert advice and cooperation it would not have been possible to complete this report. If you have any further enquiry concerning any additional information I would be very pleased to clarify that. So, I am fervently requesting and hope that you would be kind enough to accept my report and oblige thereby.

Thanking you,

Sincerely Yours,

Abu Sadat Md. Sayem Bhuyain
ID# 14164034
Major in Finance
MBA Program
BRAC University

Letter of Endorsement

The Internship Affiliation Report entitled “A Study on the General Banking Activities of Prime Bank Limited, Gulshan Branch” is a bona fide work done as a partial fulfillment of the requirements for the degree of Masters of Business Administration (MBA), Major in Finance, School of Business Administration and submitted on August 09, 2016 by Mr. Abu Sadat Md. Sayem Bhuyain, ID# 14164034.

The report has been prepared under my guidance and is a record of the bona fide work carried out successfully. The report has been accepted and may be presented to the Internship Defense Committee for evaluation.

(Any opinions, suggestions made in this report are entirely that of the author of the report. the University does not condone nor reject any of these opinions or suggestions).

Mr. Dr. Suman Paul Chowdhury
Assistant Professor,
Internship Supervisor

ACKNOWLEDGEMENT

At first, I would like to express my Gratitude to Almighty Allah who has given me the opportunity to go through the total process of Internship and to write a report in this regard. I would like to take the opportunity to express my gratitude to my internship advisor **Mr. Dr. Suman Paul Chowdhury**, Assistant Professor and Coordinator, MBA Program, Faculty of BRAC Business School, BRAC University whose direction, guidance and support helped me a lot in writing this report.

It was a great pleasure for me to work in Prime Bank Limited (Gulshan Branch) as an intern. I thank all the employees for being friendly and Cooperative was taught lots of important things throughout my Internship career because of their proper attention and cooperation.

My deepest appreciation and special thanks goes to Mr. Nohel Ahmed Khan, the Head of Branch, and Mr. Alamgir sir, the manager operation of the branch for extending their support in compiling this report. I would specially like to thank Mr. Nasir Uddin Ahamed, Junior Officer; Mr. Ehtashamul Haque, Officer; Mr. Risan, Junior Officer of Prime Bank Ltd Gulshan Branch who helped me a lot during my internship days with valuable advices, guidance and necessary information. I also like to give thanks to all supporting stuffs of Gulshan Branch for their friendly cooperation.

At last I must mention the wonderful working environment and group commitment of this bank that has enabled me a lot deal to do and observe the banking activities during my Internship period of three months.

EXECUTIVE SUMMARY

After studying numerous theoretical concepts during the various coursework's of my MBA program at Majoring in Finance, BRAC University, Understanding the practical implications and applications is the next step in the learning process. The MBA internship program provides an opportunity for such steps. In due course of completing my internship project and compiling this report I came to learn about the General Banking and the performance of the Prime Bank Ltd.

This report is based on practical working experience at The Prime Bank Limited as a part of internship program. The Prime Bank Limited, the first generation bank in Bangladesh came into being in 1995. Established with the objective of bringing about a qualitative change in sphere of banking and financial management, the bank today serves its customers usefully and collecting funds from the surplus units of the economy in the form of deposit and mobilize deposit to the deficit units of the economy in the form of credit. The noble intention behind starting this Bank was to bring about qualitative changes in the sphere of Banking and financial management. Today The Prime Bank Limited serves its customers at home and abroad with 122 branches spread over the country and about three hundred oversea correspondences.

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CHAPTER # 1

INTRODUCTION

1.0 Introduction

1.1 Rational of the Study

Though internship report is an integral part of the MBA program of every university. So it is compulsory to take such task by the students who want to complete and successfully end-up their MBA program. It is also an opportunity for the students to minimize the gap of their theoretical and practical knowledge. That is why I have prepared this report. I get an opportune in Prime Bank Ltd at Gulshan Branch. I work there internship period in general banking sector so I have decided to work on the topic “**General Banking Activities of Prime Bank Limited in Gulshan Branch**”. I have acquired practical experience of general banking activities during my internship period which will help me in the future.

1.2 Objectives

The objectives are to prepare an internship report in the general banking actives of Prime Bank limited are:

- ✓ To learn accounts opening process followed by Prime Bank Limited.
- ✓ To learn how to issue Cheque Book for accountholder.
- ✓ To learn how to issue a Master Debit Card and solve the problem arises with card related.
- ✓ To learn the activities of accounts section of Prime Bank Limited.
- ✓ To learn the clearing section of Prime Bank Limited.
- ✓ To describe the customer service process of Prime Bank Limited.
- ✓ To study existing banker customer relationship.
- ✓ To observe the working environment in commercial banks.

1.3 Background

In the backdrop of economic liberalization and financial sector reforms, a group of highly successful local entrepreneurs conceived an idea of floating a commercial bank with different outlook. For them, it was competence, excellence and consistent delivery of reliable service with superior value products. Accordingly, Prime Bank was created and commencement of business started on 17th April 1995. The sponsors are reputed personalities in the field of trade and commerce and their stake ranges from shipping to textile and finance to energy etc. As a fully licensed commercial bank, Prime Bank is being managed by a highly professional and dedicated team with long experience in

Banking. They constantly focus on understanding and Anticipating customer needs. As the banking scenario undergoes changes so is the bank and it repositions itself in the changed market condition.

Prime Bank has already made significant progress within a very short period of its existence. The bank has been graded as a top class bank in the country through internationally accepted CAMELS rating. The bank has already occupied an enviable position among its competitors after achieving success in all areas of business operation.

Prime Bank offers all kinds of Commercial Corporate and Personal Banking services covering all segments of society within the framework of Banking Company Act and rules and regulations laid down by their central bank. Diversification of products and services include Corporate Banking, Retail Banking and Consumer Banking right from industry to agriculture, and real state to software.

❖ **Mission:**

- To build Prime Bank Limited into an efficient, market-driven, customer focused institution with good corporate governance structure.
- Continuous improvement of their business policies, procedure and efficiency through integration of technology at all levels.

❖ **Vision:**

- To be the best private commercial bank in Bangladesh in terms of efficiency, capital adequacy, asset quality, sound management and profitability having strong liquidity.

1.3.1 Strategic Priority

To have Sustained growth, broaden and improve range of products and services.

1.3.2 Corporate Culture

This Bank is one of the most disciplined Banks with a distinctive corporate culture, believes in shared meaning, shared understanding and shared sense making. Bank people can see and understand events, activities, objects and situation in a distinctive way. They mold their manners and etiquette, character individually to suit the purpose of the Bank and the needs of the customers who are of paramount importance to the bank. The people in the Bank see themselves as a tight knit team/family that believes in working together for growth. The corporate culture the bank sustains has not been imposed; it has rather been achieved through corporate conduct.

1.3.3 Slogan

Slogan of Prime Bank Ltd. is stated below –

“A bank with a difference”

1.3.4 Logo

Logo of Prime Bank Ltd. is stated below -



1.3.5 Achievements & Awards

- ✓ 12th Bangladesh Award DHL – The Daily Star
- ✓ The BIZZ 2012 Inspirational Company Award.
- ✓ ICMAB Best Corporate Award 2010
- ✓ SAFA Award 2010
- ✓ Best Published Accounts & Corporate Disclosures in Banking Sector.
- ✓ Prime Bank wins 1st Prize in 11th ICAB National Awards.

1.3.6 Organizational Structure

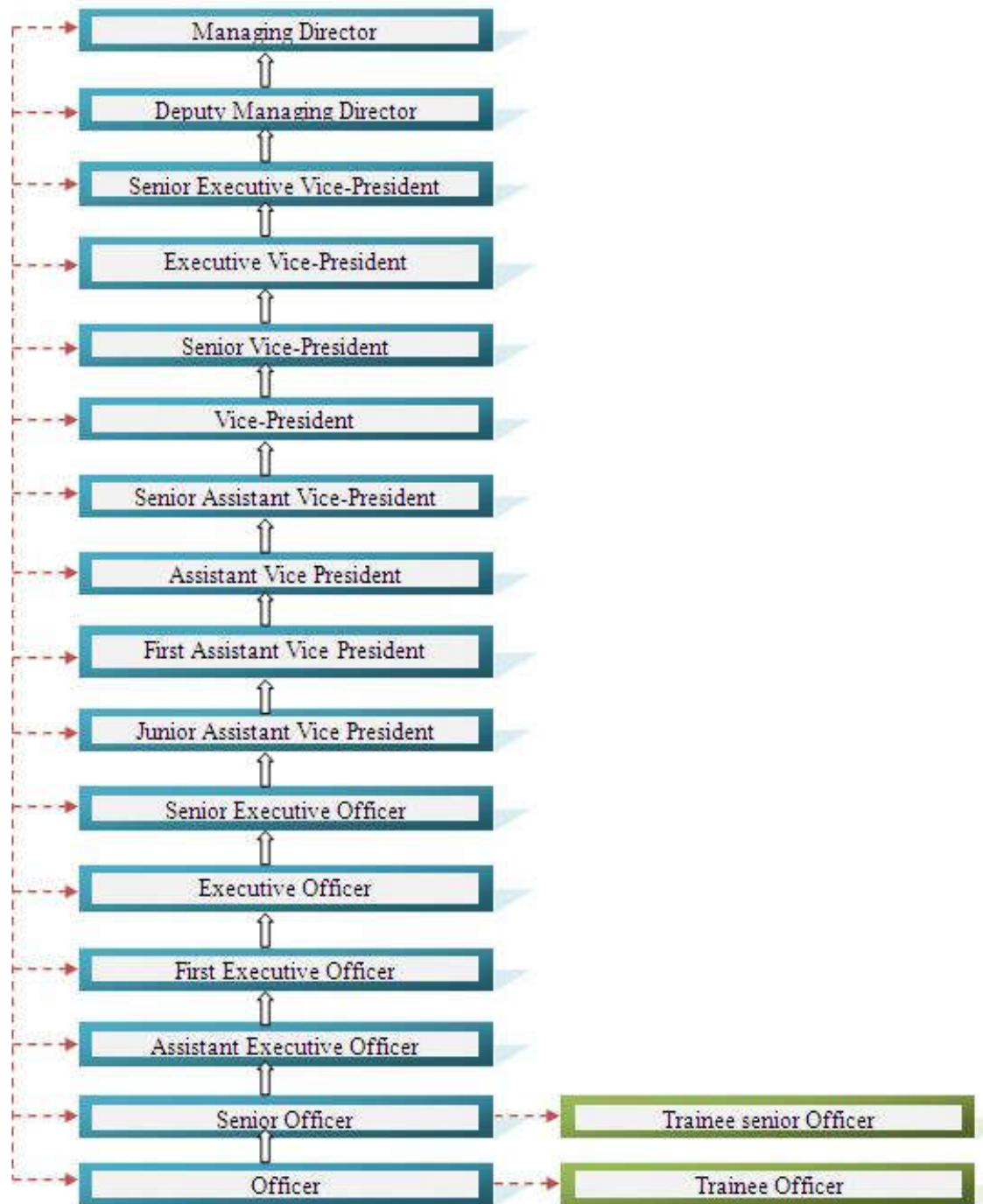


Figure 01: Organizational Structure in Prime Bank Limited

1.3.7 Corporate Information

Type	:	Private (Non-Government)
Industry	:	Banking
Headquarters	:	Motijheel, Dhaka, Bangladesh
Authorized Capital	:	Tk 25,000 million
Key People	:	Mr. Azam J Chowdhury (Chairman) Mr. M A Khaleque (Vice-Chairman) Mr. Khandker Mohammad Khaled (Vice-Chairman) Mr. Ahmed Kamal Khan Chowdhury (Managing Director) Mr. Quazi Sirajul Islam (Executive Committee Chairman)
Legal Form	:	A private sector commercial bank incorporated in Bangladesh under the company's act 1994 and commencement of business started on 17th April 1995.
Products	:	Banking services, Consumer Banking, Corporate Banking, Investment Banking, Islamic Banking.
Net Income	:	Increase Taka 5790 million
Number of employees	:	2710
Number of Branches	:	122
Number of ATM	:	151

CHAPTER # 2
ACTIVITIES
UNDERTAKEN

2.0 Activities Undertaken

2.1 Work Related Activities

I have started my internship program in Prime Bank Limited at Gulshan Branch on 12th May, 2016 and the operation manager of Gulshan Branch told me that at first work in the general banking so that I can get primary information. There are many kinds of general banking activities in the Gulshan Branch of Prime Bank Limited. So it is not possible for me to try or practice every kind of activities within the short period of internship program. But there are some activities I have learned and done by myself during my internship period. I have done the following general banking activities-

- Opening account, closing account and account related activities.
- Issuance of Cheque books
- Issuance of Master Debit Card and solve the problems related with the Master Debit Card.
- Provide foreign remittance services.
- DESCO bill collection by outward clearing cheques.
- Preparing vouchers.
- Fixed deposit scheme.
- Clearing cheques.

2.1.0 Opening Accounts

At the first day of my internship period at Prime Bank Limited Officer Mr. Nasir Uddin Ahmed told me to prepare some Savings account (SB), Current account (CD). All the necessary documents are sorted on the desk and files.

- **Savings Account form (Structure):**
 - Account opening form (Personal)
 - White signature card
 - Anti-money laundering act slip
 - Foreign Account Tax Compliance Act (FATCA) form
 - Depositors information slip
 - Cheque Requisition slip
 - Master Debit Card Requisition Form.

➤ **Procedures of Opening Savings Account:**

- Photograph of the account holder(s) attested by the introducer
- Photocopy of National Certificate/ Photocopy of passport (Original must be seen)
- Photograph of Nominee(s) attested by account holder.
- KYC profile form
- Transaction Profile
- Documents of Income Source.
- Letters of Thanks
- Letter of Welcome
- Introducer (other account holder accepted to the branch manager)

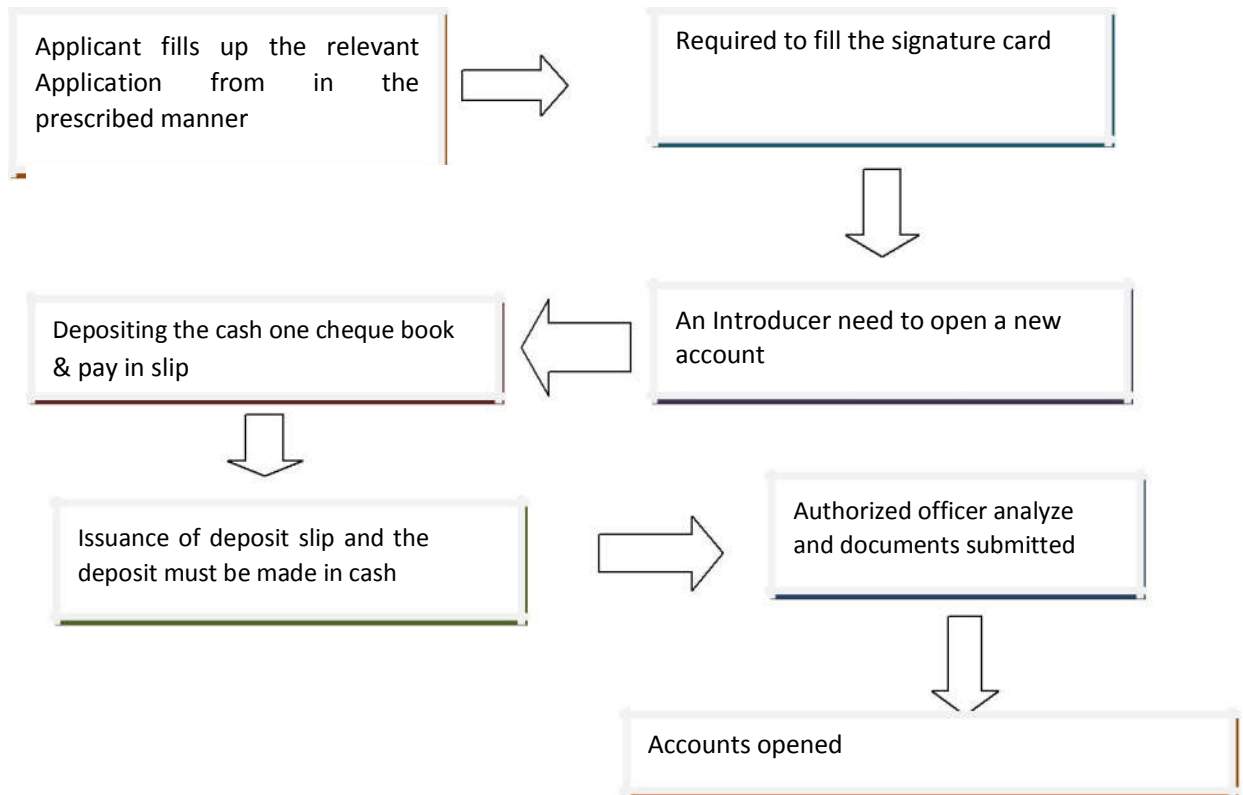


Figure 02: Account Opening Procedure in Prime Bank Limited

Table 1: Savings and Current Account in Prime Bank Ltd (Gulshan Branch) 2016

Months	Savings Account	Current Account
January	145	10
February	140	13
March	135	9
April	137	12
May	140	11
June	145	11
July	143	10
Total	985	76

Table 2: Savings and Current Account in Prime Bank Ltd (Gulshan Branch) 2015

Months	Savings Account	Current Account
January	134	10
February	145	11
March	153	12
April	146	7
May	134	9
June	158	12
July	129	10
August	123	12
September	135	13
October	133	12
November	137	10
Total	1524	118

Savings Account in January – July, 2016

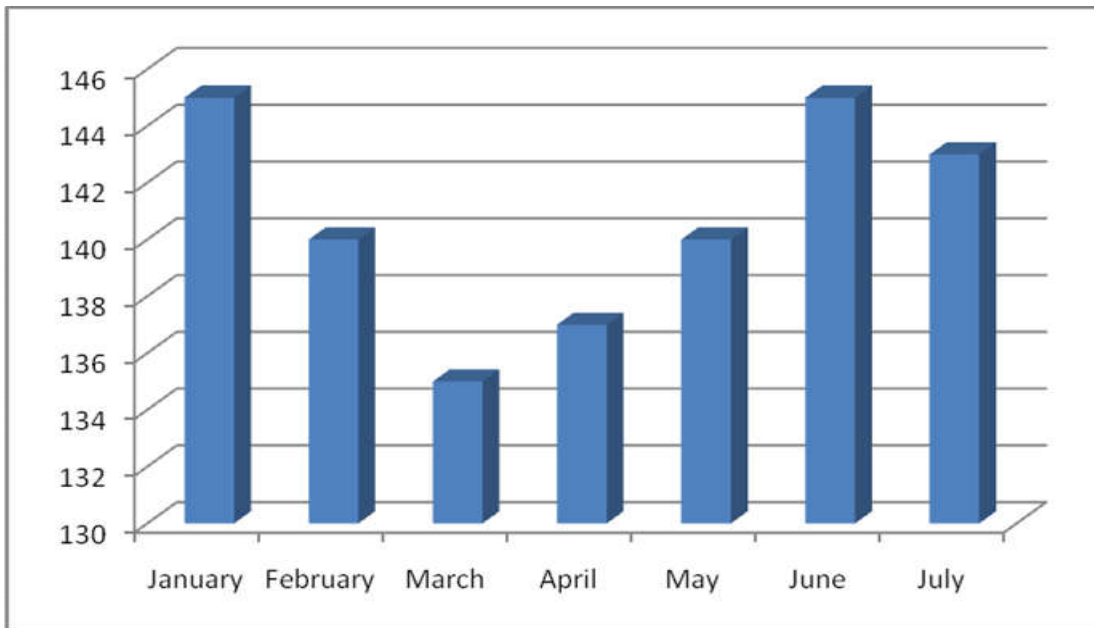


Figure 03: Savings Account in Prime Bank Limited

Savings Accounts in January – July, 2015

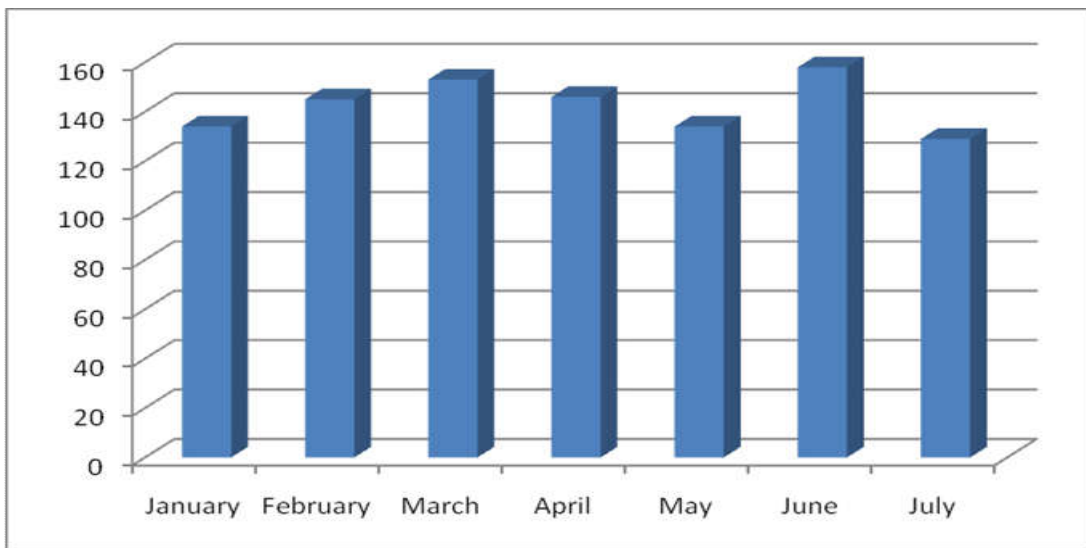


Figure 04: Savings Account in Prime Bank Limited

➤ **Current Account Form (structure):**

- Account opening form (Non-Personal/Corporate)
- Yellow signature card
- Anti-money laundering act slip
- Foreign Account Tax Compliance Act (FATCA) form
- Depositors information slip
- Cheque Requisition slip

➤ **Procedures of Opening Current Account:**

- Two copies of photograph of the account holder(s) who will operate the A/C
- Introduction by another account holder in Prime Bank Ltd.
- Nationality certificate or photocopy of Passport
- KYC profile form
- Transaction Profile
- Operational instruction
- Letter of Thanks and Letter of Welcome
- VAT Registration Certificate.
- E-TIN Certificate.
- Trade License Certificate.
- An application for opening account on company Letter Head.
- Regulation of Board Members or Meeting Minutes.

2.1.2 Closing Accounts

Account holder who wants to close their accounts they have to application for closing the account. Then their given an application format. They have to fill the form. In the form they have to mention the reason why they close the account. An authorized officer search his account and identify if there any payment on this account. All fees and charges are cut off. Account holder cheque book and master chard are taken off and rest of the amount given to the account holder and then account are closed.

2.1.3 Cheque Books Issue and Delivery

After opening an account, the account holder may require cheque books for their transaction purposes. There are some steps had to follow to issue and delivery a cheque book to customer.

✓ Issue of cheque book

- Customer had to fill up the cheque requisition slip properly
- Respectable officer must verify the signature.
- After verifying the signature the requisition must posted in software.
- After that the Manager Operation authorizes and the process is completed.

✓ Delivery of cheque book

- Received cheque books (sent from Head Office)
- Sort out with requisition slip
- Entry into the register along with requisition date, cheque series number, account title and account number.
- Customer receive cheque book with a signature along date.

PF-06

 **Prime Bank Limited**

The Head of Branch/Manager

Date : _____

Branch

Sub :- Requisition for Issuing Cheque Book against my/our

CD/SB/STD Account No.

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Account Title : _____

Dear Sir :

With reference to my/our above account maintained with your Branch, I/we request you to please issue me/us a Cheque Book containing _____ leaves.

Address : _____

Yours faithfully

Signature of A/C holder(s)

Phone # : _____

To be filled up by the Bank authority

Cheque Book Issue Register		
Entry No.	Folio No.	Date

Signature verified by
P.A. No. (if any) _____

Above account number and address of the account holder(s) have been tallied. Cheque book containing _____ leaves bearing number _____ to _____ issued and entered against the Account in the Computer.

Marking of Computer positng

Authorised Signature

Acknowledged receipt :

Received the above SB/CD Cheque Book contained _____ leaves, counted and found in order

Figure 05: Cheque Book Requisition slip for new customer.

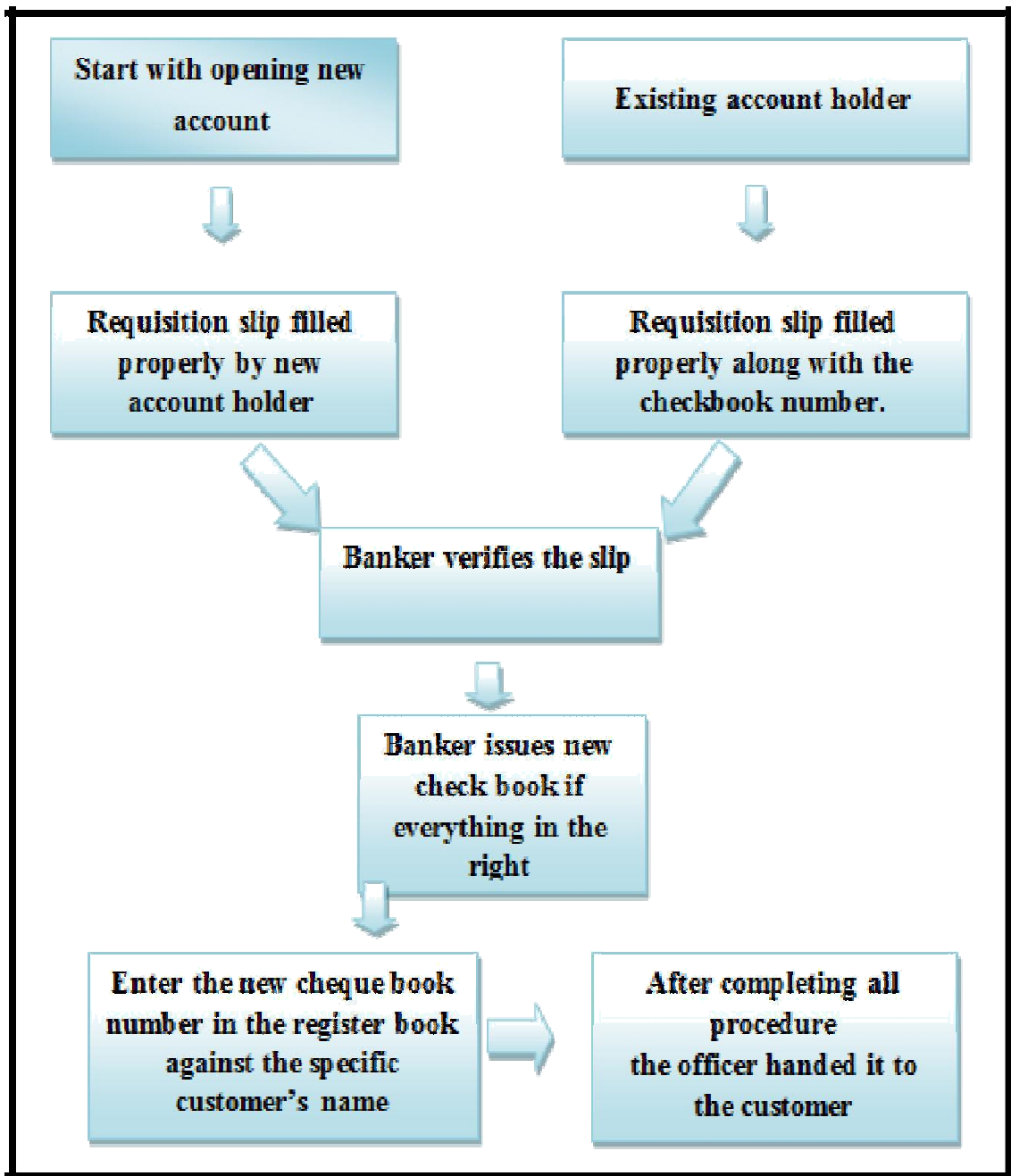


Figure 06: Procedure of Issuance of a Cheque Book in Flowchart

2.1.4 Preparing Vouchers:

Sometimes I have prepared some voucher like debit and credit Voucher. To prepare this Voucher I have to follow some steps:

- At first I wrote the account holder branch name.
- Then I wrote the computer account number serial
- I also wrote the date
- In debit voucher I debited the debit account name and amount. And I did same in the credit voucher
- Then I wrote the amount in details.
- Finally I gave the voucher to respected officer and he mentioned his name along with Signature on the voucher.

2.1.5 Preparing Contributory savings Scheme:

During my internship period I also prepared some contributory savings scheme. To prepare Contributory savings scheme necessary things are required:

- Prime bank account needed for the applicant
- 2 passport size photo needed attested by introducer (1 photo for applicant and another for nominee)
- National ID card /passport photocopy of applicant and nominee.

2.1.6 Procedure of Opening Contributory Savings Scheme:

- At first I wrote the Branch name
- Then I attested the Applicant photo
- I also give the Date
- Then I wrote the Amount
- Then I fill the Applicant primary information
- In the Special instruction I wrote the account number
- Then I fill the Nominee name and his address
- I told the applicant to give Signature on the heading of signature of the applicant
- I also said to the Introducer to give signature and his account number
- Then I told Mr.Eatashan sir to give signature.

2.1.7 Fixed Deposit Account Form (Structure):

- Fixed deposit form
- KYC profile form
- Anti-money laundering act slip
- Bangla KYC Profile form

2.1.8 Requirement of preparing FDR

Actually FDR is not an account. It is mainly deposit receipt. It is popularly known as time deposit. The general features of FDR are as follows:-

- Two copies of account holder and nominee photo needed
- Introducer is not need in this case
- FDR allowed for one, three, six and twelve month period.
- Applicant can take loan against FDR.

Particulars	Rate
Savings	4.50%
Fixed Deposit	
A) 1 Month	
Below & Above 50 lac	4.75%
B) 3 Month	
Below 50 lac	5.75%
Above 50 lac	5.50%
C) 6 Month	
Below & Above 50 lac	5.50%
D) 1 Year & Above	
Below 50 lac	6%
Above 50 lac	5.50%

Figure 07: FDR Rate in Prime Bank Limited

2.1.9 Clearing Cheque

Clearing has mainly two parts –

- ✓ Inward clearing cheque
- ✓ Outward clearing cheque



Inward Cheque Clearing

This is the opposite flow of the Inward cheque clearance. When PBL's cheque sends to other person of other Bank, that Bank will do the same thing to claim money from Prime Bank Ltd. with the same procedure like Inward clearing of that Bank. At the time of Outward Cheque for clearing, the things must have to be checked:

- The Clearing Seal,
- The Endorsement Seal, and
- The Branch Seal.



Outward Cheque Clearing

Whenever any branch of Prime Bank Ltd. receives a cheque of other Bank to collect money, then the branch sends the cheque to its Head Office. The Head Office arranges the cheques separately by the name of different bank and then it send to the respective bank for clearance by the clearinghouse. Those cheques of different Bank to collect money for the ordered person are called Inward Cheque for clearing. Then these cheques go for entry in to the Inward Registry Book and Database of Clearing Department. Bangladesh Bank conducts this job of clearinghouse name HOUSE This is done twice a day First house and Return house First house is to deliver cheques and collect cheques from other banks. Return house is to return the honored cheques. The practice among the bank is to give only the name of those cheques, which were not honored.

2.2 Master Debit Card

Prime Bank Ltd. also provides Master Debit Card to its customer. I was deeply engaged with the process of providing Debit Card. The processes of application for a Master Debit Card and different problems arise in using the cards are –

2.2.1 Requirements for Master Debit Card

- ✓ Must have an account in the Bank
- ✓ Fill up the application form
- ✓ One copy of photograph attested by A/C holder.

2.2.2 Problems arising by using MDC

- ✓ Card capture – any one may want to use his/her card in ATM booth and the machine may not return the card. It may be happen for network fault, wrong password entry etc.
- ✓ Transaction Dispute - customer want to withdraw his/her money from ATM booth or may goes to buy something from POS machine, in this time the customer may not complete his/her action or may not receive the money but his/her account has debited.

2.2.3 Solution of the problems arising by MDC

- ✓ Service request form
 - For card reissue
 - For PIN reissue
 - Card activation
 - Cancel/ Block card
- ✓ Transaction Dispute Form
 - For credit the account which amount already debited from this account by suing Master Debit Card on ATM booth or POS machine.

2.3 Other activities in GB

- ✓ Foreign remittance service
- ✓ DESCO bill collection by outward cheques
- ✓ Dispatch clearing
- ✓ Govt. Prize bond sale (tk. 100 per)

CHAPTER # 3
CONSTRAINTS
AND CHALLENGES

3.0 Constraints and Challenges

3.1: Observed in the Organization

Some of the observations that I had encountered during the Internship process are as follows –

➤ **Problems Related to Account Opening**

Lack of improper documentation like national ID card; passport; job ID card; birth Certificate; Photo; tin number of Customer I have faced problem to open an account. When I fill up the transition profile of the Customer I asked them their monthly income but the Customer did not give me proper income documents.

➤ **Problems Related to Account Closing**

When I asked them why you want to close the account? They did not tell me the proper reason. Because of wrong signature and wrong application I have also faced problem to close the account. When they signature in the closing form the opening signature and the closing signature mismatch for that reason I faced some problem.

➤ **Problems Related to Preparation of Voucher**

I have faced some problems while preparing debit and credit vouchers for customers due to improper transaction amount in the word with the number figure amount; date; voucher serial number or detail of transaction is missing.

➤ **Limited Access of Information**

A Company should follow its policy and therefore; Prime Bank Limited has to maintain Secure and restricted internal environment for the safety of the company. Getting access to the people is a matter of maintaining great precaution for their Safety; and hence; there will be many restrictions for a student or intern for getting information. On the top of this keeping the Bank's various information or data secured is one of the most important issues. Therefore; it was difficult to collect all the important information required for this report. There should create more printers so that customers get easily statements and solvency Certificate.

➤ **Problems Related Clearing Cheque**

I have faced some problem when registered the cheque in the clearing book. Some of the cheque are overwritten and lack of information I checked that cheque by magnetite glass and I told Customers to signature on the overwriting areas.

➤ **Problems Related to Master Card and ATM Card**

Some of the customers do not know what is master card and what ATM Card. I provide them information nicely and told customers by using ATM card you can withdrawals money and using Master Card you can withdrawals money and can shop by punching this card. In this time Prime Bank Ltd. does not provide ATM card. The problems I found in this service are stated below –

- Lack of ATM booth of Prime Bank Ltd.
- It take too much time to provide a new MDC to customer (15 working days)
- Capture card does not provide by third party quickly
- In special occasion customer faces a common problem called “transaction dispute”
- It takes more than one week to credit the disputed amount
- Very thick card and does not have any chip
- It does not contain customer photograph in the MDC
- Overall Prime Bank Ltd. ADC (alternative delivery channel) is very poor.

➤ **Problems Related to Sending Letter**

When I have send letter to the customer I have faced some problem. Their address was wrong. For that reason letter return to the Bank. I told customers give proper address including house no; road number; block no and other relevant information.

➤ **Positive Work Environment**

There have a Positive work environment. No noise inside the organization. All room is well decorated. The room is neat and clean.

➤ **Highly Emphasized on Customers’ Problems**

When a Customer faces any kind of problem all employees try to solve it quickly. They give information to the customer quickly. If customers have any suggestion to improve the services they collect it and share it to the Operation manager.



Online Facility

If the Customers have any query they can visit the web site and get their answer. They also get information about different scheme rate and about loan facility.

3.2 Academic Preparation

Approximately everything was covered under University's Academic Program of MBA in BRAC University on Major in Finance though I see there some lacking about customer service and I have earned broad knowledge about real life scenario, besides this MBA program covers the purpose of carrying out job in all sectors of business. But during primary situation I faced some problem because assigned task and operational activities was tougher for a new comer to do within a time frame. So it is hard for a student to cope up with this situation within three months. I think that some of the activities are different my academic study because during university studies we have not get any specific knowledge about banking activities cause our university does not offer any specific course like that.

- The communication between branch and head office works were all taught in the Business Communication course. In Business Communication course we learned how to communicate with the customers how to send letters to the office and customers. In organizational behavior course we learned how to behave with the customers and organizational boss.
- Corporate Culture which BRAC UNIVERSITY taught us by imposing some rules and regulation. In the Bank I seen that everybody follow the culture which imposed by the head office of prime bank. In Bank I have to talk in a formal way that I learned from my university.
- University can offer some practical workshop for students about banking activities. In the Bank I found less theoretical knowledge. I found their systemic way where they input and get output.
- University can offer more workshops for Microsoft Excel, tally and other accounting related software. Because in the Bank there are many uses of them. You cannot go a single step without Microsoft office and relevant software. So university should give proper knowledge of it.

- University can offer visit to different financial institution and banks regularly. As a result students will be experienced and get knowledge how to work in the financial institution. From that they can get an idea how to adjust in the financial institution.

3.3: Any Missing knowledge and Skills that need to be learned in the University:

➤ **Software Knowledge:**

Our university should provide software knowledge to the students. So that they can get an idea about software. How to use it or how it's works.

➤ **Computer Skills:**

In this modern era without computer skill a person cannot work. By using computer a person can do his work easily. Our university should provide both theoretical and practical knowledge.

➤ **Adjustment of work environment**

Our university should provide the knowledge how to adjustment of work environment. University should provide training to the students by arranging seminar and different cultural program.

➤ **Time management**

Time is the important things in this modern era. Without proper time management a student cannot success in life. From my university I get an idea how to maintain time in the university.

➤ **Communication Skills**

University should arrange more debating program so that we can learn from it and our communication skill improve. Sometimes university can arrange a seminar where all students will give a chance to speech English behind all the students as a result his communication skill will be improved.

CHAPTER # 4
LESSONS LEARNED
FROM THE INTERNSHIP
PROGRAM

4.0 Lessons Learned From the Internship Program

4.1 Implications to Organization

➤ **Professionalism**

Bankers are highly professional by nature. Because, banking job demand high professional people. High professional people have some sort of characteristics which I have tried to foster myself for my own betterment.

➤ **Discipline**

All bankers need to lead a discipline life because their job demands high discipline. Punctuality always highly appreciated for the bankers. I had to past three months for my internship in Prime Bank Limited where most of employees are very sincere and always emphasize on discipline. So these things also encourage me to do so.

➤ **Taking Responsibilities**

My internship program gave me opportunities to take responsibilities that are assigned on me. Working in a bank demand that all time responsibilities to be performed. So my small experience taught me how to take responsibilities.

➤ **Adaptation with pressure situation**

Work pressure is a common phenomenon in a bank job. So, working under pressure has been considered such a quality indicates high professionalism. After completing my internship now I know how to cope with pressure situation and how to get out from this pressure with positive way. Its help me to learn mental stress breaking.

➤ **Acquired Knowledge**

Academic knowledge is very supportive for practical experience. But, practical knowledge is the more required to build up people's career. Apart from my academic knowledge, I have acquired some practical knowledge.

➤ **Corporate Behavior**

Bank is one of a best place where people can learn corporate behavior. During my internship, I have acquired some knowledge how to behave proper manner in corporate level.

➤ **To Communicate With Customers**

In my Internship period I have acquired knowledge communicating with the customers and I also get knowledge how to interact with the customers by listening their opinion and advice

➤ **Maintaining File:**

During my internship period I learned how to maintain the files inside the organization. There are different boxes and files in the organization for keeping different files. Like savings account file current account file FDR form deposit scheme file Cheque requisition file Closing account form etc.

4.2 Implication to University's Internship Program

➤ **Follow the supervisor instruction strictly**

During my internship period I have to follow the supervisor instruction strictly because he guides me nicely and give a sample how to make an internship report. It also helps me by giving the idea of a supervisor.

➤ **Communicate in a formal way**

Internship program helps a student how to communicate with the customers. By communicating with the customer he gets an idea of communicating in a formal way.

➤ **Maintain strict discipline in my university that helps me to maintain Banks discipline**

My University's strict discipline helps me to maintain Banks discipline. Because in the university I have to reach in time. In the bank I have also reach in time. In the bank there have some rules about the dress court on the other hand in my university their also have some dress court.

➤ **To excess my ideas or views to supervisor**

In my internship period I tried to excess my ideas to my supervisor. The experience I get trying to share with my supervisor's. I share with him the requirement of opening savings and current account.

CHAPTER # 5
CONCLUDING
STATEMENTS

5.0 Concluding Statements

5.1 Summary

The experience and learning that I have found from my whole internship program with the Prime Bank Limited at Gulshan Branch was really important for me and I have enjoyed the whole experience from the first day of my internship program. This internship program assisted me a lot to realize my future career. Because I found that how to work in the corporate culture how to handle in the work stress and how to communicate with the customers what are the demand of the customers I get all the knowledge. Rather than drawing a conclusion, I would like to say that this study was completely significant for me for my future career.

During the long three months program I have acquired plenty of understandings about general banking activities. From my understanding about general banking activities, I can include several activities such as account opening, account closing, cheque requisition, Master Debit Card service, foreign remittance service, preparing vouchers and so on. And also during my internship I have faced some problems, such as problem related to account opening, problem related to account closing, problem related to clearing cheque.

5.2 Suggestions

As per my observation, some suggestions for the improvements of the situation are given below: Being a fresh Post Graduate, this will be my courage to suggest on the performance and actions of the Bank and on the experienced professional bankers. The bellow issues are some of my observation based on my education prevailing circumstances comparing to the others Banks and sometimes the customer's point of view:

- Prime Bank Limited needs more reception corner, which will provide all types of information. Sometimes customers face problem. If they will get the right information at right time they will feel better.
- Prime Bank Limited should introduce more innovative and better customer services. They should introduce online based service where client will have access to his/her account and know the updates of account in a word doing banking without consultancy.

- Prime Bank Limited has a provision for internship program, but it is not well organized. Although the officials are very careful and co-operative with the intern, the authority should be more structured. If they can properly make them trained it will be very faithful to recruit them. Because they learn overall banking in the internship period, so in the beginning of the job they can work as experience persons
- Prime Bank Ltd should focus on their promotional activities on it marketable products. They can provide health care facility different season. They also donate fund in the social activity.
- Prime Bank Ltd should give door to door service because there are many competitors in the market. When Customers get benefit sitting inside the room they will be more interest to the Bank.
- Prime Bank should introduce new short term scheme like micro credit for the poor and small entrepreneurs. They also launch FDR for rich people and different deposit Scheme for rich people.
- Prime Bank should use job rotation so that all employees get opportunity all departments. As a result absent of one or two employees they can provide all service without any hamper of service.

Prime Bank Limited is a leading private commercial bank in Bangladesh with superior customer bases that are loyal, faithful, worthy towards the bank. The service provided by the young energetic officials of the Prime Bank Limited is very satisfactory. During my internship in this branch I have found its general banking department to be very efficient; therefore this department plays a major role in the overall profitability of the branch and to the bank as a whole.

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