

Management Internship



DIARIES - 2015



OPPORTUNITY



MENTOR



TRAINING



Faculty of Management
University of Peradeniya

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Message from the Dean

I have a great pleasure in writing this special note on the occasion of launching of the “Management Internship Diaries – 2015”, the e-magazine of the Internship Program of the Faculty of Management.

The Internship Program of the Faculty of Management aims to prepare its final year undergraduates to meet the challenges in the competitive job market. Internships are work-related learning experiences that provide undergraduates with the opportunity to gain useful knowledge and skills in a career that may be directly related to their academic study. Thus, the Internship Program will assist to develop necessary skills among the undergraduates to improve their ability to compete in the job market. At successful completion of the Internship Program, I hope that our undergraduates can leave the University as matured, confident, and high caliber candidates for a full-time job after graduation.

This e-magazine shares the internship experiences of top performed Interns of the Faculty of Management. The synopsis presented in the Management Internship Diaries are witness for determination, creativity, leadership and other attributes gained during the internship tenure. I congratulate the Faculty Internship Committee on organizing this event in its annual calendar and wish best of luck for all the competitors in the final round of the competition.



Message from the Faculty Internship Coordinator

I am very pleased to write this message for launching of the e-magazine of the “Management Internship Diaries – 2015” program of the Faculty of Management at the University of Peradeniya.

This is the last event in the annual calendar of the Internship Program of the Faculty of Management for the 2014/15 academic year. As the Faculty Internship Committee, we were able to approve a Terms of Reference with a new structure for the Internship Program at the Faculty of Management, and an Internship Diary printed. I am very happy that we have been successful in most of our plans for this academic year with the limited time and resources available.

The Faculty Internship Program has been designed to provide the final year students with an opportunity to expose themselves to practical situations and challenges preferably in their area of specialization. This e-magazine contains the write-ups of internship experience of the best performed students in the Internship Program in each specialization area, namely Business Finance, Human Resource Management, Marketing and Operations Management. In the final competition, two students from each specialization area will be competing for the “Best Intern – 2015” award. On behalf of the Internship Committee, I take this opportunity to wish the competitors very best in the final round, and all the Interns who have participated in the Internship Program in this year a fruitful future.

Name of the Intern	Y.M.Medhani Prabhasha Yaparathna
Registration No:	A/BBA/10/146
Internship Provider	Ernst & Young
Specialty	Financial Accounting Advisory Services
Department	Business Finance

The internship was carried out within the organization Ernst & Young - Colombo 10. Since my major at the university is Financial Management I was able to join Financial Accounting Advisory Services (FAAS) as a Management Trainee.

The division is a sub division of Assurance in EY Sri Lanka (EYSL). The vision of the division is to build a new service line to address complexities of IFRS in Sri Lanka (SL) by providing an excellent client service. FAAS today, a team of 15 multi skilled personnel, who are specialized in various aspects in financial accounting, ensure that the client services are delivered on time and the client expectations are fulfilled in the shortest time period.

The main assignments undertaken during the internship period are Commercial Credit and Finance PLC related party disclosures, preparing policy manuals, preparing Audit Quality Review files and preparing accounts for Royal Securities Exchange Bhutan. The internship provided me the opportunity to work as a team and when it comes to service line engagement I had to meet clients and try to understand their requirements and get what the client needed at the end of the engagement. In order to do that the guidance from the other team members such as the Managers and other fellow trainees is very important.

Also the internship provided me insight on how accounting standards apply in real world situations. An internship at Financial Accounting Advisory Services allowed me to build strong, close relationships with many successful professionals in the financial services industry. The professional work environment and exposure to services industry are few examples of why the program is outstanding. At Financial Accounting Advisory Services, as an intern I was able to observe Financial Advisors and Client Associates provide world class service to their clients, and gradually was asked to assist them in doing so.

At the completion of the internship I was able to develop my project management skills as well as communication skills. It has been a great learning experience and I enjoyed my time at Ernst & Young and would strongly recommend any ambitious finance student to pursue the experience as well.

Name of the Intern	D.C. Williams
Registration No:	A/10/BBA/155
Internship Provider	Commercial Credit
Specialty	Accounting Information systems
Department	Business Finance

As a final year student at the Department of Finance, Faculty of Management of the University of Peradeniya I was able to complete my compulsory industrial training of 300 hours as partial completion of the undergraduate programme as an Accounts Trainee at the Department of Finance of Commercial Credit and Finance PLC Head Office which is situated in No 106, Yatinuwara Veediya, Kandy. Commercial Credit and Finance PLC (CCL) is a finance company licensed by the Monetary Board of the Central Bank of Sri Lanka under the Finance Business Act No.42 of 2011.Reg.No: PQ26 which was incorporated on the 4th of October 1982 and has its Head Office in Kandy, City Office in Colombo and has its services in 78 locations (30 branches, 48 service centers) throughout the country. The company's principal lines of business are accepting Fixed Deposits and Fixed Saving Deposits and lending through Finance Lease, Hire Purchases, Financing to purchase Household items, bridging Finance for home plots, Short and Medium terms loans and Real Estate business.

The finance department is found in Kandy (Head Office) as well as Colombo (City Office) which the Chief Financial Officer is head while the Senior Finance Manager is the Head of the Finance department in Kandy who was my supervisor during the training period as well. The Accounting procedure is maintained through an in-house built Accounting Information System (AIS) which is part of the organization's Enterprise Resource Planning (ERP). The main operational duty of the finance department would be to oversee the daily transactions of all the centers and each person is given responsibility, further there are specific reports to

be prepared as per the requirements of the Central Bank and for the preparation of financial statements.

I was given responsibility of eleven centers including Medawachiya, Muthur, Mulaithivu, Mannar, Kalmunai, Valachchenai, Vavuniya, Kilinochchi, Chunnakam, Kaduwela and Kinniya to prepare Bank reconciliations and oversee the daily transactions while I also maintained some ledger accounts such as Current Accounts of Branches (CA), Fund Transfer Accounts (CB311), Petty cash float, Suspense Receipts (CR181) and Rent paid in advance (SD 203). I also got the opportunity to get involved with corporate tax calculations where Value Added Tax (VAT), Nation Building Tax (NBT) and Withholding Tax (WHT). Other activities I was involved include preparing the Debtors Age Analysis and Profit from Land Sale.

Through this internship programme I was able to expand the theoretical knowledge of how the ledger is being maintained to the practical scenario of how it is being maintained in a system and the practical application of the Accounting Standards was also understood. I was also able to get a good knowledge on taxation of the finance company, how the computations are made and payments are made as well as how prudence concept is being followed by the company in making provisions. I was also able to develop my soft skills such as IT skills, Communication skills and team work as well as to work as a team to meet the goals under pressure within the specified period of time. But the internship period of 300 hours is not sufficient to acquire proper training and understanding of real business world and it is welcomed that the training from the next year has been increased to 600 hours. It could also recommended that the amount of documents minimized and communication could be made with the internship through e-mail or postal system.

Name of the Intern M.N.F Nuskiya
Registration No: A/10/BBA/082
Internship Provider Haira Farms (Pvt) Ltd
Specialty Procurement and General Administration
Department Business Finance

Haira Farms (Pvt) Ltd is a limited liability company established in 1987 in poultry farming industry and gradually grown up for a certain level with the combination of own farming scheme and buy back scheme. The company manufacture and market broiler chicken with different ranges under product diversification. Open door policy and opened physical work environment shaped Haira culture and flat organizational structure allows a better control over bottom level employees and to maintain an effective communication flow.

I have been recruited by the company as an intern to observe and to analyse application of theoretical knowledge in work environment in business management perspective. Although, the company recruited as a management trainee, I transcended the expected internship objective and expanded knowledge and skills in the area of specialization (Finance) by working as a procurement assistant in the department of procurement and general administration. Hence, I obtained a greater exposure on procurement management in financial management perspective and to scrutinize the interaction of procurement with other departmental activities.

As a management trainee I observed the application of theoretical knowledge in practical scenario. I examined the way which procurement (secondary activity) supports primary activities to

maximize the company profit margin through value chain analysis. Besides, the corporation optimizes their supply chain through low cost strategies and to attain lean manufacturing schedule through Just in Time (JIT) strategy. I procured an opportunity to interact with all other six departments, although operated at the department of purchasing and general administration due to the opened physical work environment of Haira and allowed me to identify those departmental activities.

As a procurement assistant I raised purchase orders after analyzing quotations, suppliers and ingredients along with procurement manager which facilitated me to attain a greater exposure on quality management to select the best combination of price and the quality. Further I experienced working capital management in procurement perspective by determining payment methods and utilization of available short term banking facilities.

I identified the business issues associated with procurement management and observed the way in which it solved. In some cases I got an opportunity to participate in making remedial actions. While quit the internship I suggested some recommendations to the development of Haira Farm's ongoing concept. Ultimately, experience at Haira assisted me to obtain knowledge in poultry farming industry and general operating procedures of a manufacturing firm and to enhance managerial skills and attitudes.

Finally, the course assisted me to attain a practical exposure in application of theoretical knowledge in work environment, Business issues & skills required to resolve problems in management under procurement and general administration perspective to be a professional in a corporate world.

Name of the Intern Prabhani Neranjika
Registration No: A/10/BBA/043
Internship Provider Sri Lanka Telecom PLC,
Regional Telecom Office Kandy
Specialty Accounting Information Systems
Department Business Finance

Financial management is a wide speeded profession in the world within each and every type of company. Since only theoretical knowledge is inadequate to produce competent finance management professional, it is very important for an undergraduate trainee to have the practical knowledge in the industry. As a financial management trainee, I was able to expand the knowledge and experience from the Regional Finance and Collection (Region 1 and Region 2) Section, Sri Lanka Telecom Plc. Kandy. It was my initial exposure to the industry as a trainee financial manager and during two months of training I had an opportunity to come across with various management practices.

During the training period, I learned finance related and non-related activities undertaken by the section and beheld how a financial manager makes management decisions under various circumstances. Sri Lanka Telecom has thousands of customer bases hence; I was fully trained to deal with "Customer accounts maintenance (CAM)" and "Customer Interaction Information System (CITTINS)". Additionally, I could widen my financial management knowledge through the budget preparation, analysis preparation (revenue, collection, returned cheques and financial statement analysis), monitoring credit control activities, handling billing matters related activities, different taxes affected on

telecommunication industry, handling accounting information system "CODA FINANCIALS", preparation of cash book and petty cash book. Similarly, my knowledge was enriched with the additional experiences in the areas of preparation of minutes for "Customer Billing Dispute Resolution and Adjustment Committee" and "ISO" Standardization of hard correspondences.

This internship opportunity was one of the best opportunities that I had, not only to learn management aspects, but also to identify the professionalism. Within the ways of tackling the issues, dealing with other professionals and interaction with the staff members were the most significant things to be concerned. On the other hand punctuality, capability to work under stress due to heavy work load, sincerity and loyalty were improved during the internship period. Additionally, I could enhance my knowledge on management practices and realized the usability of learned theories during the university time period. The experiences I obtained by exposing to the working environment and interaction with professionals engaged in different disciplines of the industry also helped me to improve my soft skills. Within the period the experiences, observations, mistakes that were made and responsibilities which I bared will be the basis to create me a real professional to the industry and things I have obtained will follow me as a shadow throughout my career.

Name of the Intern Radushan Udagedara
Registration No: A/10/BBA/128
Internship Provider Unilever Leadership Internship Program
Specialty Supply Chain Finance
Department Business Finance

I started my internship at Unilever Supply Chain Finance, which is business partnering to the supply chain function. I was given a project to deliver at the end of the three month period of my internship. The project was on implementing an Integrated Information Dashboard for Supply Chain Finance (SCF).

Supply chain cost can be split in to two main areas: Material Supply Chain Costs and Non – Material Supply Chain Costs (NMSCC). Material supply chain costs can be reduced only in terms of waste in raw materials and it has its standard material usage for each Stock Keeping Units (SKUs) through Bill of Materials (BOM). Therefore the drive in cost reductions cannot really reflect in Unilever profit and loss (P&L). NMSCC is where the inefficiencies build up and the consumer is not willing to pay for these inefficiencies (e.g. higher margins paid to third party factories and their management fees). Therefore, NMSCC has a major impact on Unilever P&L.

There was an information gap that was identified between the region, specifically Hindustan Unilever Limited (HUL) and SCF Sri Lanka. With the project Rubik and Operating Center (OC) hub, HUL is capable of generating reports quicker and based on category level as well, which SCF does not do, i.e. Unilever Sri Lanka (USL) analyses NMSCC at a total level rather than on a category level. As a result, it consumes time of the SCF team when it comes to reporting to the region and it creates deviations from core activities within the

function. In order to bridge this gap, the Integrated Information Dashboard plays a major role.

The Integrated Information Dashboard provides NMSCC information on a total company level, category level (Home Care – HC, Personal Care – PC, Foods & Refreshments – F&R), site level (Horana, Agarapathana and Third party factories) and category in site (Horana – HC, PC and Foods), in order to bridge the information gap that currently exists. The Dashboard also links the input files from which the data was gathered and provides comparisons between the category total NMSCC versus the total site NMSCC. In addition, it provides information on what is included and excluded and cost centers that are considered in each cost element of NMSCC.

Through this project, I was able to deliver a system requirement that encompasses all the source/input data files in to one Business Information Warehouse (BIW) report. This report will help to update the Dashboard within a short period of time, allowing the SCF team to focus on their core activities and drive cost reductions by analyzing NMSCC on four different levels as stated above.

At the end of the internship, the Integrated Information Dashboard was presented to the SCF team, as well as to the National Finance Director and the National Human Resource Director at USL.

Name of the Intern U. L. B. S. Liyanage
Registration No: A/10/BBA/071
Internship Provider Hela Clothing (Pvt) Ltd
Specialty Operations Management
Department Operations Management

As an undergraduate of bachelor of Business Administrations, I'm very proud to say our internship programme is very valuable opportunity for me to improve my skills, knowledge and attitudes towards my future career development. Practical training is very useful for all final year management students. Within completing my degree program I have been given 6 months training as a trainee in the Hela Clothing (Pvt) Ltd. I'm so satisfied with my training with a prominent business establishment in Island "Hela Clothing". Through the training in such a company a trainee acquire deep knowledge in Apparel sector. It's not only important to the profession. It is also more valuable to my personal life.

Onwards commencement of training period I have undergone through warehouse, cutting department, work study, quality assurance, production department, administrative and HR department. Throughout the training period I studied several practical usages relating to the theory parts and enhanced my experience in team working, gained sound knowledge of organization and industry, knowledge of process of each and every department, obtained practical working experience on organization functions, experienced in real working environment, took responsibility and carry out individual assignment as issues GRN,MRN, supervising the relaxing, layering and cutting of fabrics ,calculating cycle time, capacity test, creating transport analysis

report ,updating personal files and weekly and monthly transport cost analysis report etc. I improved communication skills, handling grievances, personality, leadership skills. As well as I learnt how to bear the risk and responsibility. Most important thing that added to the life is learning to endure the work stress.

I well performed my duties and responsibilities. Because working in Hela Clothing (Pvt) Ltd is very interesting and valuable. The training period mould me to a well-planned career path to achieve in high position in garment industry. Therefore I would like to thank each and every persons of Hela clothing (Pvt) Ltd from managerial level to worker level and to lecturers and all staff of Department of Operations Management, Faculty of Management who always guided me.

Name of the Intern Medhangi Galgamuwa
Registration No: A/10/BBA/034
Internship Provider MAS Fabrics Alliance MOS Team
Specialty Lean Management
Department Operations Management

MAS is a main contender in the apparel industry of Sri Lanka providing over 72000 employment opportunities to the Sri Lankan Private Sector. It is main supplier for high end fashion and sports brands such as Victoria's Secret, LuluLemon, Nike and Adidas. MAS's products range mainly from intimate wear, sports and swim wear to fabrics and accessories. I had the opportunity of joining the Fabrics Cluster of MAS.

The Fabrics Cluster or alliance formed in 2012 with the hope of unifying all the supply chain side facilities within MAS became an end to end supply chain for apparel manufacturing in intimate and active wear is a strategic and unifying component of MAS. The Fabrics Cluster embodies a spectrum of manufacturing facilities ranging from fabric and fabric printing to an array of trims including elastic, lace, hook and eye tape and other accessories and embellishments such as bows and motifs and has a total of five factories, Noyon, Stretchline, Trischel, Textprint and Matrix, Each factory having its own different facility.

MAS has a unique operating system inspired by the famous Lean Principles known as MAS operating system (MOS). MOS team of Fabrics Alliance, which I was a part of, was responsible for the

designing and the implementation of the lean principles within the Fabrics Cluster Factories.

I had the opportunity to observe many lean concepts which I have read about implemented in real life and had the chance to give input on shaping the business projects of entities. The best experience was working with people who are from different levels of the hierarchy which helped me build up my interpersonal skills to a great level.

During my time at MAS I had the chance of working in different working environments. Sometimes in high temperatures which had fumes of chemicals used in dye houses and sometimes in low temperature of the knitting sections. This was a turning point in the way I view work life as then onwards I always tried to keep the bottom level workers in mind whenever I made a decision or a mere suggestion for the improvement of the Operating System.

This experience greatly improved me as a person as well as a future operations manager and the knowledge I gained was immense. I'm greatly thankful to the Faculty of Management of University of Peradeniya for providing me this great opportunity.

Name of the Intern Irusha Ayantha Wijesinghe
Registration No: A/BBA/09/028
Internship Provider Lalan Rubbers (Pvt) Ltd.
Specialty Quality Management
Department Operations Management

The main objective of the internship is to get a hands-on experience of the real-world organization as an undergraduate of Bachelor of Business Administration specialized in Operations Management. I was inducted as an industrial trainee in to the Lalan Rubbers (Pvt) Ltd. It is a Rubber Glove manufacturing organization.

Within the internship period I was assigned to the one of their manufacturing plant and head office.

In the manufacturing plant I involved in the following activities. The compound maturity levels were checked and prepared daily chemical & latex requirements were prepared at the compound department. At the production department, cost sheets (including the chemical formulas, production rates and packing rates) for potential orders, the daily summary for plants and the monthly plant presentation (including the availability ratio, production ratio, quality ratio and OEE) were prepared. At the quality assurance department, I participated to line quality checking, batch passing and prepared daily defect analysis. At the stores department, I entered purchasing requisition notes (PRN), good receiving notes (GRN) and material issuing notes (MIN) to the ERP system and also reject notices and container checking were

handled by the internee.

Then I was transferred to the head office. At the local purchasing department, I requested quotation for purchase requisition notes (PRN). Furthermore, I involved in entering purchase orders (POs) to the system, packing material purchasing and preparing supplier analysis. At the international purchasing department, quotations for raw material were called from competitive suppliers. After receiving the PROFORMA invoice, it was sent for approval. After receiving the approvals for PROFORMA invoice, purchase order (PO) and fund request notes (FRN) were entered into the ERP system. The documents were prepared in order to be licensed by the imports controller. At the shipping department, documents for the free on board (FOB)/ Cost, Insurance and freight (CIF) shipments were prepared. I handled the operation of the CIF and FOB shipment.

Throughout the internship, I learnt the application of theories which I studied in the classroom and I also developed skills such as communication skills, interpersonal skills, presentation skills, team work, analytical skills, planning and organizing skills and leadership skills. I was able to develop positive attitudes which are useful for me to be an Operations Management professional in the future.

Name of the Intern **A.G. Nuwan Tharindu Perera**
Registration No: **A/10/BBA/085**
Internship Provider **with Jaya Container Terminal (JCT) of Sri Lanka**
 Ports Authority (SLPA)
Specialty **General Operations**
Department **Operations Management**

The Internship training was a great opportunity for me because I had a target to join with Jaya Container Terminal (JCT) of Sri Lanka Ports Authority (SLPA) as a management trainee. Therefore this training helped me to achieve that target and get a vast practical experience of the theoretical knowledge which was learnt from the bachelor's degree. JCT is the heart of the port of Colombo and SLPA. I was given a practical training schedule for 12 weeks training period on Jaya Container Terminal under the direct supervision of Mr. L.P.S. Chandana (SOM Planning).

I learnt the main activities of the Container Operations in the JCT after visiting all sections of JCT. Its main activities are the Berth, Vessel and Yard Planning, Discharging & Loading of cargo/containers, Yard operations and Receiving & Delivery of cargo/containers through the Gates. First, I involved with the control room functions and buildup intermediary service with other operation sections.

Planning divisions of Jaya Container Terminal plays a major role in the container handling process. Because higher efficiency and effectiveness can be achieved by proper planning in the terminal. Before involving with the planning divisions, I got an overall

knowledge about berth, yard and vessel specifications. I directed and got the experience about vessel, yard and berth planning. The Senior Operational Manager (Berthing & Planning) is the responsible person for planning berth facilities in JCT. Mainly berth allocation is done based on the berthing policy, "First Come First Serve". After berthing allocation, berthing program was prepared. I engaged in preparing the berthing program with the Senior Operation Manager (Berthing & Planning).

In 2009, JCT and UCT were installed to the NAVIS terminal management system, in that system NAVIS SPARKS is used for yard and vessel planning. I got the knowledge to operate this computer system under the supervision of the Assistant Unit Superintends (Planning). And also NAVIS EXPRESS system is used for controlling the Gate Operations. I got the experience to operate gate panel in NAVIS SPARCS system under the supervision of gate officers. Effective and efficient gate operation will help to reduce vehicle turnaround time and maintain smooth container operational flow.

I am glad to say that the Internship Program was a beneficial subject to start my career. I prefer to give my grateful gratitude for everyone those who gave me invaluable support to complete my internship training program.

Name of the Intern **W.V.M.A.N.B. Medawattha**
Registration No: **A/10/BBA/160**
Internship Provider **Brandix Essentials Apparel Solution Ltd**
Specialty **Total Quality Management**
Department **Operations Management**

Practical experience is a fundamental source to be excellence for applying knowledge which we gained from our Bachelor of Business Administration degree programme. So the internship programme was an important opportunity for me as a BBA operation management undergraduate and provides the realistic experience based on theoretical backgrounds in order to become a professional operations manager.

I was very pleasure because I could be able to complete my compulsory internship at the Brandix Essentials Apparel Solution Ltd. It was incorporated under the companies act, No 7 of 2007 on 14 September 2010. The company carries on the business of manufacturing & exporting of ready-made garments.

I assigned to work as an industrial engineering officer under production section of the company. I got the knowledge about organization, its vision, mission, organizational structure, task, duties and responsibilities by participating for the induction programme. When new orders come to the factory it needs to be arranged work layouts accordance with the buyer's requirements. Then need to consider capacity of the planned production line, what are the available resources, employees etc: considering all the things need to designing new layouts to new job. Then determine the

particular work stations, number of workers, target setting for the flow. Capacity identification test will help to prove the workers efficiency within particular time period. It helps to identify their capacity in order to give advice to employees to improve production quantity, provide guidelines to proper handling techniques what type of employee are suitable for the job, and also setting targets. And also I was the responsible person of TMO (Trainee Machine Operator) training section to handle the part of industrial engineering by monitoring the efficiency levels of TMO.

A successful manager born from not only with theoretical knowledge but also practical backgrounds. I am very glad to say that internship programme provide favorable outcome to build up our professional life. It is a vital help me to enter in to the industrial environment and I have gained the proficiency in applying knowledge to the work, interacting with variety of people, solving the problems and facing to the new challenges, dealing with client, improving communication skills, improving ability to do the work correctly at right time, taking responsibilities and improving my knowledge to develop my career in the field of manufacturing and operations management.

Name of the Intern **A.D.H.Maduwanthi**
Registration No: **A/10/BBA/074**
Internship Provider **Dankotuwa Porcelain PLC**
Specialty **Human Resources Development**
Department **Human Resource Management**

I had my internship experience with Dankotuwa porcelain PLC as an implant trainee. Dankotuwa Porcelain is world class manufacturer of created timeless and modern collection of porcelain table ware. It has been established for over three decades. Present Company contributes to the economy by providing employment opportunities to nearly 1,140 employees, and earning foreign exchange exporting nearly 80% of its production volume.

My area of internship study was Human Recourse Management. During the course of internship, I have achieved a very practical experience in implication and application of Human Resource Activities in DPL which was an opportunity for me to have pragmatic comparison with the theoretical study and implication in reality. I had to ask questions & clarification from personnel of different level of the HR department as well as other departments who have subsequently helped me to understand.

I have studied operational aspect of three sections in the HR department .Through Human resource development section. Identify how to company planned implication training program to enhance employees' capabilities and what kind of training need for each department by participating HRD planning and summarizing feedback information. I had to chance for participating to making incentives and festival advances & identify, practically procedure of leave, grievances handling& conciliation under

administration section. I recruited newly employees and prepared and updated their personnel files, and I experienced in preparing documents relating to recruitment & selection, promotion, resignation, performance appraisal procedures in human resourcing.

I gained a lot of benefits from participating in an internship. This internship allowed me to acquire experience, build my resume, and to gain training in human resource management. Acquiring experience allows me to be a step ahead of others competing for the job I want. One of the major advantages it gives that you can be ahead of the other people competing for the job I want. Another thing is that the internship can give an idea of what goes in the job on a daily basis, which might change my thoughts on wanting to work there.

Through this internship training program I've learned about my career interests, strengths, and weaknesses .I could able to understand various processes, responsibilities, duties under the HR department. And I was able to analyze and observe the Human Recourse Management process implementation as well as to improve my interpersonal skills and interpersonal relationship, communication skills, time management, better team building skills.

Finally I like to say that internship program was the greatest opportunity as well as a big experience for me to build up my skills, knowledge and attitudes as a management student.

Name of the Intern Banu Zaman
Registration No: A/10/BBA/012
Internship Provider Penguin Sportswear (Pvt) Ltd
Specialty General HRM
Department Human Resource Management

The purpose of an industrial training is to expose an industrial environment with a view to acquire knowledge of work place, work processes, professional responsibilities and ethics to develop desirable attitude to work. Based on that, I have been undergone for an internship programme as a partial fulfillment of my BBA degree programme at Penguin Sportswear (Pvt) Ltd, Palleshalawinna, Katugastota which is a leading manufacturer of high quality, innovative and customized clothing manufacturing in Sri Lankan apparel industry.

During the first two weeks of my training period, company provided me the opportunity to learn its whole operations in its each department under the supervision of relevant department's manager. This general training procedure helped me a lot to gain vast knowledge regarding the general procedures and techniques carried out in a garment manufacturing industry. After the completion of the general training process, I could join with the company's human resource department which was my specialization area. During this period, I could learn and get trained regarding the practical implications of company's HR functions such as recruitment and selection, training and development, rewards and

recognition, grievance handling and industrial counseling, turnover and absenteeism, health and safety, events and communication as well as employee welfare and benefits. Through this overall HR training I could identify and aware of the similarities and variations in the practical implications of HR functions against the theoretical knowledge I have gained so far.

Apart from the routine HR practices, I could undertake some special projects during my internship period such as undertaking company's business partner role, designing a career guidance programme, undertaking a project of analyzing and detecting the inefficiency in the cycle time of company's selection process and also I got the opportunity to participate in company's inter branches HR/Admin compliance forum.

Finally, I would like to declare my sincere gratitude to Penguin Sportswear (pvt) Ltd. as well as department of Human Resource management, university of Peradeniya which gave me the first and a golden opportunity to gain the practical knowledge and experience in organizational context through which I could improve my special skills such as communication and language skills, team building skills, leadership skills, problem solving and critical thinking skills along with task accomplishment skills through both of my general and HR training processes.

Name of the Intern C.L.A.Seneviratne
Registration No: A/10/BBA/116
Internship Provider Central Finance Company PLC
Specialty Human Resource Information System
Department Human Resource Management

The internship training is a great opportunity for all the undergraduates who are studying at faculty of management to expose themselves to working environment. Internship is the very first working experience in my life. I entered into a professional environment through the internship. I received an opportunity to engaged internship in Central Finance Company PLC. The Central Finance is the one of the leading company in Finance industry. It was established in 1957 as a private limited liability company. The company provides diversified services including Asset Leasing, Savings and Deposits, Contract Hire, Fleet Management, Micro Finance and SME lending, directly and through its main and micro branches. The HR manager, Mrs. Champa Basnayake is the shadow of my every success within the internship period.

During my internship period I engaged in several tasks within the HR department. Mainly I got the opportunity to maintain Human Resource Information System (HRIS) and arranged personal files of the newly recruited employees. Moreover I had to arrange EPF and ETF enrollment documents of newly recruited employees and got the opportunity to prepared several documents such as new appointments, service letters, referee letters etc. Also I had to cross

checked safe key transfer documents and overtime claims forms with the attendance records of the each and every branch. Moreover I had to arrange bungalow reservations for the employees who are working in the company. Also I had to Prepared newly recruited employee list to make company identity card.

As I engaged in my internship program in Central Finance Company PLC, I used my theoretical knowledge that I have learned in the class room and I got some practical knowledge such as maintaining Human resource Information System (HRIS), Labour law applications, leave entitlements, Overtime calculation, and other documentation areas. It helps me to gather vast area of knowledge relating to HR functions. Due to these experiences that I learnt how to manage time, corporate with others, work on time. And I also have an opportunity to improve my personal skills, communication skills, flexibility and attitudes. Apart from that I learned to behave as a professional person. Because I have to be more polite, flexible and genuine when talk with managers as well other employees. I believe I was able to develop many qualities which are necessary to carry out my future career as a HR Professional. Internship experience at Central Finance Company PLC helped me to gather more things for my academic life as well as my personal life.

Name of the Intern J.M.P.I.K. Jayasundara
Registration No: A/10/BBA/051
Internship Provider Cinnamon Hotel Management Limited
Specialty Selection & recruitment
Department Human Resource Management

The internship programme under BBA Degree of University of Peradeniya has provided me with the opportunity to connect the academic learning to real-world experience and to experiment and pursue a career that would match my academic and personal interests.

I did my internship at Cinnamon Hotel Management Limited, which is the management company for eleven resort hotels in Sri Lanka and Maldives that operate under the leisure sector of John Keells Group. John Keells Holdings own seventy three business units across seven sectors and is Sri Lanka's largest listed company in the Colombo Stock Exchange.

This internship has provided me with the opportunity to gain knowledge on how recruitment and selection is being conducted. I have gained sound knowledge of the main functional areas in the resort sector, along with the exposure that is essential to understand the job role of many positions.

Liaising with candidates to schedule interviews, trade tests and coordinating with new recruits to obtain necessary documents have enriched my communication and public relations skills. I was able to

improve my communication skills and interpersonal skills through ongoing coordination among departmental heads at the head office, external companies, general managers and human resource managers of all resort hotels.

Meeting deadlines and completing tasks on a timely manner, while dealing with several departments at the head office and human resource departments in eleven different locations have improved my ability to coordinate and multi-task. Being a part of the team that developed an on-boarding and induction programme and a career day programme has developed my teamwork skills and has improved my knowledge on how to design an unique, effective and a conceivable plan. This internship has provided me with professional networking contacts and mentoring relationships.

Through this internship, I was able to experience a prospective career path that has acquainted me with a field that I am interested in learning. I have learnt my strengths and weaknesses and have gained confidence in my abilities that would ultimately support me in the persuasion of a successful career in Human Resource Management.

Name of the Intern Y.M.Sandali Upeksha
Registration No: A/10/BBA/108
Internship Provider Penguin Sportswear (Pvt) Ltd
Specialty Human Resource Development
Department Human Resource Management

The major focus of the HR internship is learning professional skills and abilities and activities practiced in the business world.

My internship providing organization was Penguin Sportswear (Pvt) Ltd, Pallethalawinna. It was established in 1989 and has come a long way since. They continue to grow in partnership with many customers, ensuring the group continues to be a leading manufacturer of high quality apparel in Sri Lanka. During this period I learned the overall working process of a garment factory and the real working surrounding in HR.

I attended discussions with HR director, HR manager and the resourcing manager and talked about the current challenges and successfully completed the tasks given by them such as, developing a career guidance program, designing a certificate for machine operators to give after their training period, analyzing daily selection process and calculating daily cycle time of interview process, designing an induction program, planning to create a recording for recruitment team and analyzing machine operators' promotional prospects and recommending a person as Tamil training instructor.

Also I participated to recruitment campaigns and job fairs in order to draw in new employees which were some of the greatest experiences

I ever had. It is more difficult to find employees because of the scarcity of machine operators.

I also carried out floor workers' selection process, prepared personal files and EPF forms to provide an administrative support to HR team. In addition to that I prepared a document to take night duty approval for women and young workers from labor commissionaire.

Throughout this training I learned how to work with co-workers of all ages, function in a staff meeting, and communicate with a supervisor. I could develop soft skills such as, communication skills, interpersonal skills, presentation skills, team work as well as analytical skills, planning and organizing skills, leadership skills.

Furthermore, during the internship period I was able to interact with different kind of expertise people and gain knowledge from them. It helped the development of the positive attitudes required to be HRM professional in the future, cultivate professional ethics and professional standards as an intern, developed analytical and conceptual ability to evaluate HRM practices and finally it increased self confidence in HRM professional contexts and it provided an opportunity for me to develop my career succession plan.

Internship training program is more favorable for BBA undergraduates to build up their professions as business administrators in the area they have specialized.

Finally, I would like to express my heartiest gratitude to my university, staff of the Penguin Sportswear (Pvt) Ltd and all the people who supported me to complete my internship successfully.

Name of the Intern M.T. Wijetunga
Registration No: A/10/BBA/144
Internship Provider Regnis (Lanka) PLC
Specialty General HRM
Department Human Resource Management

As a student specializing in Human Resource Management at the University of Peradeniya, I was looking for an organization with efficient HR practices, to develop my career with the knowledge that I have gained from my bachelor's degree. I decided to join Regnis (Lanka) PLC as an Intern (HR) to complete my internship period as well as take a better training. It was easier for me to convert my theoretical knowledge in to practical within Regnis (Lanka) PLC.

An internship provides valuable experience. It helps people gain a better understanding of their likes, dislikes, and wants for the future. It also gives them valuable hands-on experience and allows them to apply what they've learned in university to a certain career field. When I began my internship at Regnis (Lanka) PLC, I had no idea what to expect, considering this was the first I'd ever done. Yet, as I started this journey, I learned to love every aspect of it.

Regnis (Lanka) PLC is a well-known subsidiary of the SINGER Sri Lanka Group of Companies. Regnis company name created by writing the SINGER in backwards. Regnis (Lanka) PLC was founded on June 3, 1987 and head office is in Ratmalana, Sri Lanka. Regnis (Lanka) PLC is Sri Lanka's leading manufacturer of white goods, producing a range of refrigerators and washing machines. With an extensive retail channel network company cater to over 100,000 customers annually. Regnis (Lanka) PLC manufactures and markets refrigerators and washing

machines. The company operates through two segments include: Refrigerators and Washing Machines.

Labour law applications, OT calculations, leave entitlements, disciplinary procedures, writing the memos, performances appraisals, health and safety practices, all these theoretical lessons I was practically learned during my internship program. Apart from gaining the industrial knowledge I was able to develop myself as a professional character. I learned to behave as a professional person. We have to be more polite, genuine when we cope with the coworkers. The way we communicate with others, cope with others shows our professionalism. I believed because of the internship program I was able to build my communication skills, interpersonal skills and other professional skills like accountability, flexibility, integrity, and adaptability. I believed that there is an improvement on my English knowledge considerably. I was able to develop my observation skills with the experience that I gain from Regnis (Lanka) PLC.

I would like to say that with in the period of internship I could able to get both academic and practical exposure. Further internship program provide me the opportunity to flourish professionally and personally, and Regnis (Lanka) PLC is one of the best place to get the industrial exposure to a HR undergraduate who would able to face challenges and searching opportunities.

Finally I am glad to say that I gained maximum benefits within the provided internship period and I could able make my internship experience success at the Regnis (Lanka) PLC with impressive assistance of the Department of Human Resource, University of Peradeniya.

Name of the Intern Iresha Shyama Jayasinghe
Registration No: A/10/BBA/050
Internship Provider Hairu Institute of Technology (Pvt) Ltd
Specialty Marketing Educational Products
Department Marketing Management

During the last two months I had undergone my industrial training at "Hairu Institute of Technology (Pvt) Ltd". Hairu Institute of Technology is registered with City & Guilds, which is the world's leading international vocational education and training organization that offers a variety of qualifications across a variety of sectors to meet the needs of today's market place not only that also provides some marketing services for other companies under the Hairu Group.

It is admirable that the opportunity given by the department to be employed in an organization while being an undergraduate. We also enjoyed the opportunity to apply the knowledge gathered while being a student in the time of internship and therefore to learn from the organization. Furthermore, we are given the opportunity to be graduated as experienced employees. Even though I was not involved in a management position, I understood the practical situations of theoretical concepts taught in subjects like Marketing Management. I developed the skills on how to develop a brand name, positioning the brand, positioning the real estate product, how to develop and design communication mix for educational industry. My supervisor Mr. Ranjan Senadheera and our Assistant Marketing manager Mr. Kanishka gave me enormous advices and backed me when it mattered most. I also had occasional discussions with them. They directed me in lot of areas that I should improve

and discovered areas that I am good with. They continuously evaluated my progress and based on that allocated me different activities which helped to improve my self-confidence.

I got the practical knowledge of how to handle customers during the first meeting, how to convince them on company service, how to handle customer complaints, documentations parts, how to keep connections with top management and other staff members and how to provide good customer service. Through this I learnt a lot about how to working as a team in order to minimize the problem & get to the maximum result within the best time management practices. It helped me a lot to improve my interpersonal skills.

According to my point of view employees at Hairu Institute of Technology (Pvt) Ltd are well professional and well disciplined. This motivated me to learn well professional practices. After the 2 months of training period I felt that I became a responsible person and finally I can handle any work of myself with any kind of working environment. I personally develop skills to be a good professional person in the field of marketing.

Name of the Intern L.N.C. JAYANGA
Registration No: A/10/BBA/047
Internship Provider HSBC Bank
Specialty Business Development
Department Marketing Management

As for the academic purpose to complete BBA degree program at University of Peradeniya, Internship Program was a great opportunity to get an idea about the realistic situation based on theoretical backgrounds. I had been working in Central Management Services (Pvt) Ltd for my internship period. This company provides services including customer debt recovery, customer care and flexible consultancy. The company engages with a separate Operation called Third party Sales Operation (TPSA) in HSBC bank.

As a marketing management specialized student, I was assigned works to do adjoin with marketing and sales, I had been working as a Business Development Officer of the Central Management Services (Pvt) Ltd, Nugegoda office. I was supervised by Sales and Marketing manager who is Mr. Hemantha Wijewardana and he assigned me to work relevant to the HSBC Credit card sales unit of the company. I got the experiences relevant to the internship as a Business Development Officer within the overall internship time period,

- Building relationship with customer
- Provide customer services in a professional behavior
- Communicate with head office Executives for various duties
- Participate to promotional campaigns.
- Co-operative with other officers and help their duties as a team member.
- Deal with industry competitors and attract customers

This Internship Programme was a great opportunity for me because It helped me to develop my knowledge of Marketing and sales, learned how to use the theoretical application in practical manner while improving my soft skills for interacting with clients, Presentation skills, Communication skills, Creativity, Punctuality, Professionalism, Accuracy and Due Care and etc.

- Promoting Brand name in the territory
- Consultation to new and existing customers
- Achieving the Monthly targets
- Maintain documents and work with computer system.

Name of the Intern Dulanjika Madushani Dissanayake
Registration No: A/10/BBA/030
Internship Provider Technomedics International (Pvt) Ltd
Specialty sales and marketing
Department Marketing Management

The main objective of the internship is to get a hands-on experience of the real-world organization in the area of specialization. As an undergraduate of the Bachelor of Business Administration degree specializing in Marketing Management, it is important to improve the academic and theoretical understanding through a realistic and a practical experience, in order to become an exceptional marketing manager and to be successful in the competitive business environment. My industrial training period was 300 hours at the Technomedics International (Pvt) Ltd which is located at Baththaramulla. It is an organization established in 1996 with a clear vision of becoming the most admirable healthcare solution provider in the Sri Lankan market. Their core business areas are turnkey hospital projects, medical equipment and surgical consumables. I was inducted to the department of sales and marketing where I had to function as a marketing trainee under the supervision of the head of the business unit and the Marketing Manager. I spent some working days inside the office and other days in the field. The work was scheduled by the management. The training included visiting hospitals with the sales manager to introduce the products that we offer with the new / additional features, upcoming tenders, quotations and required modifications for customers regarding

medical equipments. During the training, I participated sales promotional activities as well as weekly and monthly sales meetings of Technomedics. My duties and responsibilities included helping the head of the business unit and the marketing manager by giving information related to the company, completing and checking the documents which were prepared to be sent to the manager, monitoring and observing the overall activities and performance of the workers on behalf of managers as well as making the manager aware of the difficulties, complaints, faults related to the various activities and also the performance of the company. My work load included presenting the above findings in verbal and written form. The internship not only enhanced my theoretical knowledge but also enhanced my soft skills, communication skills and other important skills. Finally I would like to express my special gratitude to the University Of Peradeniya, Techomedics International (Pvt) Ltd and to all those who supported and guided me to make this internship a success.

Name of the Intern **Nethmini Jayasekara**
Registration No: **A/10/BBA/ 049**
Internship Provider **Spotless Pvt Ltd**
Specialty **Customer Relationship Management**
Department **Marketing Management**

Throughout my Industrial Training session I earned working experience as an Intern Marketing Coordinator at Spotless Pvt Ltd. The Spotless Pvt. Ltd mainly focus on providing professional solutions for cleaning and hygiene problems in industrial sector by introducing quality cleaning equipment, under the world recognized brands, called Nilfisk and Unger.

Industrial training added a great value to my career life, because Spotless Pvt. Ltd. developed my personal skills, from the day of I had been interviewed to the day. As the Intern Marketing Coordinator, I maintained documentary requirements of the process in coordinating marketing activities. Throughout the intern I had to make strong commercial bonds with customers from quotation process to the end of warranty period. Therefore I wanted considerable interpersonal ability and had to have skills to manage different type of customers. It was not an easy task, the knowledge and experience that I earned during my degree program helped me a lot to face challenges perfectly.

My training supervisor Mr. Udesha Manuranga, Industrial Sales Manager gave me an enormous support and backed me when it really needed. Weekly basis my supervisor conducted a discussion with me to update, the areas that I should be developed and handle.

He continuously evaluated my progress base on the activities that I had performed.

When I joined with Spotless Pvt Ltd as the intern, I was very nervous, but during last two months, I have improved self-confident , and personality to accept any challenge given by my company. According to my position I had to coordinate marketing executives and all customers who deal with us. This process has improved my interpersonal skills and communication skills.

Spotless Pvt. Ltd. is a growing company therefore my training supervisor advised me to maintain a customer database through social networks by using network such as Linkdln and insightly (Customer Relationship Management) in order to boost our sales. Currently I am conducting well and it helps us to build good customer relationship environment. Throughout my Industrial Training session it helped to cultivate team working, hardworking, pressure handling, self-motivation, and time management as well. At the end of my Internship period, they confirmed me as a permanent employee with an attractive remuneration package.

Name of the Intern Ramal Himasika Kulathunga
Registration No: A/10/BBA/062
Internship Provider Colombo Property Hub (PVT) Ltd
Specialty Customer Relationship Management
Department Marketing Management

Being a Marketing Intern at Colombo Property Hub (PVT) Ltd for 300 working hours, I designed an elegant, solid foundation to the home of my career through my internship. The diversified and a strong exposure proved to be an ointment.

Colombo Property Hub (PVT) Ltd was founded by Mr. Sumesh Fernando in 2010 to provide solutions with an intention of having to redefine living. Company was setup with the ultimate expectation of becoming a one-stop-shop for all real estate needs for living experiences in Colombo. The office was located in Bauddhaloka Mawatha, Colombo 07.

As an Intern, I set my own Internship objectives into three different profiles.

- Skill Development- Organization skills, Analytical skills, Interpersonal skills, writing and speaking abilities
- Application of classroom theories- Application of Marketing concepts, models and strategies.
- Personal Development- Having a good working relationship, How to deal with pressure, tension and praise in work relationships, How to communicate knowledge to strangers and to understand the job opportunities available in the field.

During my Internship period, I was assigned to specific tasks such as; Coordinating and evaluating promotional activities, Coordinating

meetings and viewings to relevant target groups, Updating CRM (Customer Relationship Management) system and Database of the company and handling Customer complaints. I had to organize and attend meetings with the relevant clients and screening phone calls, inquiries and handling them when necessary.

In fact, I had to devise and maintain office systems as mentioned; CRM and DB including data management and filling. Furthermore, meeting clients and greeting visitors at all levels of seniority to organize and maintain diaries and make relevant arrangements. Also I had to carry out some background researches and present findings and involve in the decision making process of the company. I was guided by Property Manager of CPH Mr. Roshan Silva, Public Relations Manager, Mr.Saman Athukorale and Managing Director of CPH, Mr.Sumesh Fernando.

In reviewing my Internship experience at CPH, I was in able to accomplish my objectives behalf of the Internship. I was able to build my organizational, analytical, and interpersonal skills as I gained a chance to meet different kinds of clients that represent different target groups including some expatriates as well. In fact, I was able to understand the practical presence and application of marketing theories, concepts and strategies I learnt at the university. Furthermore, I had the privilege of having a good professional relationship among different stakeholders. On the other hand, I realized how to deal with pressure and tension in the corporate world. For Qualitative outputs, I gained a wider exposure about the industry and a collective interaction among different parties of CPH. From a Quantitative perspective, I gained awareness about sales, market shares etc. That experience was a beam of light that glows within every soul, like wings taking flight towards my career.

