

Programme Book



SEMESTER INTERNSHIP

Designed & Developed by



**ANDHRA PRADESH
STATE COUNCIL OF HIGHER EDUCATION**

(A STATUTORY BODY OF THE GOVERNMENT OF ANDHRA PRADESH)

PROGRAMME BOOK FOR
SEMESTER INTERNSHIP

Name of the Student : Yetuaji Nandhu

Name of the College : K.H. Government Degree College, DMM

Registration Number : 2042004036031

Period of Internship : From 12-12-2022 To 31-03-2023

Name & Address of the Intern Organization

Jio Service Center
Sudasthana Complex
Gandhi Nagar, Dharmavaram

Sri Krishnadevaraya University, Ananthapuramu

2022 - 2023

An Internship Report on

Experience as A Jio Associate.

(Title of the Semester Internship Programme)

Submitted in accordance with the requirement for the degree of

Bachelor of Arts

Under the Faculty Guideship of

Dr Talanki Jeevan kumar

(Name of the Faculty Guide)

Department of English

K.H. Government Degree College, Phasamavasam.

(Name of the College)

Submitted by:

Yeturi Nandhu

(Name of the Student)

Regd. No: 2042004036031

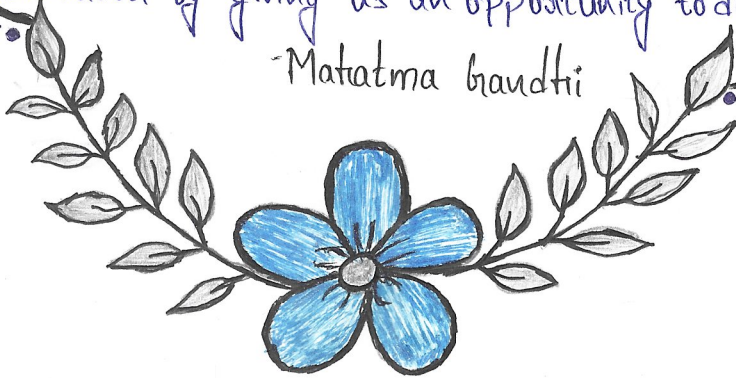
Department of Arts

K.H. Government Degree College.

(Name of the College)

"A customer is the most important visitor on our premises. He is not dependent on us. We are dependent on him. He is not an interruption in our work. He is the purpose of it. He is not an outsider in our business. He is part of it. We are not doing him a favor by serving him. He is doing us a favor by giving us an opportunity to do so."

- Mahatma Gandhi



Customer is the most important visitor to our website, portal or platform. He is not an interruption for our work, he is the purpose of it!

Mahatma Gandhi



Instructions to Students

Please read the detailed Guidelines on Internship hosted on the website of AP State Council of Higher Education <https://apsche.ap.gov.in>

1. It is mandatory for all the students to complete Semester internship either in V Semester or in VI Semester.
2. Every student should identify the organization for internship in consultation with the College Principal/the authorized person nominated by the Principal.
3. Report to the intern organization as per the schedule given by the College. You must make your own arrangements for transportation to reach the organization.
4. You should maintain punctuality in attending the internship. Daily attendance is compulsory.
5. You are expected to learn about the organization, policies, procedures, and processes by interacting with the people working in the organization and by consulting the supervisor attached to the interns.
6. While you are attending the internship, follow the rules and regulations of the intern organization.
7. While in the intern organization, always wear your College Identity Card.
8. If your College has a prescribed dress as uniform, wear the uniform daily, as you attend to your assigned duties.
9. You will be assigned a Faculty Guide from your College. He/She will be creating a WhatsApp group with your fellow interns. Post your daily activity done and/or any difficulty you encounter during the internship.
10. Identify five or more learning objectives in consultation with your Faculty Guide. These learning objectives can address:
 - a. Data and Information you are expected to collect about the organization and/or industry.
 - b. Job Skills you are expected to acquire.
 - c. Development of professional competencies that lead to future career success.
11. Practice professional communication skills with team members, co-interns, and your supervisor. This includes expressing thoughts and ideas effectively through oral, written, and non-verbal communication, and utilizing listening skills.
12. Be aware of the communication culture in your work environment. Follow up and communicate regularly with your supervisor to provide updates on your progress with work assignments.

13. Never be hesitant to ask questions to make sure you fully understand what you need to do your work and to contribute to the organization.
14. Be regular in filling up your Program Book. It shall be filled up in your own handwriting. Add additional sheets wherever necessary.
15. At the end of internship, you shall be evaluated by your Supervisor of the intern organization.
16. There shall also be evaluation at the end of the internship by the Faculty Guide and the Principal.
17. Do not meddle with the instruments/equipment you work with.
18. Ensure that you do not cause any disturbance to the regular activities of the intern organization.
19. Be cordial but not too intimate with the employees of the intern organization and your fellow interns.
20. You should understand that during the internship programme, you are the ambassador of your College, and your behavior during the internship programme is of utmost importance.
21. If you are involved in any discipline-related issues, you will be withdrawn from the internship programme immediately and disciplinary action shall be initiated.
22. Do not forget to keep up your family's pride and the prestige of your College.

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Student's Declaration

I, Yetusi Nandhu a student of B.A [E.H.P]

Programme, Regd. No. 2042004036031 of the Department of

Arts, K.H. Government Degree College

College do hereby declare that I have completed the mandatory internship

from 01-12-2022 to 31-03-2023 in 510

Service Center under the Faculty Guideship of

Dr Palanki Jeevan Kumari, Department of English,

K.H. Government Degree college Pottanuram.

Yetusi Nandhu
Signature with Date



Official Certification

This is to certify that Yatushi Nandhu, Regd.
No. 2042004036031 has completed his/her Internship
in Tjo Service Center
on Experience as A Tjo Associate
under my supervision as a part of partial fulfillment of the requirement for
the Degree of Bachelor of Arts in the
Department of English, K.H. Government Degree College.

This is accepted for evaluation.


Signatory with Date and Seal

Endorsements

Faculty Guide 
Head of the Department 
Principal

Certificate from Intern Organization

This is to certify that Yefusi Naudha,

Regd. No. 2049004036031 of K.H. Government

Degree College, Dhasmavaram, underwent internship in Jio

Service Center from

01-12-2022 to 31-03-2023.

The overall performance of the intern during her internship is found to be

satisfactory (satisfactory/not satisfactory).

Authorized Signatory with Date and Seal

Acknowledgment

I would like to express my gratitude to all the members who have guided me and facilitated me in the completion of the internship successfully.

First and foremost, I record a deep sense of gratitude to my mentor, Dr. Balanki Jeevan Kumar, Associate Professor of English, for his invaluable guidance benevolent attitude and encouragement, and moral support that sustained in me from the beginning to the end of the project. I will never forget the pains that he has taken in editing the project and in stating it as an excellent work. I can only say that I am indeed fortunate to have him as my mentor.

It would certainly be a great pleasure to thank, sincerely and profusely; all the employees of Reliance Jio, Dasmavaram for being so kind, generous, and munificent in giving answers to the questions posed me and assisting me in learning multiple things and acquiring necessary skills during the internship.

I immensely thank the principal of the college, all the teachers and above all the Government of Andhra Pradesh and the Commissionerate of Collegiate Education, AP Vijayawada, for introducing internships at the undergraduate level through which one can have real time experience and learn the necessary skill that assist us in building our better future.

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Chapter - 1

EXECUTIVE SUMMARY

Always remain open to learn new things. If you don't learn, you don't grow.

Anyone who stops learning is old, whether at twenty or at eighty.

Anyone who keeps learning stays young.

The future belongs to those who learn more skills and combine them in creative ways.

Believing the above statements, I have joined Reliance Jio, Dhasmararam, designing the following learning objectives:

- ▣ To know the roles and responsibilities of the employees.
- ▣ To gain practical knowledge.
- ▣ To have a real-time experience.
- ▣ To improve speaking skills and thinking skills.
- ▣ To learn social and behavioural skills.

I am very happy to say that working in Reliance Jio really a good experience. I have learnt that all the employees must be on time to duty and be kind and courteous while speaking with the patients. The Team leader and Asra Team leader have taught me the roles and responsibilities, and how the employees must be patient while talking to the customers and answering the questions raised by the customer. I have gained real-time working knowledge besides

Reliance Industries Limited.

(Growth is Life)

Values

Customer value we believe the customer is the reason for our existence and the only guarantee of our future. Everything that we do must delight our customers, each time and always.

Ownership Mindset

We believe the success and reputation of the company is paramount. Having an ownership mindset is fundamental to our existence. It creates a sense of inspiration and Purpose. It enables accountability and accomplishment. It ensures our strong commitment to the highest standard of safety and the environment.

Respect

We believe that without respecting all our stakeholders there can be no Reliance. We acknowledge that there may be a difference of perspectives but there must always be respect.

Integrity

Upholding our reputation is paramount as we are judged by how we act. We are committed to be truthful in all our actions. We strive to be honest and forthright with one another and with all our stakeholders. We respect the world in which we operate. It begins with compliance with laws and regulations. We hold ourselves to the highest ethical standards and behave in ways that earn the trust of others.

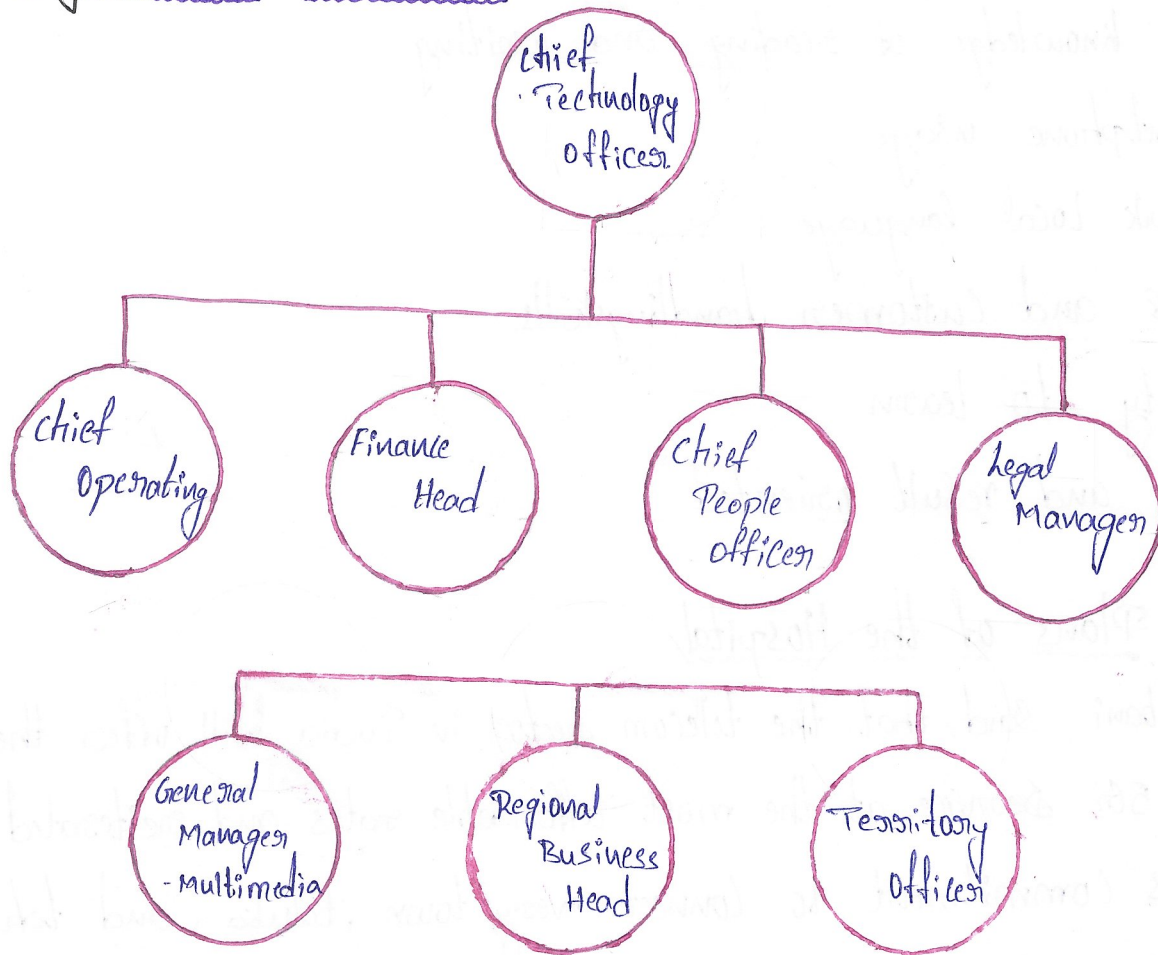
One Team

Whatever the strength of the individual, we will accomplish more through together. We put the team ahead of our personal success and commit to building its capabilities. We trust each other to deliver on our respective obligations.

Excellence

We are committed to excellence, in spirit and action. We believe everything that we do and everything we think can always get better. We see all of our activities in terms of our higher purpose and ideals, which drives our quest for excellence, always.

Organization Structure



Roles and Responsibilities of the Jio Associates

Job Responsibilities:

1. Acquire new customers
2. Call Jio customers and explain them about Jio's Recharges
3. Assist the customers in completing Jio Recharges
4. Sell new Jio connections to prospective customers
5. Resolve customer queries within agreed timelines
6. Ensure a delightful customer experience.
7. Respond to all customers in an appropriate tone and language
8. Capture customer details and data relevant to the call or service
9. Hearn about Jio's plans, products and services to add value of the offering

Chapter - 2

OVERVIEW OF THE ORGANIZATION

Jio is the largest 4G network in India. Jio offers fastest network in all over India and is the most popular company India. Reliance launched Jio, and it becomes India's fastest telecommunication network. Jio provides digital platform to India. The company headquarters is in Mumbai, Maharashtra, India.

Name	: - Reliance Jio Infocomm Limited
Founder Name	: - Mukesh Ambani
Owner	: - Mukesh Ambani
Date of Establishment	: - 15 Feb 2007
Establishment Place	: - RCP, Navi Mumbai
Revenue (In 2020)	: - ₹18,632 crore (US\$2.6 billion)
Registered Address	: - Maker Chambers 1V, 222, Navi man Point, Maharashtra, India

Company Established

Jio was established on 15th Feb, 2007. After, Reliance became popular and launched Jio as the fastest network service provider. Jio reached in every corner of India. The company motive is to provide digital platform to the world. Jio launched many services include entertainment services, social benefits, internet services, broadband, etc. In 2016, the company launched Jio apps, like Jio browser, Jio meet, Jio tv, Jio security, Jio saavan, Jio cinema, Jio cloud, Jio news, Jio health, etc. Jio has signed on more than 340 million customers by offering free domestic calls and data service. The Jio website is www.jio.com.

Products

- * Mobile phones
- * Broadband
- * Internet Services
- * OTT Services
- * Digital television

Founder.

The main founder of Jio is Mukesh Ambani. He is the chairman and managing director of Reliance company. Mukesh Ambani is an India billionaire businessman. He is currently the richest man in Asia with networth of US\$1.6 billion and he is listed as fifth richest man in world. He is a successful man.







Fio Customer Associate Trainee

Fio Customer Associate is an aspirational program to connect women and youth to be a part of the Digital India Movement. It enables peoples with diverse backgrounds such as students, self-employed, Homemakers, Fieldstaff to support our customers with various initiatives.

We are looking for free lancers who have good communication skills, understand customer demographics and can speak in local language. Fio will provide adequate training and support for this program.

During the Semester Internship (Semester V - December 1, 2022 to March 31, 2023), I was assigned different tasks. While performing those tasks, I have learnt the roles and responsibilities of the employees, gained practical knowledge, improved speaking skills, social skills, behavioural skills etc. The details of the roles that I worked on are mentioned in the activity log.

ACTIVITY LOG FOR THE FIRST WEEK







Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day - 1	Learning the role and responsibilities of the employees	Roles and Responsibilities	
Day - 2	Learning the role and responsibilities of the employees	Roles and Responsibilities	
Day - 3	Learning the role and responsibilities of the employees	Roles and Responsibilities	
Day - 4	Training of the products that Jio offers	Presentation Skills	
Day - 5	Training of the products that Jio offers	Presentation Skills	
Day - 6	Training of the products that Jio offers	Presentation Skills	

WEEKLY REPORT

WEEK - 1 (From Dt 01-12-2022 to Dt 07-12-2022)

Objective of the Activity Done:
Detailed Report: As I was new to the organization, I was asked to read a few catalogues and the information available on the company website so that I can learn the roles and responsibilities of the employees and work towards the satisfaction of the employees and the customers. After three days, I was given training on the multiple products that the company sells and on offers that the company provides.

ACTIVITY LOG FOR THE SECOND WEEK







Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day - 1	observing the Senior Fio Associate and learning how to speak with the customer	observation skills	
Day - 2	Observing the Senior Fio Associate and learning how to speak with the customer	observation skills	
Day - 3	Observing the Senior Fio Associate and learning how to speak with the customer	observation skills	
Day - 4	Observing the Senior Fio Associate and learning how to speak with the customer	observation skills	
Day - 5	Observing the Senior Fio Associate and learning how to speak with the customer	observation skills	
Day - 6	observing the Senior Fio Associate and learning how to speak with the customer	Observation skills	

WEEKLY REPORT

WEEK - 2 (From Dt 08-12-2022 to Dt 14-12-2022)

Objective of the Activity Done:
Detailed Report: In the second week, I was asked to observe the Senior Fio Associates and learn the art of speaking with the customers. I observed them, especially while talking to the customer, and learnt how to speak while making calls, how to converse with customers while explaining the offers, and how to convince them to part from one service to service. I even interacted with the senior associates and sought answers/clarifications to the doubts I had.

ACTIVITY LOG FOR THE THIRD WEEK







Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day - 1	collecting the data of existing Jio customers and requesting them to recharge before the expiry date	Speaking Skill	
Day - 2	collecting the data of existing Jio customers and requesting them to recharge before the expiry date	Speaking Skill	
Day - 3	collecting the data of existing Jio customers and requesting them to recharge before the expiry date	Speaking Skill	
Day - 4	collecting the data of existing Jio customers and requesting them to recharge before the expiry date	Speaking Skill	
Day - 5	collecting the data of existing Jio customers and requesting them to recharge before the expiry date	Speaking Skill	
Day - 6	Collecting the data of existing Jio customers and requesting them to recharge before the expiry date	Speaking Skill	

WEEKLY REPORT

WEEK - 3 (From Dt 15-12-2022 to Dt 21-12-2022)

Objective of the Activity Done:
Detailed Report: <p>In the third week, I was given the phone numbers of the existing Jio customers. My duty was to call each of the customers and inform them about the date of expiry of their plan and requesting them to recharge before the due date so that they can enjoy the internet speed, uninterrupted calls, and all other offers that the Jio service provides to the customers. It was really a good experience as I found most of the existing customers responded positively and expressed their satisfaction with the Jio service. Almost all the customers have given positive feedback on Jio service.</p>

ACTIVITY LOG FOR THE FOURTH WEEK





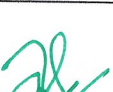
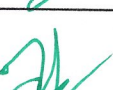
Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day - 1	Collecting the data of existing Jio requesting them to recharge before the expiry date	Speaking Skill	
Day - 2	Collecting the data of existing Jio customers and requesting them to recharge before the expiry date	Speaking Skill	
Day - 3	Collecting the data of existing Jio customers and requesting them to recharge before the expiry date	Speaking Skill	
Day - 4	Collecting the data of existing Jio customers and requesting them to recharge before the expiry date	Speaking Skill	
Day - 5	Collecting the data of existing Jio customers and requesting them to recharge before the expiry date	Speaking Skill	
Day - 6	Collecting the data of existing Jio customers and requesting them to recharge before the expiry date	Speaking Skill	

WEEKLY REPORT

WEEK - 4 (From Dt 22-12-2022 to Dt 28-12-2022)

Objective of the Activity Done:
Detailed Report: Even in the fourth week, I did the same work. I was given the phone numbers of the existing Jio customers and asked to call them and inform them to recharge. I called each and every customer and informed them the date of expiry of their plan and requested them to recharge the due date so that they can enjoy the internet speed, uninterrupted calls, and all other offers that the Jio service provides to the customers. It was really a nice experience as I found most of the existing customers responded positively and expressed their satisfaction with the Jio service. Almost all the customers have given positive feedback on Page No 10 Jio services.

ACTIVITY LOG FOR THE FIFTH WEEK







Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day - 1	Calling the customers, explaining Jio offers, and requesting them to port to Jio	Speaking skills	
Day - 2	Calling the customers, explaining Jio offers, and requesting them to port to Jio	Speaking skills	
Day - 3	Calling the customers, explaining Jio offers, and requesting them to port to Jio	Speaking skills	
Day - 4	Calling the customers, explaining Jio offers, and requesting them to port to Jio	Speaking skills	
Day - 5	Calling the customers, explaining Jio offers, and requesting them to port to Jio	Speaking skills	
Day - 6	Calling the customers, explaining Jio offers, and requesting them to port to Jio	Speaking skills	

WEEKLY REPORT

WEEK - 5 (From Dt 29-12-2022 to Dt 04-01-2023)

Objective of the Activity Done:
Detailed Report: <p>I was given a target of 300 numbers. My duty was to call each of the numbers and request them to spare a few available minutes from their time to explain the offers that Jio offers. Once they give consent, I explained each and every offer to them. A few were convinced to convert from their existing non-Jio service to Jio service. The numbers of the customers who expressed their willingness to port are given to the Team leaders.</p>

ACTIVITY LOG FOR THE SIXTH WEEK





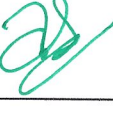
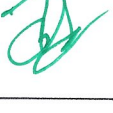
Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day - 1	Calling the customer, explaining Jio offers, and requesting them to port to Jio	Speaking skills	
Day - 2	Calling the customer, explaining Jio offers, and requesting them to port to Jio	Speaking skills	
Day - 3	Calling the customer, explaining Jio offers and requesting them to port to Jio	Speaking skills	
Day - 4	Calling the customer, explaining Jio offers and requesting them to port to Jio	Speaking skills	
Day - 5	Calling the customer, explaining Jio offers and requesting them to port to Jio	Speaking skills	
Day - 6	Calling the customer, explaining Jio offers and requesting them to port to Jio	Speaking skills.	

WEEKLY REPORT

WEEK - 6 (From Dt 05-01-2023 to Dt 11-01-2023)

Objective of the Activity Done:
Detailed Report: I was given a target of 300 numbers. My duty was to call each of the numbers and request them to spare a few available minutes from their time to explain the offers that Jio offers. Once they give consent, I explained each and every offer to them. A few were convinced to convert from their existing non-Jio service to Jio service. The numbers of the customers who expressed their willingness to port are given to the Team leader.

ACTIVITY LOG FOR THE SEVENTH WEEK



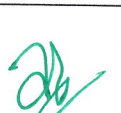
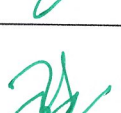
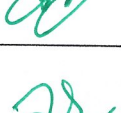
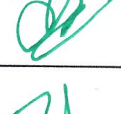
Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day - 1	Calling the customers, explaining Jio offers, and requesting them to port to Jio	Speaking skills	
Day - 2	Calling the customers, explaining Jio offers, and requesting them to port to Jio	Speaking skills	
Day - 3	Calling the customers, explaining Jio offers, and requesting them to port to Jio	Speaking skills	
Day - 4	Calling the customers, explaining Jio offers, and requesting them to port to Jio	Speaking skills	
Day - 5	Calling the customers, explaining Jio offers, and requesting them to port to Jio	Speaking skills	
Day - 6	Calling the customers, explaining Jio offers, and requesting them to port to Jio	Speaking skills	

WEEKLY REPORT

WEEK - 7 (From Dt 12-01-2023 to Dt 18-01-2023)

Objective of the Activity Done:
Detailed Report: I was given a target of 200 numbers. My duty was to call each of the numbers and requesting them to spare a few available minutes from their time to explain the offers that Jio offers. Once they give consent, I explained each and every offer to them. A few were convinced to convert from their existing non-jio service to jio service. The numbers of the customers who expressed their willingness to port are given to the Team leaders.

ACTIVITY LOG FOR THE EIGHTH WEEK




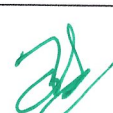
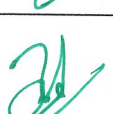
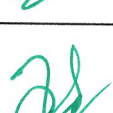
Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day - 1	calling the customers, explaining Jio offers, and requesting them to port to Jio	Speaking skills	
Day - 2	calling the customers, explaining Jio offers, and requesting them to port to Jio	Speaking skills	
Day - 3	calling the customer, explaining Jio offers, and requesting them to port to Jio	Speaking skills	
Day - 4	calling the customer, explaining Jio offers, and requesting them to port to Jio	Speaking skills	
Day - 5	calling the customer explaining Jio offers, and requesting them to port to Jio	Speaking skills	
Day - 6	calling the customer explaining Jio offers, and requesting them to port to Jio	Speaking skills	

WEEKLY REPORT

WEEK - 8 (From Dt 19-01-2023 to Dt 25-01-2023)

Objective of the Activity Done:
Detailed Report: I was given a target of 500 numbers. My duty was to call each of the numbers and request them to spare a few available minutes from their time to explain the offers that Jio offers. Once they give consent, I explained each and every offer to them. A few were convinced to convert from their existing non-Jio service to Jio service. The numbers of the customers who expressed their willingness to port are given to the Team leaders.

ACTIVITY LOG FOR THE NINETH WEEK




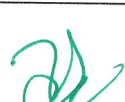
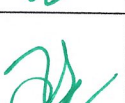
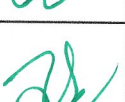
Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day - 1	Giving training to the newly recruited Jio Associates	Training skills	
Day - 2	Giving training to the newly recruited Jio Associates	Training skills	
Day - 3	Giving training to the newly recruited Jio Associates	Training skills	
Day - 4	Giving training to the newly recruited Jio Associates	Training skills	
Day - 5	Giving training to the newly recruited Jio Associates	Training skills	
Day - 6	Giving training to the newly recruited Jio Associates	Training skills	

WEEKLY REPORT

WEEK - 9 (From Dt 16-01-2023 to Dt 22-01-2023)

Objective of the Activity Done:
Detailed Report: After a period of two months, I felt that I have improved a lot. I participated in a group discussion with higher officials. They were impressed with my skills and appreciated me giving a small memento. I was given an opportunity to train the newly recruited Jio Associates. It was a great and pleasurable experience in my life.

ACTIVITY LOG FOR THE TENTH WEEK







Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day - 1	Giving training to the newly recruited Jio Associates	Training skills.	
Day - 2	Giving training to the newly recruited Jio Associates	Training skills	
Day - 3	Giving training to the newly recruited Jio Associates	Training skills	
Day - 4	Giving training to the newly recruited Jio Associates	Training skills	
Day - 5	Giving training to the newly recruited Jio Associates	Training skills	
Day - 6	Giving training to the newly recruited Jio Associates	Training skills	

WEEKLY REPORT

WEEK - 10 (From Dt 23-01-2023 to Dt 29-01-2023)

Objective of the Activity Done:
Detailed Report: After a period of two months, I felt that I have improved a lot. I participated in a group discussion with the newly recruited Jio Associates to know their performance. I have shared my ideas with them and tried to teach them speaking skills and build confidence among them. I really enjoyed this period. It gave me a chance to come into contact with some more Jio Associates.

ACTIVITY LOG FOR THE ELEVENTH WEEK







Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day - 1	Calling the customers, explaining Jio offers, and requesting them to port to Jio.	Speaking skills	
Day - 2	Calling the customers, explaining Jio offers, and requesting them to port to Jio	Speaking skills	
Day - 3	Calling the customers, explaining Jio offers, and requesting them to port to Jio	Speaking skills	
Day - 4	Calling the customers, explaining Jio offers, and requesting them to port to Jio.	Speaking skills	
Day - 5	Calling the customers, explaining Jio offers, and requesting them to port to Jio	Speaking skills	
Day - 6	Calling the customers, explaining Jio offers, and requesting them to port to Jio	Speaking skills	

WEEKLY REPORT

WEEK - 11 (From Dt 30-01-23 to Dt 05-02-23)

Objective of the Activity Done:
Detailed Report: After giving training for two weeks to the newly joined employees. I once took up the job of calling the customers and explaining the offers that the Jio company provides the customers. A few were convinced to convert from their existing service to Jio service. The numbers of the customers who expressed their willingness to port are given to the Team leaders

ACTIVITY LOG FOR THE TWELFTH WEEK


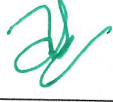




Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day - 1	Calling the customers, explaining Tio offers, and requesting them to port to Tio	Speaking skills	
Day - 2	Calling the customers, explaining Tio offers, and requesting them to port to Tio	Speaking skills	
Day - 3	Calling the customers, explaining Tio offers, and requesting them to port to Tio	Speaking skills	
Day - 4	Calling the customers, explaining Tio offers, and requesting them to port to Tio	Speaking skills	
Day - 5	Calling the customers, explaining Tio offers, and requesting them to port to Tio	Speaking skills	
Day - 6	Calling the customers, explaining Tio offers, and requesting them to port to Tio	Speaking skills.	

WEEKLY REPORT

WEEK - 12 (From Dt 06-02-23 to Dt 12-02-23)

Objective of the Activity Done:
Detailed Report: After giving training for two weeks to the newly joined employees, Ponce took up the job of calling the customer and explaining the offers that the Tio company provides the customers. A few were convinced to convert from their existing service to Tio service. The numbers of the customers who expressed their willingness to port are given to the Team leaders.

ACTIVITY LOG FOR THE THIRTEENTH WEEK







Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day - 1	Calling the customers, explaining Jio offers, and requesting them to port to Jio	Speaking skills	
Day - 2	Calling the customers, explaining Jio offers, and requesting them to port to Jio	Speaking skills	
Day - 3	Calling the customers, explaining Jio offers, and requesting them to port to Jio	Speaking skills	
Day - 4	Calling the customers, explaining Jio offers, and requesting them to port to Jio	Speaking skills	
Day - 5	Calling the customers, explaining Jio offers, and requesting them to port to Jio	Speaking skills	
Day - 6	Calling the customers, explaining Jio offers, and requesting them to port to Jio	Speaking skills	

WEEKLY REPORT

WEEK - 13 (From Dt 13-02-2023 to Dt 19-02-23)

Objective of the Activity Done:
Detailed Report: Even in the thirteenth week, I was given the same task i.e, calling the customers and requesting to convert from their existing service to Jio service so that they can experience uninterrupted callings, 5G internet speed, free OTT Apps and so on. Listening to me, some expressed their willingness to port to Jio while some expressed their unwillingness.

ACTIVITY LOG FOR THE FOURTEENTH WEEK







Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day - 1	Calling the customers, explaining Jio offers, and requesting them to port to Jio	Speaking skills	
Day - 2	calling the customers, explaining Jio offers, and requesting them to port to Jio	Speaking skills	
Day - 3	calling the customers, explaining Jio offers & requesting them to port to Jio	Speaking skills	
Day - 4	Calling the customers, explaining Jio offers & requesting them to port to Jio	Speaking skills	
Day - 5	Calling the customers, explaining offers & requesting them to port to Jio.	Speaking skills	
Day - 6	Calling the customers, explaining offers & requesting them to port to Jio.	Speaking skills	

WEEKLY REPORT

WEEK - 14 (From Dt. 20-2-23 to Dt. 26-02-23)

Objective of the Activity Done:
Detailed Report: In the fourteenth week, I was given the same task calling the customers and requesting to convert from their existing service to Jio service so that they can experience uninterrupted callings, 5G internet speed, free OTT Apps and soon. listening to me, some expressed their willingness to port Jio while some expressed their un willingness.

ACTIVITY LOG FOR THE FIFTEENTH WEEK

Day & Date	Brief description of the daily activity	Learning Outcome	Person In-Charge Signature
Day - 1	Calling the customers, explaining Jio offers, and requesting them to post to Jio	Speaking skills	
Day - 2	Calling the customers, explaining Jio offers, and requesting them to post to Jio	Speaking skills	
Day - 3	Calling the customers, explaining Jio offers, and requesting them to post to Jio	Speaking skills	
Day - 4	Calling the customers, explaining Jio offers, and requesting them to post to Jio	Speaking skills	
Day - 5	Calling the customers, explaining Jio offers and requesting them to post to Jio.	Speaking skills	
Day - 6	Calling the customers, explaining Jio offers and requesting them to post to Jio.	Speaking skills	

WEEKLY REPORT

WEEK - 15 (From Dt 27-02-23 to Dt 05-03-23)

Objective of the Activity Done:
Detailed Report: During the last week of the semester internship, I did the same work that I have been doing since the beginning. I contacted more than two hundred customers. During my conversation with them, I learnt the fact that most of the customers have already turned to Jio and are happy with the services.

Chapter - 5

OUTCOMES DESCRIPTION

Describe the work environment you have experienced:

I am very much elated to say that working as Fio Associate in a Fio service, a well-renowned and the most used telecom service across the country. It was really an amazing and excellent experience. I have learnt the art of professionalism, the art of speaking with the officers in general and with the customers in particular.

My four months stay at the Fio Service centre and my calls to 300-350 leads (customers) for every ten days have taught me telephone etiquettes which are to be followed while conversing and interacting with the other person over the phone. I knew and acquired multiple skills which the telecallers must possess. They are a) a caller must have a pleasant voice, b) start the conversation with a warm wish, c) speak in an appropriate tone and language, d, the content must be crisp and explain properly d, make the caller always feel welcome, etc.

Describe the real time technical skills you have acquired:

During the internship period, I became competent, though not an expert in performing specific digital and physical task, Due to real-time working experience like working with the operation of technical gadgets and a few mobile applications, I was able to complete all the tasks such as analyzing the data (phone numbers), calling the customers uploading the details of the customers onto the mobile app, providing specific information to the officers, so on and so forth.

Describe the managerial skills you have acquired:

I have gained enough knowledge on managing one's own position, the officers, the customers, planning properly, taking decision at difficult times, and solving problems that I face with the customer. During my conversation especially with the customers, I faced problems and resolved them immediately. I came across a few callers who repeatedly ask questions that really troubled me. Some were becoming emotional and reacting in an rude way. Whenever I faced such situations, I was controlling myself, managing the situation by becoming more professional, speaking in a low tone first, then trying to speak calmly, explaining the features of Jio services, and finally requesting them to convert to Jio service if they are satisfied otherwise not.

Describe how you could improve your communication skills:

I could feel a remarkable improvement in my communication skills after this internship. In the four months period of my work, I might have rung up nearly three hundred customers who were using different mobile services. In the beginning, I was rather hesitant to speak for a longer time and explain the features properly. But in a very short span of time with the suggestion by my mentor, that is, observe the senior Jio Associates and improved courage and confidence and speak. Then I observed the seniors for a day or two and improved myself. I became confident and speak. Then I observed the seniors for a day or two and improved myself. I became confident and started speaking with the customers for a minute and slowly spoke for more than two-to-three minutes. I was immensely happy with my improvement and the way I started with the customers. I have satisfied more than a hundred customers who expressed their willingness to convert.

Describe how could you enhance your abilities in group discussions, participation in teams, contribution as a team member, leading a team/activity:

I have participated in group discussion twice in the internship period. I have expressed my views regarding the offers that Jio is offering to customers. They felt happy listening to me and agreed my views as well. They even appreciated my active participation in the group discussion and presented me a memento.

Describe the technological developments you have observed and relevant to the subject area of training:

I am happy to say that I have acquired the mobile operational skills and necessary computer operating skills that are highly essential to any youngster who desires to achieve his/her goals in this advanced and ever-fast-changing technological world.

Student Self-Evaluation of the Short-Term Internship

Student Name: Yetusi Nandhu Registration No: 2042004086031

Term of Internship: From: 01-12-2022 To: 31-03-2023

Date of Evaluation: 28-3-2023

Organization Name & Address: Jio service Center, sudarshana
Complex Gandhi Nagar, Dharmavaram

Please rate your performance in the following areas:

Rating Scale: Letter grade of CGPA calculation to be provided

1	Oral communication	1	2	3	4	5
2	Written communication	1	2	3	4	5
3	Proactiveness	1	2	3	4	5
4	Interaction ability with community	1	2	3	4	5
5	Positive Attitude	1	2	3	4	5
6	Self-confidence	1	2	3	4	5
7	Ability to learn	1	2	3	4	5
8	Work Plan and organization	1	2	3	4	5
9	Professionalism	1	2	3	4	5
10	Creativity	1	2	3	4	5
11	Quality of work done	1	2	3	4	5
12	Time Management	1	2	3	4	5
13	Understanding the Community	1	2	3	4	5
14	Achievement of Desired Outcomes	1	2	3	4	5
15	OVERALL PERFORMANCE	1	2	3	4	5

Date: 28/03/2023

Yetusi Nandhu
Signature of the Student

Evaluation by the Supervisor of the Intern Organization

Student Name: Yetusi Naudhu	Registration No: 2042004036031
Term of Internship: From: 01-12-2022 To: 31-03-2023	
Date of Evaluation: 28-3-2023	
Organization Name & Address: Jio Service Center, Sudhasthana	
Name & Address of the Supervisor with Mobile Number: Complex, Gandhi, Nagar, Dharmavaram	


Please rate the student's performance in the following areas:

Please note that your evaluation shall be done independent of the Student's self-evaluation

Rating Scale: 1 is lowest and 5 is highest rank

1	Oral communication	1	2	3	4 ✓	5
2	Written communication	1	2	3	4	5 ✓
3	Proactiveness	1	2	3	4 ✓	5
4	Interaction ability with community	1	2	3	4	5 ✓
5	Positive Attitude	1	2	3	4	5 ✓
6	Self-confidence	1	2	3	4	5 ✓
7	Ability to learn	1	2	3	4	5 ✓
8	Work Plan and organization	1	2	3	4	5 ✓
9	Professionalism	1	2	3	4 ✓	5
10	Creativity	1	2	3	4	5 ✓
11	Quality of work done	1	2	3	4	5 ✓
12	Time Management	1	2	3	4	5 ✓
13	Understanding the Community	1	2	3	4	5 ✓
14	Achievement of Desired Outcomes	1	2	3	4	5 ✓
15	OVERALL PERFORMANCE	1	2	3	4	5 ✓

Date: 25/3/23

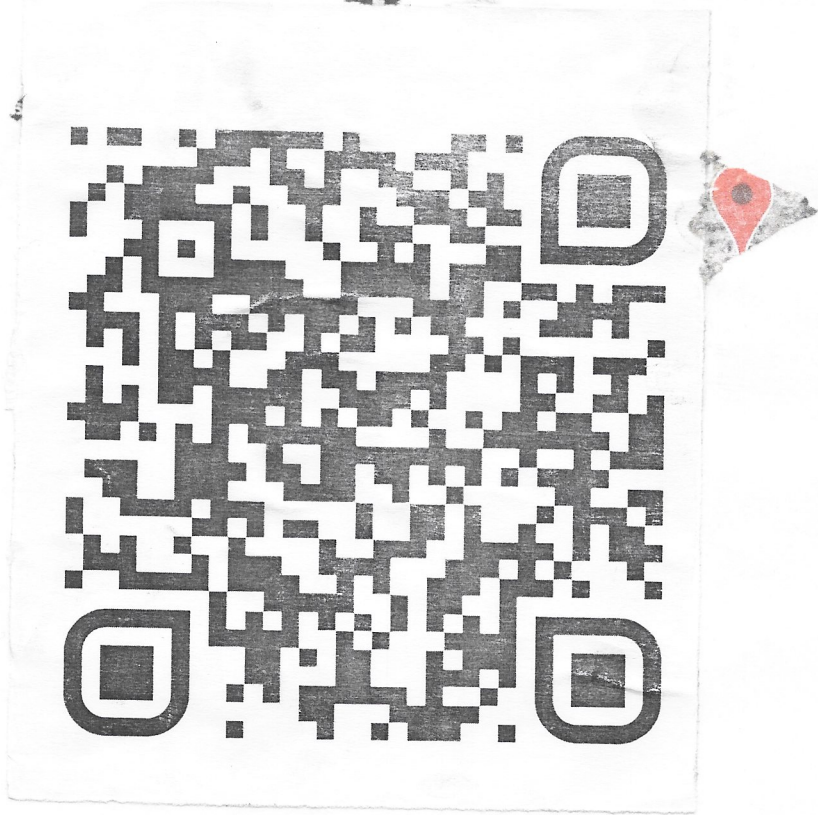

 Signature of the Supervisor
 26/3/23

PHOTOGRAPHS



Page No

VIDEO LINKS



EVALUATION

Internal & External Evaluation for Semester Internship

Objectives:

- Explore career alternatives prior to graduation.
- To assess interests and abilities in the field of study.
- To develop communication, interpersonal and other critical skills in the future job.
- To acquire additional skills required for the world of work.
- To acquire employment contacts leading directly to a full-time job following graduation from college.

Assessment Model:

- There shall be both internal evaluation and external evaluation
- The Faculty Guide assigned is in-charge of the learning activities of the students and for the comprehensive and continuous assessment of the students.
- The assessment is to be conducted for 200 marks. Internal Evaluation for 50 marks and External Evaluation for 150 marks
- The number of credits assigned is 12. Later the marks shall be converted into grades and grade points to include finally in the SGPA and CGPA.
- The weightings for Internal Evaluation shall be:
 - Activity Log 10 marks
 - Internship Evaluation 30 marks
 - Oral Presentation 10 marks
- The weightings for External Evaluation shall be:
 - Internship Evaluation 100 marks
 - Viva-Voce 50 marks
- The External Evaluation shall be conducted by an Evaluation Committee comprising of the Principal, Faculty Guide, Internal Expert and External Expert nominated by the affiliating University. The Evaluation Committee shall also consider the grading given by the Supervisor of the Intern Organization.
- Activity Log is the record of the day-to-day activities. The Activity Log is assessed on an individual basis, thus allowing for individual members within groups to be assessed this way. The assessment will take into consideration

- the individual student's involvement in the assigned work.
- While evaluating the student's Activity Log, the following shall be considered -
 - a. The individual student's effort and commitment.
 - b. The originality and quality of the work produced by the individual student.
 - c. The student's integration and co-operation with the work assigned.
 - d. The completeness of the Activity Log.
 - The Internship Evaluation shall include the following components and based on Weekly Reports and Outcomes Description
 - a. Description of the Work Environment.
 - b. Real Time Technical Skills acquired.
 - c. Managerial Skills acquired.
 - d. Improvement of Communication Skills.
 - e. Team Dynamics
 - f. Technological Developments recorded.

MARKS STATEMENT
(To be used by the Examiners)

INTERNAL ASSESSMENT STATEMENT

Name Of the Student : Yetusi Nandhu
Programme of Study : B.A.
Year of Study : 2022-2023
Group : H.E.P
Register No/H.T. No : 2042004036031
Name of the College : K.H. Government Degree College, Dhasimalasram.
University : S.K. University

S. No.	Evaluation Criterion	Maximum Marks	Marks Awarded
1.	Activity Log	10	09
2.	Internship Evaluation	30	27
3.	Oral Presentation	10	09
	GRAND TOTAL	50	45

Date: 25/08/2023


Signature of the Faculty Guide

EXTERNAL ASSESSMENT STATEMENT

Name Of the Student: Yetusi Nandhu
Programme of Study: B.A
Year of Study: 2022-23
Group: H.E.P
Register No/H.T. No: 2042004036031
Name of the College: K.H. Government Degree College, Dhasimalasam.
University: S.K University

S. No.	Evaluation Criterion	Maximum Marks	Marks Awarded
1.	Internship Evaluation	80	75
2.	For the grading given by the Supervisor of the Intern Organization	20	20
3.	Viva-Voce	50	45
	TOTAL	150	135
GRAND TOTAL (EXT. 50 M + INT. 150M)		200	185

Signature of the Faculty Guide

Signature of the Internal Expert

Signature of the External Expert

Signature of the Principal with Seal

